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



Julia Rebollo/Austin/GM1
10/07/2008 09:58 AM

To Jimenez_Graffam_Lausell-Jose_Torres@jgl.com
cc
bcc
Subject [redacted] - VIN#1GKDS13S552[redacted]

Mr. Torrez,

Good morning, I'm inquiring on another case involving customer [redacted] I see that the customer had an AC concern and the last correspondence from you to Miguel advised that you were pending to see if the AC concern had been corrected and a motion to DACO requesting case to be closed was going to be sent. So I wanted to get an update on this case also.

Thank you,

Julia Rebollo
Legal Research Specialist/DACO
Aditya Birla Minacs

GM Cars Austin
7401 East Ben White Blvd, Bldg F
Austin, TX 78741
Phone: 866.790.5700 ext.41213
Fax: 866.874.5909
Email: julia_rebollo@gmexpert.com
Website: www.minacs.adityabirla.com

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DACO

Estado Libre Asociado de Puerto Rico

[redacted] Departamento de Asuntos del Consumidor

Región Bayamón, Apartado 1498 Bayamón, Puerto Rico 00960
(787) 780-7001 – Fax: (787) 787-3219
www.daco.gobierno.pr

QUERELLANTE:
[redacted]

QUERELLA NUM:
[redacted]

QUERELLADO:
LOSADA AUTO TRUCK, INC., GENERAL MOTORS, CORP., PENTAGON FEDERAL CREDIT UNION

SOBRE:
VEHICULO DEFECTUOSO, SERVICIO NO SATISFACTORIO

+++++ NOTIFICACION DE INFORME TECNICO +++++

Conforme a la Regla 15 del Procedimiento Adjudicativo, se incluye el Informe de Inspección de la querella de referencia.

Las partes tendrán quince (15) días para presentar por escrito, las objeciones que tengan al mismo e indicar si desean que esté presente durante la vista administrativa o de mediación el investigador que realizó la inspección.

Las objeciones deberán ser por escrito, en forma precisa y específica y deberá estar dispuesto a presentar prueba técnica que refute dicho informe. Para ello podrá contratar por cuenta propia, los peritos que estime pertinente. No basta alegar su inconformidad.

En Bayamón, Puerto Rico, a 12 de mayo de 2008.

Certifico haber enviado copia a las partes correspondientes:

[redacted]
URB. CUIDAD INTERAMIRICANA
771 CALLE PEZ VELA
BAYAMON, PR 00956-6838

LOSADA AUTO TRUCK, INC.
P O BOX 3158
BAYAMON, PR 00960-3158

GENERAL MOTORS, CORP.
P O BOX 364382
SAN JUAN, PR 00960-3158

GENERAL MOTORS, INC.
P O BOX 366104-
SAN JUAN, PR 00936-6104

PENTAGON FEDERAL CREDIT UNION
P O BOX 34120
FT. BUCHANAN, PR 00934

Remitido por correo hoy: 12 de mayo de 2008.

María Rivera
DESPACHADO POR:

/mqc

DACO

Estado Libre Asociado de Puerto Rico

[redacted] Departamento de Asuntos del Consumidor

Región Bayamón, Apartado 1498 Bayamón, Puerto Rico 00960
Tel. (787) 780-7001 Fax. (787) 787-3219
www.daco.gobierno.pr

INFORME DE INVESTIGACIÓN DE QUERELLAS DE VEHÍCULO DE MOTOR

QUERELLANTE: [redacted]

QUERELLADO(S): General Motors, Corp., Losada Auto Truck, Inc., Pentagon Federal Credit Union.

NÚMERO DE QUERELLA: [redacted]

TÉCNICO: Sr. Joaquín Serpa

FECHA DE INSPECCIÓN: 24 de abril de 2006

COMPARECIENTES A LA INSPECCIÓN Y LA POSICIÓN QUE OCUPAN:

1. [redacted] - Querellante
2. Antonio J. Barbosa – Gerente de Servicio
3. Lcdo. Héctor S. Sostre Bou – Losada Auto

DESCRIPCIÓN DEL VEHÍCULO

MARCA: G-M-C MODELO: ENVOY

AÑO: 2005 TABLILLA: GIL-053

MILLAJE: 18,957

Tipo de Inspección: (x) - Visual ( ) - Prueba de Carretera

HALLAZGOS DE LA INSPECCION

Se realizo pruebas en el sistema de carga usando el multímetro y el Midtronic presentando condición normal de funcionamiento. No hay luz de check engine presente en el panel de instrumentos, se diagnostico el sistema y no presento códigos. Sigue presentando olor a humedad en el sistema de a/c (acondicionador de aire).

OPINIÓN PERICIAL:

Darle una cita para intervenir con el sistema del a/c reparar el mismo y reemplazar piezas de ser necesario.

POSICION DEL QUERELLADO:

Verificar el a/c de la unidad y de demorar la firma suplirá transportación de cortesía.

POSICIÓN DEL QUERELLANTE:

Que le reparen el aire acondicionado.

Se recomienda el cierre y archivo de la querella.

Firma del Investigador

12 Mayo 2008

Fecha



Jimenez_Graffam_Lausell-Jose_Torres@jgl.com
Sent by:
Jimenez_Graffam_Lausell-Angela_Murphy@jgl.com

03/10/2009 04:04 PM

Please respond to
Jimenez_Graffam_Lausell-Jose_Torres@jgl.com

To julia_rebollo@gmexpert.com
cc
bcc
Subject Zuleima Diaz Rivera Q-300018270 O/ref: 1208-607

Dear Julia:

Thank you for your e-mail of 03/10/2009 asking about the status of this matter.

There are no new developments. DACO has not yet rule on the motion filed on 15 September 2008 requesting the closing of the case because the customer did not go back to the dealer for an AC repair.

Next time I go to DACO (Bayamón) I will check the file. Maybe the case is already closed.

I will keep you posted.

Cordially,

José J. Torres Escalera



Jimenez_Graffam_Lausell-Jose_Torres@jgl.com

11/07/2008 12:15 PM

To julia_rebollo@gmexpert.com

cc

bcc

Subject Re: DACO case [redacted] Rivera
VIN#1GKDS13S55[redacted]

Julia' there is nothing new.



Julia Rebollo/Austin/GM1
11/06/2008 09:14 AM

To Jose J Torres Escalera
cc
bcc
Subject DACO case - [redacted]
VIN#1GKDS13S5[redacted]

Torres,

Good morning, hope all is well. I wanted to see if you had any new updates on the case involving customer [redacted] VIN#1GKDS13S5523[redacted] The last update you advised since the customer did not go back to the dealer for the AC repair, you filed a motion with DACO on September 15 requesting the case to be closed. I wanted to see if you had any new updates?

Julia Rebollo
Legal Research Specialist
Aditya Birla Minacs

GM Cars Austin
7401 East Ben White Blvd, Bldg F
Austin, TX 78741
Phone: 866.790.5700 ext.41213
Fax: 866.874.5909
Email: julia_rebollo@gmexpert.com
Website: www.minacs.adityabirla.com

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LOSADA AUTO TRUCK

Facsimile Transmission

NUMBER OF PAGES (INCLUDING THIS PAGE) 8

DATE 8/25/2008

TO:

NAME Miguel Alvear

COMPANY GMC

FAX NUMBER 866-485-4463

FROM:

NAME Raquel Santiago

LOSADA AUTO SERVICE DEPARTMENT

FAX NUMBER 787-780-0525

MESSAGE: Buen día. Adjunto documentos de caso Zuleima Díaz y Wilfred Negrón Cruz. Gracias

Cordialmente

Raquel Santiago
787-785-9190 ext 2279

HAVE A NICE DAY

DACO

Estado Libre Asociado de Puerto Rico

[redacted] Departamento de Asuntos del Consumidor

Región Bayamón, Apartado 1498 Bayamón, Puerto Rico 00960
(787) 780-7001 – Fax: (787) 787-3219
www.daco.gobierno.pr

QUERELLANTE:
[redacted]

QUERELLADO:
LOSADA AUTO TRUCK, INC., GENERAL MOTORS, CORP., PENTAGON FEDERAL CREDIT UNION

QUERELLA NUM:
[redacted]

SOBRE:
VEHICULO DEFECTUOSO, SERVICIO NO SATISFACTORIO

+++++ NOTIFICACION DE INFORME TECNICO +++++

Conforme a la Regla 15 del Procedimiento Adjudicativo, se incluye el Informe de Inspección de la querella de referencia.

Las partes tendrán quince (15) días para presentar por escrito, las objeciones que tengan al mismo e indicar si desean que esté presente durante la vista administrativa o de mediación el investigador que realizó la inspección.

Las objeciones deberán ser por escrito, en forma precisa y específica y deberá estar dispuesto a presentar prueba técnica que refute dicho informe. Para ello podrá contratar por cuenta propia, los peritos que estime pertinente. No basta alegar su inconformidad.

En Bayamón, Puerto Rico, a 12 de mayo de 2008.

Certifico haber enviado copia a las partes correspondientes:

[redacted]
BAYAMON, PR [redacted]

LOSADA AUTO TRUCK, INC.
P O BOX 3158
BAYAMON, PR 00960-3158

GENERAL MOTORS, CORP.
P O BOX 364382
SAN JUAN, PR 00960-3158

GENERAL MOTORS, INC.
P O BOX 366104
SAN JUAN, PR 00936-6104

PENTAGON FEDERAL CREDIT UNION
P O BOX 34120
FT. BUCHANAN, PR 00934

Remitido por correo hoy: 12 de mayo de 2008.

María Quiles
DESPACHADO POR:

/mqc

DACO

Estado Libre Asociado de Puerto Rico

[redacted] Departamento de Asuntos del Consumidor

Región Bayamón, Apartado 1498 Bayamón, Puerto Rico 00960
Tel. (787) 780-7001 Fax. (787) 787-3219
www.daco.gobierno.pr

INFORME DE INVESTIGACIÓN DE QUERELLAS DE VEHÍCULO DE MOTOR

QUERELLANTE [redacted]

QUERELLADO(S): General Motors, Corp., Losada Auto Truck, Inc., Pentagon Federal Credit Union.

NÚMERO DE QUERELLA: 300018270

TÉCNICO: Sr. Joaquín Serpa

FECHA DE INSPECCIÓN: 24 de abril de 2008

COMPARECIENTES A LA INSPECCIÓN Y LA POSICIÓN QUE OCUPAN:

1. [redacted] Querellante
2. Antonio J. Barbosa – Gerente de Servicio
3. Lcdo. Héctor S. Sostre Bou – Losada Auto

DESCRIPCIÓN DEL VEHÍCULO

MARCA: G-M-C MODELO: ENVOY

AÑO: 2005 TABLILLA: GIL-053

MILLAJE: 18,957

Tipo de Inspección: (x) - Visual ( ) - Prueba de Carretera

HALLAZGOS DE LA INSPECCION

Se realizo pruebas en el sistema de carga usando el multímetro y el Midtronic presentando condición normal de funcionamiento. No hay luz de check engine presente en el panel de instrumentos, se diagnostico el sistema y no presento códigos. Sigue presentando olor a humedad en el sistema de a/c (acondicionador de aire).

OPINIÓN PERICIAL:

Darle una cita para intervenir con el sistema del a/c reparar el mismo y reemplazar piezas de ser necesario.

GENERAL MOTORS ACCEPTANCE CORP.
P O BOX 9066285
SAN JUAN, PR 00906-6285

CORTES LAW OFFICES PSC
P O BOX 9066285
SAN JUAN, PR 00906-6285

Remitido por correo hoy: 19 de mayo de 2008.

DESPACHADO POR:

/mqc

0018270: Pag

DACO

Estado Libre Asociado de Puerto Rico

[redacted] Departamento de Asuntos del Consumidor

DIR(C)/REV. 02/97 REGION BAYAMÓN, APARTADO 1498 BAYAMÓN, PUERTO RICO 00960
(787) 780-7001 - FAX.: (787) 787-3219
WWW.DACO.GOBIERNO.P.R.

PAGINA ___ DE ___

FECHA DE RADICACIÓN: 17 DE MARZO DE 2008 NÚMERO DE QUERELLA: _____

Partes Envueltas en la Querella

QUERELLANTE: [redacted] NÚM. SEGURO SOCIAL: ----------

DIRECCIÓN FÍSICA: [redacted] BAYAMÓN, P.R. [redacted]

DIRECCIÓN POSTAL: [redacted] PEZ VELA BAYAMÓN, P.R. [redacted]

TELÉFONOS: HOGAR: [redacted] TRABAJO: FAX: ____ E-Mail: ____

REPRESENTANTE LEGAL Y DIRECCIÓN:

QUERELLADO: LOSADA AUTO TRUCK, INC.

DIRECCIÓN FÍSICA: CARR. # 2 KM 16.7 BAYAMÓN, P.R.

____

DIRECCIÓN POSTAL: P.O. BOX 3158 BAYAMÓN, P.R. 00960-3158

TELÉFONOS: TRABAJO: 785-9190 / 251-2025 FAX: E-Mail

REPRESENTANTE LEGAL Y DIRECCIÓN: ____

QUERELLADO: GENERAL MOTORS, CORP.

DIRECCIÓN FÍSICA: ____

____

DIRECCIÓN POSTAL: P.O. BOX 364382 SAN JUAN, P.R. 00936-4382

P.O. BOX 366104 SAN JUAN, P.R. 00936-6104

TELÉFONOS: TRABAJO: FAX: ____ E-Mail: ____

REPRESENTANTE LEGAL Y DIRECCIÓN: ____

QUERELLADO: PENTAGON FEDERAL CREDIT UNION

DIRECCIÓN FÍSICA: ____

____

DIRECCIÓN POSTAL: P.O. BOX 34120 FT. BUCHANAN, P.R. 00934

____

TELÉFONOS: TRABAJO: 783-1307 FAX: ____ E-Mail: ____

REPRESENTANTE LEGAL Y DIRECCIÓN: ____

DACO

Estado Libre Asociado de Puerto Rico
[redacted] Departamento de Asuntos del Consumidor

VM/Rev 02/97
Fecha: 17 de marzo de 2008 PAGINA 1 DE 3
Querella Núm.: _____

COMPRAVENTA DE BIEN MUEBLE – VEHÍCULO DE MOTOR

QUERELLANTE [redacted]

VEHÍCULO EN CONTROVERSIA: Número de Serie: 1GKDS13555[redacted]
Marca: GMC Modelo: ENVOY Tablilla: GIL053
(X) Nuevo ( ) Usado Fecha Compraventa: 24/9/05 Garantía: 3 años ó 36,000 millas
Precio: 28929.39 Millaje Compraventa: 0 Millaje al Radicar la Querella: 17,779
Fecha en que surgieron los defectos: 6 abril 06 Fecha en que Reclamó: 6 - abril al presente
¿Cuántas veces han intentado repararlo? ¿Está al día en los pagos al banco? Si

NATURALEZA DE LA QUERELLA:
( ) Vicios Ocultos ( ) Vicio en el Consentimiento ( ) Incumplimiento de garantía (X) Reparación Defectuosa
( ) Lluvia Ácida ( ) Licencia (X) Otro:

BREVE DESCRIPCIÓN DE LOS HECHOS y REMEDIO SOLICITADO POR EL QUERELLANTE:

- 20 Feb. 06 / 20 - Feb. 06 Ruido en el motor, Ruido Traceros
- 2 marzo 06 / 2 marzo-06 Tren delantero y tracero
- 21 marzo 06 / 20 abril 06 - corrosión butacas delanteras pintura defectuosa.
- 6 april - 06 - check engine.
- 26 junio - 06 / 8 sept. 06 = Pintura defectuosa. caso GMC. 1402916605
- 15 mayo-07 - Tren delantero Bomba de Agua. Problemas cristales pasajeros
- 30 julio 07 - Aire Acondicionado Tren delantero Guie.
- 1 AGOSTO 07 - Ruido Guie
- 13 AGOSTO 07. Aire Acondicionado Ruido. Guie Aire Acondicionado.

2

- 13 sept. 07 17- sept. 07 Puerta. Chofer alarma pegada.
- 20 sept. 07 = Check engine falló en el motor Liqueo de aceite.
- 1 oct. 07 - 4- oct. 07 = Check engine.
- 9 enero. 08 - 14 enero 08 Check engine, Aire Acondicionado
- 21 enero. 08 - 29 enero. 08 Check Engine Bajones luces delanteros
- 31 enero 08 - 2e Feb. 08 Check Engine. Bajones luces delanteros Aire Acondicionado
- 3 - de marzo - Presente. Check Engine Bajones luces delanteros Aire Acondicionado

Hago mención de todo lo sucedido con la unidad. GMC. Envoy 2005 ya que la misma sigue dando problemas con el check engine el aire acondicionado y bajones de las luces delanteras y panel. Existe un caso abierto en GMC. # [redacted]. ya que los mismos no han sido corregidos desde 2006 al presente. Es por esto

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

VIA FAX ONLY

August 19, 2008

William McGee, Esq.
Law Offices of William R McGee
16855 W Bernardo Dr
San Diego, CA 92127-1625

RE: [redacted]
Service Request: [redacted]
2004 GMC Envoy
Vehicle Identification Number: 1GKDS13S5423[redacted]

Dear Mr. McGee:

This is to advise that General Motors is in receipt of the above referenced case dated August 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	☐	Finance agreement
☒	Other: Release of lien	☐	Buyer's agreement

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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

Heather Stewart/Austin/GM1	To	linda.peterson@gm.com
10/01/2008 11:19 AM	cc	
	bcc	
	Subject	

Linda Peterson:

This email is to follow up on Service Request [redacted] for customer [redacted]. The customer's vehicle is a 2004, GMC Envoy with 47,204 miles. The customer has been working with Coachella Valley Pontiac in Indio, CA.

After reviewing the merits of the case, we have settled the claim for $5,750.00 inclusive of attorney's fees.

All customer complaints occurred outside of presumption and most outside of NVLW.

If you have anything you wish to add that has not been shared through previous communications, please provide it at this time.

Thank you,

Heather Stewart
General Motors
Business Resource Center Legal
866-790-5600 x11167
866-660-2735 fax
Heather_Stewart@gmexpert.com

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.
PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED. Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded

Heather Stewart
General Motors
Business Resource Center Legal
866-790-5600 x11167
866-660-2735 fax
Heather_Stewart@gmexpert.com

October 7, 2008

William McGee, Esq.
The Law Offices of William R McGee
16855 W Bernardo Dr Ste 380
San Diego, CA 92127-1626

RE: [redacted] v. General Motors Corporation
Service Request: 7[redacted]
2004 GMC Envoy
Vehicle Identification Number: 1GKDS13S542[redacted]
Customer Relationship Specialist: Heather Stewart

Dear Mr. McGee:

Enclosed please find a check in the amount of $5,750.00 made payable to Juan M. Narvaez, Yolanda Buelna and William R. McGee 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

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

VIA FAX ONLY

August 19, 2008

Ramiro Ambriz
Coachella Valley Pontiac, Buick, GMC
78960 Varner Rd.
Indio, CA. 92203-9710

RE: [redacted]
Service Request [redacted]
2004 GMC Envoy
Vehicle Identification Number: 1GKDS13S54[redacted]
Legal Research Specialist: Cynthia Reyes

Dear Mr. Ambriz:

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 of 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

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

CHECK **No.** 900992281

50-937
213

DATE		AMOUNT
10/09/08	**********5,750 DOLLARS ****00 CENTS	**********5,750.00

PAY TO THE ORDER OF

[redacted]
SAN DIEGO CA [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 1 BB 000000140

CHECK NO. 900992281

VENDOR NAME [redacted]

PAYMENT DATE 10/09/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GKDS13S54[redacted]	10/08/08	VM 1-B1UH8A	00.0000	5,750.00	.00	5,750.00
	[redacted]	[redacted]-B1UH8A				

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

M3

TOTAL	5,750.00	.00	5,750.00

2004 ENVOY SLE 2WD (4-DOOR) PONTIAC/GMC DIVISION
67U LIQUID SILVER METALLIC /L6G GENERAL MOTORS CORPORATION
95H MEDIUM PEWTER 100 RENAISSANCE CENTER
ORDER NO. GWVV0X/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK DS13 S5 423[redacted] VEHICLE INVOICE [redacted]
**********48*42400S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
TS15506 ENVOY SLE 2WD (4-DOOR)	29120.00	26353.60
C4D GVW RATING - 5,550 LBS	N/C	N/C
GU6 REAR AXLE - 3.42 RATIO	N/C	N/C
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
R6J CUSTOMER DIALOG NETWORK	0.00	16.50
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C
YF5 50-STATE EMISSIONS	N/C	N/C
1SA SLE STANDARD PACKAGE	N/C	N/C

RETAIL - STOCK
INVOICE 02/03/04
SHIPPED 02/03/04
EXP I/T 02/19/04
INT COM 02/19/04
PRC EFF 02/03/04
KEYS S927C S927C
WFP-S QTR OPT-1
BANK: GMAC - 085
CHG-TO 42-400

SHIP WT: 4310
HP: 32.1
GVW: 5550
GVWF: 2950
GVWR: 3200
GMS: 26256.50
SUPPLR: 27438.04
MRM: 29805.00
NTR: 1/2
MEMO 1381.00

TOTAL MODEL & OPTIONS	29120.00	26370.10	ACT 237	26181.50
DESTINATION CHARGE	685.00	685.00	H/B 261	873.60
LAM DEALER CONTRIBUTION		291.20	ADV 261	291.20
LAM GROUP CONTRIBUTION		145.60	EXP 65A	145.60
TOTAL	29805.00	27491.90	PAY 310	27491.90

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 26181.50

****

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

****

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

COACHELLA VALLEY PONTIAC BUICK GMC

REMIT TO GMAC NO. 085
VIN 1GKDS13S54[redacted]
$ 27491.90 INV [redacted]
DUE 02/19/04 DEALER 42-400

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 06/11/05
PROCESSING SOURCE: GMC TRUCK 14:30:02
PAGE: 1

VIN: 1GKDS13S5 423[redacted] SELLG SCE: 48 MDL YR: 04 ORD NO: [redacted]

ODATE: 12/19/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 48 42400
DDATE: 04/26/04 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 04/26/04 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: [redacted]
TRD DOE:
SRVC IN: COACHELLA CA [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
FFC	01	48 42400	[redacted]	04/27/04	36.21	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
TFB	01	48 42400	[redacted]	04/28/04	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

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
XMC	01	48 42400	181070	05/01/04	2,554.56	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 181070 AUTH PUR CD:
MISC DATE: 04/26/04 MISC: [redacted]
POLICY PYMT CMNT: ACTV TYPE: 6

October 1, 2008

William McGee, Esq.
The Law Offices of William R McGee
16855 W Bernardo Dr Ste 380
San Diego, CA 92127-1626

RE: [redacted] v. General Motors Corporation
Service [redacted]
2004 GMC Envoy
Vehicle Identification Number: 1GKDS13S54[redacted]
Customer Relationship Specialist: Heather Stewart

Dear Mr. McGee:

Enclosed please find a check in the amount of $5,750.00 made payable to [redacted] and The Law Offices of William R. McGee 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

Revised 1/23/08

Privileged and Confidential Information

CASE ASSESSMENT ☐LEGAL (NON SMALL CLAIMS)

By: Cynthia Reyes State: CA

Customer Name: [redacted] Service Reques[redacted] GM Legal File No.: N/A

Vehicle ID No.: 1GKDS13S54[redacted] In Service Date: 4/26/2004 Vehicle is: New BAC Code: 166763

Year, Make & Model: 2004 GMC Envoy

Lien holder: GMAC☒ Other☐: DVM requests involvement?: No repsonse Purchase Price of Vehicle: $ 29,605.95

VEHICLE REPAIR HISTORY

☒ Engine/Fuel/Exhaust

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/15/06	[redacted]	1	27,367	C/S The SES light is on; car does not seem to run rough. / Found fuel cap not sealing properly. Code P0455. ☐Checked and replaced fuel cap cleared codes and rechecked. Operates as designed after repair.
10/22/07		2	36,915	Line ☐1. C/S The SES light is coming on and has been on for about 3 weeks, seems to be running fine. / Checked and confirmed. Found DTC P0128. **As per Doc☐1252994 led to Doc☐7299710**: Faulty thermostat: Recommend to replace and recheck. ☐Removed and replaced thermostat. Cleared DTC and rechecked on test drive. SES light returned with DTC P0526. {See Line 2 for details on repair}. As per DTC P0128 did not return and operates as designed at this time. Add on: Upon completion of repair on line ☐1 test drive and SES light returned with DTC P0526, nor present at time of diagnosis. Checked and found DTC P0526, failed fan clutch. ☐Removed and replaced fan clutch. Cleared DTC and rechecked. Operates as designed at this time.

☐ Body/Trim

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/07/04	[redacted]		1,186	C3358 - FRONT SIDE DOOR TRIM PANEL REPLACEMENT - LEFT SIDE
11/03/06		4	26,590	C/S On right rear door molding on side upper is coming off part is on seat need to check and advise. / Right rear door molding on order. ☐Part on order.
11/21/06		1	26,797	C/S The SOP right rear door molding is in for repair. / Keeps falling off. Please install as per previous diagnosis. Right door weather strip not holding, broken. ☐Replaced right rear door weather strip. OK at this time.

☒ Electrical

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/03/06	[redacted]	☐	26,590	C/S That RPM will go all the way up to 7 but it will get stuck on 3 RPMS. / Need to check and advise. Perform diagnosis on speedometer found cluster internal failure. ☐Replaced cluster and program.
9/14/07		4	36,142	C/S The headlights coming off and on while driving at night. Also see it come on and off whole vehicle sitting in the morning to warm up. / Found EBCM with internal failure turns off headlights as customer drives. ☐ Checked and replaced the electronic body control module. Relearned to car. Rechecked. Operates as designed.
2/18/08		2	42,685	C/S The Headlamps turn off and on while driving at night, intermittent. / Checked and found intermittent fault at headlamp control relay. ☐Checked and replaced headlamp control module relay. Operates as designed at this time.
2/20/08		8	42,738	C/S Daytime running lights are not coming on at times and at night exterior light will not stay on. Has noticed dash light stayed on. / Performed inspection. Found no codes. Unable to duplicate. Recommend to drive at night. Customer approved for tech to drive at night. On 2/22/08 Vehicle has an intermittent problem. Confirmed concern. **Talked to tech line (Case** [redacted] Recommend to check for ground connection wiring. **Test drove several days was unable to duplicate** after checking grounds and contacts. **Vehicle is operating a designed at this time.**
7/21/08		2	45,755	C/S Headlights and rear lights will turn off while driving. / Tech checked and confirmed lights coming off. Tech checked all powers and grounds, all ok. Tech checked headlamp switch and found internal failure in switch. ☐ Tech removed and replaced head lamp switch and rechecked vehicle after repairs and vehicle operates as designed.
7/23/08		7	45,788	C/S Headlights and rear lights turn off while driving, states will put lamp switch in manual and lights will still turn off. / Tech checked and confirmed lights turning off. Tech performed electrical test and tap test and isolated concern to fuse block internal failure. ☐Tech removed and replaced fuse block and rechecked vehicle after repairs. Vehicle operates as designed.
8/06/08		6	45,955	C/S Headlights and taillights are both turning off while driving. Noticed this morning with manual light switch on, light stay in. / Performed inspection and found left front head lamp loose. Upon further inspection found head lamp panel broken, not holding headlamp and possible wiring damage. ☐ Removed all necessary components to gain access and replaced panel and replaced headlamp wiring. Reassembled and rechecked to verify repair. Vehicle is operating as designed at this time. Recommendations: Front bumper to be replaced at body shop. (Bumper mount broken).

☐ HVAC

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/18/08	[redacted]	☐	42,685	C/S The right side of A/C unit (temp control) is inop. Does not light up. / Checked and confirmed failed A/C control. ☐Checked and replaced A/C control. Operates as designed at this time.

☐ Other

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/15/06	[redacted]	☐	27,367	LOF Tire rotation

THE STATE LEMON LAW READS:

Days out of service: **30**
Repairs: **4**
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:	**0**
Total days out of service during the presumption period:	0
Total days out of service during customer☒ ownership:	37

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

No response from DVM Linda Peterson.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

(This call was made 8/19/08). Service manager from Coachella Valley states, ☐I'm familiar with it. It's an on going issue with headlights going off at night we've done everything we can, we think we get it fixed and it happens again. The vehicle was picked up yesterday, we did a couple of different things to it.☐

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:

RECOMMENDATION

I recommend cash in the amount of $5,750.00 tops

RATIONALE

All complaints occurred outside of presumption and most outside of NVLW.

REASON FOR REMOVAL

CRS FINAL OFFER:	CASH	**DATE: 09/23/08**	**OFFER TO CUST: $** **ATTORNEY FEES: $** **OR INCLUSIVE OFFER: $5,750.00**
PLAINTIFF'S FINAL DEMAND:	CASH	**DATE: 09/23/08**	**AMOUNT TO CUST: $** **ATTORNEY FEES: $** **OR INCLUSIVE OFFER: $6,000.00**

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.**

The Law Offices of
William R. McGee
Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9140, Fax: (858)485-9961
E-mail: LemonAtty@aol.com

FACSIMILE TRANSMISSION SHEET

PAGE 1 OF 5
(Including this cover sheet)

DATE: September 26, 2008

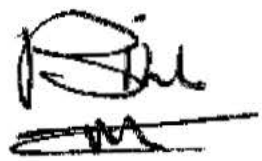
TO: Heather Stewart, BRC Customer Relationship Specialist

RE: [redacted]

FAX NO.: (866)660-2735

FROM: William R. McGee, Esq.

MESSAGE: Enclosed is the duly executed Release of Claim, and letter of agreement. It is my understanding that the settlement check will be forwarded directly to our office in the near future. Do not hesitate to contact me with any question or comment regarding the above. As always, thank you for your courteous consideration of my client's claim.



If all pages are not received, or there is an error in transmission, please contact sender at (858)485-9140.

THIS MESSAGE IS INTENDED FOR THE USE OF THE SPECIFIC INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAWS. IF THE READER OF THIS COMMUNICATION IS NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE.

General Motors Corporation
Business Resource Center
PO Box 33179
Detroit, MI 48232-5179

VIA FAX ONLY

September 23, 2008

William McGee, Esq.
The Law Offices of William R McGee
16855 W Bernardo Dr Ste 380
San Diego, CA 92127-1626

RE: [redacted]
Service Request [redacted]
2004 GMC Envoy
Vehicle Identification Number: 1GKDS13S54[redacted]
Customer Relationship Specialist: Heather Stewart

Dear Mr. McGee:

We regret that your client(s) are dissatisfied with their 2004 GMC Envoy 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, GMC Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of $5,750.00.

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

Attach.

See Release

[redacted]

For Client's Signature

Client's Signature

9/23/08

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 $ 5,750.00 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) 2004 GMC Envoy bearing Vehicle Identification Number 1GKDS13S54[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 47,204 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: 09-24-08

[redacted]

[redacted]

Address

Coachella, CA [redacted]
City, State, Zip

Coachella, CA [redacted]
City, State, Zip Co

STATE OF California

COUNTY OF Riverside

Sworn to (or affirmed) and subscribed before me this 24th day of September 2008 by Juan M. Narvaez and Yolanda Bustos.

Gregorio E. Morales = Notary Public
Signature of Notary Public

Gregorio E. Morales
Print, type or stamp Commissioned Name of Notary Public

Personally Known ____ OR Produced identification ✓

Type of Identification California Drivers Licenses

My commission expires: June 23, 2011

GREGORIO E. MORALES
Commission # 1782771
Notary Public - California
Riverside County
My Comm. Expires Jun 23, 2011

GREGORIO E. MORALES
Commission # 1782771
Notary Public - California
Riverside County
My Comm. Expires Jun 23, 2011

cc: File

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

VIA FAX ONLY

September 18, 2008

William McGee, Esq.
The Law Offices of William R McGee
16855 W Bernardo Dr Ste 380
San Diego, CA 92127-1626

RE: [redacted]
Service Request: [redacted]
2004 GMC Envoy
Vehicle Identification Number: 1GKDS13S542[redacted]
Customer Relationship Specialist: Heather Stewart

Dear Mr. McGee:

We regret that your client(s) are dissatisfied with their 2004 GMC Envoy 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, GMC Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of $5,500.00.

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

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 $ 5,500.00 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) 2004 GMC Envoy bearing Vehicle Identification Number 1GKDS13S54[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.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by Juan M. Narvaez and Yolanda Buelna.

_____

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

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

VIA FAX ONLY

September 5, 2008

William McGee, Esq.
The Law Offices of William R McGee
16855 W Bernardo Dr Ste 380
San Diego, CA 92127-1626

RE: [redacted]
Service Request: [redacted]
2004 GMC Envoy
Vehicle Identification Number: 1GKDS13S[redacted]
Customer Relationship Specialist: Heather [redacted]

Dear Mr. McGee:

We regret that your client(s) are dissatisfied with their 2004 GMC Envoy 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, GMC 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 $4,000.00.

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

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 $ 4,000.00 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) 2004 GMC Envoy bearing Vehicle Identification Number 1GKDS13S5[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.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by Juan M. Narvaez and Yolanda Buelna.

_____

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

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

VIA FAX ONLY

September 12, 2008

William McGee, Esq.
The Law Offices of William R McGee
16855 W Bernardo Dr Ste 380
San Diego, CA 92127-1626

RE: [redacted]
Service Request: [redacted]
2004 GMC Envoy
Vehicle Identification Number: 1GKDS13S54[redacted]
Customer Relationship Specialist: Heather Stewart

Dear Mr. McGee:

We regret that your client(s) are dissatisfied with their 2004 GMC Envoy 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, GMC 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 $4,750.00.

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

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 $ 4,750.00 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) 2004 GMC Envoy bearing Vehicle Identification Number 1GKDS13S54[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.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by Juan M. Narvaez and Yolanda Buelna.

_____

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

COACHELLA VALLEY PONTIAC • BUICK • GMC I-10 AUTOMALL

Fax

To: Cynthia Reyes From: Ramiro Ambriz

Fax: 866-363-8695 Pages: 41 pages.

Phone: 760-772-9788 Date: 8/21/08.

Re: Juan Narvaez CC:

☐ Urgent ☑ For Review ☐ Please Comment ☑ Please Reply ☐ Please Recycle

• Comments:

Cynthia,

These are MR. Narvaez Repair orders if you have any questions. Please feel free to call me @ 760-772-9788 Ext 107

78960 Varner Road • Indio, California 92203
760.772.9788 • Fax 760.772.9799
www.i10gm.com

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

VIA FAX ONLY

August 19, 2008

Ramiro Ambriz
Coachella Valley Pontiac, Buick, GMC
78960 Varner Rd.
Indio, CA. 92203-9710

RE: [redacted]
Service Reques[redacted]
2004 GMC Envoy
Vehicle Identification Number: 1GKDS13S542[redacted]
Legal Research Specialist: Cynthia Reyes

Dear Mr. Ambriz:

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 of 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

General Motors Car and Truck Divisions

Customer Delivery Report/Customer Incentive Acknowledgement

VIN: [redacted] Stock # [redacted]

Delivery Date: 04/26/2008 Odometer 16

Salesperson JOSE J GARZA JR Manager ERNESTO V CASTILLO

Customer Information

Title Name [redacted]

Street Address [redacted]

City COACHELLA State CA Zip Code [redacted]

Home Phone [redacted] Business Phone

Financial Institution GMAC

GMAC Lease: Yes ☐ No ☐ XX GMPP: Yes ☒ No ☐ XX

Customer Incentives

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
TRUCK Fest	$ 1000	TFB
	$	
	$	
	$	
	$	
Total Incentive Amount Received	$ 1000	

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 1000 Plus 2.9% @ 72,
In lieu of _____

OR

B. I elect to receive _____

CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on ___/___/____. I acknowledge receipt of incentive(s) as described in Item #___ and release the GM Division from any futu [redacted] is unit.

Purchaser/Lessee Signature [redacted] Date ___/___/____

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

Authorized Dealer Signature: _____ Date ___/___/____

Dealership Name: Coachella Valley Pontiac Buick GMC Dealer Code: _____

SALE No. 13476 BY: ERNESTO CASTILLO DATE 09/26/2004 UNIT: NEW 2004 GMC ENVOY 1GKDS13S542313381 STK No. 4203

BUYER: [redacted]

SALESPERSON: JOSE J GARCIA JR SALESPERSON: FERNANDO A. VALENZUE MGR:

PRICE:		$ 29606.95	
COST:		$ 27491.90	
SUB TOTAL:			$ 2115.05
OVER ALLOWANCE:			$ N/A
ADDITIONS:	HOLDBACK (-)	$ 873.60	
ADDITIONS:	T - SHIRT	$ 10.50	
ADDITIONS:	DASH MAT	$ 48.00	
ADDITIONS:		$ N/A	
ADDITIONS:		$ N/A	
TOTAL ADDITIONS:			$ -817.10
DEALER INCENTIVE			N/A
NET GROSS:			$ 2932.15
PACK + 873.60HB			$ 1273.60
GROSS COMM.			$ 1658.55
AFTR MKT:	$ N/A	$ N/A	
RESERVE:	$ N/A	$ N/A	
CREDIT LIFE:	$ N/A	$ N/A	
A & H:	$ N/A	$ N/A	
WARRANTY:	$ 1430.00	$ 630.00	
COLLISION:	$ N/A	$ N/A	
TOTAL F & I:			$ 630.00
SUB TOTAL:			$ 630.00
TOTAL COMMISSION:			$ 464.52
PROFIT ON SALE:			$ 3097.63

TRADE INFORMATION

YEAR: MAKE:

MODEL: VIN:

LIC. NO. ACV: N/A

NET PAYOFF: N/A HIGH: LOW:

GOOD UNTIL:

PAYOFF TO: — GMPP —

LOAN INFORMATION

DOWN PAYMENT ADVANCE

TRADE N/A CASH 2500.00 UNDER OVER

HOLD FOR ☐ SENT TO ☐ MONEY IN ☐ 1 PAY DUE

LEGAL TO BE: GMAC
P.O. BOX 8129
PODKEYSVILLE MD 21030

PAYMENT VOUCHER

SALESPERSON: [redacted] STK No. 4203 MAKE-MODEL NEW 2004 GMC ENVOY 1GKDS13554[redacted] DATE: 04/26/200

BUYER: [redacted] COACHELLA CA [redacted] (760)398-2109

COMMISSION: 232.20 ☐ PAY

SPIFF: 12.50 ☐ HOLD FOR

GROSS PYBL: 1658.55

TOTAL COMMISSION: 244.70

PAYMENT VOUCHER

SALESPERSON: FERNANDO A. VALENZUE STK No. 4203 MAKE-MODEL NEW 2004 GMC [redacted] 1GKDS13554[redacted] DATE: 04/26/200

BUYER: [redacted] COACHELLA CA [redacted] (760)398-2109

COMMISSION: 207.32 ☐ PAY

SPIFF: 12.50 ☐ HOLD FOR

GROSS PYBL: 1658.55

TOTAL COMMISSION:

LAW 333-CA-SP 1704

Ptg. 12/03

CONTRATO DE VENTA DE PLAZO AL POR MENOR
RECARGO DE FINANCIAMIENTO SIMPLE

Numero de Concesionario _____ Numero de Contrato _____ Numero R.O.S. _____ Numero de Surtido _____

Comprador y Dirección (Incluso Condado y Código Postal)	Acreedor - Vendedor (Nombre y Dirección)
[redacted] COACHELLA RIVERSIDE CA [redacted]	COACHELLA VALLEY PONTIAC BUICK GMC 78950 VARNER RD INDIO CA 92203

Usted, el Comprador (y Co-comprador, si existe), puede comprar el vehículo mencionado abajo con dinero en efectivo por crédito. Al firmar este contrato, usted elige comprar el vehículo a crédito bajo los acuerdos sobre la cara y al dorso de este contrato. Usted acuerda a pagarle al Acreedor - Vendedor (de voz en cuando "nosotros" en este contrato) el Monto Financiado y el Recargo de Financiamiento en conformidad con la estructura de pagos delineada abajo. Calcularemos su recargo de financiamiento a base diario. Las Revelaciones de la Verdad en Hacer Prestamos delineadas abajo son parte de este contrato.

Nuevo Usado	Año	Marca y Modelo	Odómetro	N° de Identificación del Vehículo	Uso Principal de la Compra
NEW	2004	GMC ENVOY	15	1GKDS13S54[redacted]	☐ personal, familia u hogar ☐ negocio o comercial

REVELACIONES FEDERALES DE LA VERDAD EN HACER PRESTAMOS

TASA PORCENTUAL ANUAL El costo de su crédito a tasa anual.	RECARGO DE FINANCIAMIENTO La cantidad en dólares que el crédito le costará.	Cantidad Financiada La cantidad de crédito suministrado a usted o a su nombre.	Monto de Pagos El monto que habrás pagado después de hacer todos los pagos según el plan.	Precio Total de Venta El costo total de la compra bajo crédito, incluso su enganche de $ 2500.00 es
2.90 %	$ 2862.26 (e)	$ 31133.98	$ 33996.24 (e)	$ 36496.24 (e)

(e) significa un cálculo

LA ESTRUCTURA DE SUS PAGOS SERÁ:

Numero de Pagos:	Cantidad de Pagos:	Vencimiento de Pagos:
Un Pago de	N/A	
Un Pago de	N/A	
71 Pagos	472.17	Mensuales a partir de 06/10/2004
Un Pago Final	472.17	05/10/2010

Recargo por Tardanza. Si el pago completo no se recibe dentro de 10 días después de su vencimiento, usted pagará un recargo por tardanza del 5% de la porción del pago atrasado.
Pago Adelantado. Si usted liquida toda su deuda prematuramente, posiblemente recibirá un recargo mínimo de financiamiento.
Interés de Garantía. Usted está dando un interés de garantía mediante el vehículo que se compra.
Información Adicional: Diríjase a este contrato para más información inclusive información acerca del no pagar, la mora, cualquier pago que se exigo por completo antes de la fecha estructurada, recargos mínimos de financiamiento, y el interés de garantía.

LO DETALLADO DE LA CANTIDAD FINANCIADA

1. **Precio Total en Efectivo**

A. Precio en Efectivo del Vehículo Motorizado y Complementos $ [redacted] (A)
1. Precio en Efectivo del Vehículo $ [redacted]
2. Precio en Efectivo de Complementos $ [redacted]
3. Otro (no gravable)
Describir _____ $ N/A
Describir _____ $ [redacted]

B. Recargo por Preparación Documental (no cuota gubernamental) $ [redacted] (B)
C. Recargo de Smog Pagado al Vendedor $ [redacted] (C)
D. Impuesto de Venta (sobre artículos gravables en A+B+C) $ [redacted] (D)
E. Cargo Opcional por solicitud electrónica en el DMV* $ N/A (E)
F. (Opcional) Contrato de Mantenimiento* $ [redacted] (F)
G. (Opcional) Contrato de Mantenimiento* $ [redacted] (G)
H. Balance Previo de Crédito o Arrendamiento pagado por Vendedor a _____ $ N/A (H)
(diríjase al cálculo de enganche y entrega)
I. (Opcional) Contrato Gap (a quien haya pagado)* _____ $ N/A (I)
J. Otros (a quien haya pagado)* _____ $ N/A (J)
Para _____
Monto del Precio en Efectivo (A hasta J) $ [redacted] (1)

DECLARACION DE SEGURO

AVISO: Ninguna persona esté obligada como condición de financiar la compra de un vehículo motorizado a comprar o negociar cualquier seguro mediante un distinto agente, corredor, o empresa de seguros.

Seguro de Vehículo

		Plazo	Prima
$ N/A	Ded.Cabal, Incendio y Robo	____ Mes.	$ N/A
$ N/A	Ded.Choque	____ Mes.	$ N/A
Lastime Corporal $ N/A	Limites	____ Mes.	$ N/A
Daño a Propiedad $ N/A	Limites	____ Mes.	$ N/A
Médico _____		____ Mes.	$ N/A
_____		____ Mes.	$ N/A
Monto de Primas de Seguro de Vehículo			$ N/A (a)

AMENOS QUE ESTE ACUERDO INCLUYE UN RECARGO PARA EL SEGURO DE RESPONSABILIDAD PUBLICA O DAÑO DE PROPIEDAD, ESTE ACUERDO NO CONTIENE EL PAGO POR TAL COBERTURA.

Usted puede conseguir el seguro por daño físico que este contrato exige (vea al dorso) de cualquier persona que usted escoge que nosotros aceptamos. Usted no está obligado a comprar algún seguro adicional para conseguir crédito.

Comprador X _____
Co-Comprador X _____
Vendedor X _____

Si se marca algún seguro abajo, las pólizas o certificados de las nombradas empresas de seguro delinearán los plazos y condiciones.

Solicitud para Seguro Opcional que Garantiza el Pago de Deuda

☐ Vida: ☐ Comprador ☐ Co-Comprador ☐ Ambos
☐ Incapacidad (Solamente Comprador)

	Plazo	Venc.	Prima
Vida	____ Mes.	____	$ N/A
Incapacidad	____ Mes.	____	$ N/A
Monto de Primas para Seguro de Crédito			$ N/A (b)

Nombre de Empresa de Seguro _____
Dirección de Oficina Central _____

No se exige el seguro de Vida y el seguro de Incapacidad que garantiza el pago de la deuda para poder conseguir crédito. No se suministrarán amenos que usted firme y acuerda a pagar el costo extra. El seguro de Vida que garantiza el pago de la deuda se basa por su plan original de pagos. Es posible que este seguro no pague todo lo que usted debe en este contrato si se demora en los pagos. La cobertura del seguro de Vida y el seguro de incapacidad que garantiza el pago de la deuda termina en la original fecha de vencimiento del último pago amenos que se demuestra arriba un plazo diferente para el seguro.

Usted solicita el seguro para garantizar el pago de

C. Cuotas por desecho de neumáticos de California* $ 5.00 (C)
D. Otro N/A $ N/A (D)
E. Otro N/A $ N/A (E)
Monto de Cobros Oficiales (A hasta E) $ 259.00 (2)

3. Cantidad Pagada a Empresas de Seguro
(Monto de primas del Estado de Seguro columna a+b)* $ N/A (3)

4. Cobro por Certificación de Smog Pagado al Estado $ N/A (4)

5. Monto parcial (1 hasta 4) $ 33533.95 (5)

6. Monto de Enganche
A. Valor acordado del automóvil entregado como pago parcial $ N/A (A)
Año ____ Marca ____
Modelo ____ Odom ____
NIV N/A
B. Menos Balance Previo de Crédito o Arrendamiento $ N/A (B)
C. Entrega Neta (A menos B) (indique si es numero negativo) $ N/A (C)
D. Enganche Diferido $ 1000.00 (D)
E. Reembolso de Fabricante $ N/A (E)
F. Otro ____ $ 1500.00 (F)
G. Efectivo $ ____ (G) 0000.00
Monto de Enganche (C hasta G) $ ____ (6)
(Si es negativo, apunte como sobre línea 6 y apunte la cantidad menos que cero como numero positivo sobre línea 1H de arriba). 31133.90

7. Cantidad Financiada (5 menos 6) $ ____ (7)
*Vendedor podrá quedarse con una porción de estas cantidades.

seguro si ha cumplido sus 65 años. (2) Usted es elegible para seguro de incapacidad solamente si trabaja por sueldo o ganancia 30 horas por semana o más durante la Fecha en Vigor. (3) Solo el Comprador Principal es elegible para el seguro de incapacidad. PUEDE SER QUE EL SEGURO DE INCAPACIDAD NO CUBRA PADECIMIENTOS DE LOS CUALES USTED HAYA CONSULTADO A UN MEDICO O QUIROPRACTICO DURANTE LOS ULTIMOS 6 MESES (Para detalles diríjase a la sección en su póliza o certificado "Incapacidades Totales no Cubiertas"). Usted quiere suscribir un seguro de crédito.

Fecha ____ X Firma do Comprador ____ Edad ____
Fecha ____ X Firma de Co-Comprador ____ Edad ____

CONTRATO OPCIONAL DE SALDO No es necesario firmar un contrato de saldo (*Gap* - contrato de cancelación de deuda) para obtener un crédito y no le será provisto a menos que usted firme más abajo y esté de acuerdo en pagar un cargo extra. Si decide firmar un contrato de saldo, el cargo se detalla en el artículo 1I. Sírvase consultar el contrato de saldo para obtener detalles sobre la protección que le provee. Forma parte de este contrato.

Plazo ____ Mes ____
Nombre del Contrato de Saldo
Usted quiere firmar un contrato de saldo.
Comprador X ____

PRESTAMO CON AYUDA DEL VENDEDOR
SE PODRA EXIGIR QUE EL COMPRADOR EMPEÑE UNA GARANTIA PARA EL PRESTAMO, Y ESTARA OBLIGADO POR LOS PAGOS EN PLAZO SOBRE AMBOS ESTE CONTRATO DE VENTA DE PLAZO AL POR MENOR Y EL PRESTAMO.

Recaudaciones de Préstamo de: N/A
Cantidad $ ____ Recargo por Financiamiento $ N/A
Monto $ ____ Pagadero en ____
Plazos de $ ____ $ ____
de este Préstamo se demuestra en artículo 6D.

MANIFESTACION DEL COBRO DE AGENTE
Si este contrato refleja la venta al por menor de un vehículo nuevo, la venta no está sujeta a un cobro que un agente de autos recibe de nosotros amenos que se marca la siguiente caja:

☐ **Nombre del agente de autos que recibe el cobro, si aplica:**
____

CONTRATO(S) DE SERVICIO OPTATIVO Usted desea suscribir el(los) contrato(s) de servicio provisto por la(s) siguiente(s) compañía(s) durante el(los) plazo(s) que se detalla(n) más abajo, pagando el(los) cargo(s) que figura(n) en el artículo 1.F y/o 1.G de más arriba.

1.F Compañía N/A N/A
Plazo N/A Meses o ____ Millas
1.G Compañía ____ N/A
Plazo ____ Meses o ____ Millas
Comprador X ____

METODO DE CAMBIAR ESTE CONTRATO.
Este contrato contiene el acuerdo completo entre usted y nosotros en relación a este contrato. Cualquier cambio al contrato se debe hacer por escrito y ambos usted y nosotros debemos firmar. Los cambios orales no son vinculantes.

X ____ Iniciales del Comprador X ____ Iniciales del Co-Comprador

AVISO DE LOS DERECHOS DE ANULACION
Si el Comprador y Co-comprador firman aquí, aplicarán las estipulaciones en la sección de los Derechos de Anulación al dorso que da el derecho al Vendedor de anular si el Vendedor no puede ceder este contrato con una institución financiera.

Comprador X ____ Co-Comprador X ____

La Tasa de Interés Anual podría negociarse con el Concesionario.

OPCION: ☐ Usted no pega recargos de financiamiento si la Cantidad Financiada, artículo 7, se paga por completo sobre o antes del N/A, Año ____ INICIALES DE VENDEDOR ____

LOS LIMITES MINIMOS DE SEGURO PARA RESPONSABILIDAD PUBLICA ESTIPULADOS EN LA LEY SE DEBEN CUMPLIR POR TODA PERSONA QUE COMPRA UN VEHICULO. SI USTED DUDA QUE SU POLIZA DE SEGURO ACTUAL CUBRIRA A SU VEHICULO RECIEN COMPRADO EN EL EVENTO DE UN ACCIDENTE, USTED SE DEBE COMUNICAR CON SU AGENTE DE SEGUROS.
ADVERTENCIA:
SU POLIZA ACTUAL POSIBLEMENTE NO CUBRE DAÑOS POR CHOQUE O NO SUMINISTRA EL COSTO DE REEMPLAZO TOTAL DEL VEHICULO QUE SE COMPRA. SI USTED NO TIENE COBERTURA CABAL, USTED PUEDE OBTENER COBERTURA SUPLEMENTARIA PARA DAÑOS DE CHOQUE MEDIANTE SU AGENTE DE SEGUROS O POR EL CONCESIONARIO. SIN EMBARGO, A MENOS QUE SE INDIQUE A LO CONTRARIO, LA COBERTURA QUE USTED CONSIGUE MEDIANTE EL CONCESIONARIO PROTEGE SOLO AL CONCESIONARIO, GENERALMENTE HASTA LA CANTIDAD DEL RESTANTE POR PAGAR QUE QUEDA DESPUES DE LA RECUPERACION Y VENTA DEL VEHICULO.
PARA CONSEJO SOBRE COBERTURA CABAL QUE LE BRINDE PROTECCION A USTED EN CASO DE LA PERDIDA O DAÑO A SU VEHICULO, SE DEBE PONER EN CONTACTO CON SU AGENTE DE SEGUROS.
EL COMPRADOR FIRMARA PARA RECONOCER QUE EL/ELLA ENTIENDE ESTAS CONDICIONES Y TERMINOS DE RESPONSABILIDAD PUBLICA.

X ____

Representaciones del Comprador: El vendedor ha confiado en la verdad y precisión de la información entregada por usted con respecto al vehículo entregado como pago [redacted] acta que cancela la deuda en el vehículo entregado como pago. Si la cantidad que cancela la deuda supera la [redacted] saldo de arrendamiento", usted deberá pagar al vendedor el excedente a solicitud. Si la cantidad que cancela la deuda [redacted] "Crédito anterior o saldo de arrendamiento", el vendedor le reembolsará la diferencia.

Compra[redacted] Co-Comprador X ____

Aviso
(1) No firme este contrato antes de leerlo o si contiene espacios vacíos. (2) Usted tiene derecho a una copia de este acuerdo llena por completo. (3) Usted puede pagar con antelación la completa cantidad por pagar bajo este acuerdo a cualquier momento. (4) Si usted no cumple con el desempeño de sus obligaciones bajo este acuerdo, el vehículo podrá ser recuperado y usted podrá estar sujeto a una demanda y la responsabilidad por la deuda por pagar demostrado por este acuerdo.

Si usted tiene una queja con respecto a esta venta, usted lo debe resolver con el vendedor.
Quejas concerniente a prácticas o métodos injustas o engañosas de parte del vendedor se pueden remitir [redacted]
of Motor Vehicles, o cualquier combinación de ellos.
Después de firmar este contrato, el vendedor no puede cambiar el financiamiento o los plazos de pago a[redacted]
obligado a estar de acuerdo a un cambio, y es una práctica injusta o engañosa que el vendedor haga un ca[redacted]

Firma del Comprador X ____ Firma del Co-Comp[redacted]

NO HAY PERIODO DE SERENAR
Las leyes de California no estipulan un [redacted]

USTED RECONOCE QUE HA LEIDO AMBOS LADOS DE ESTE

Coachella Valley Pontiac Buick Gmc
A Fresh Approach

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington
Phone: 760.772.9788
Fax: 760.772.9799

42788
42845

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00PNZ001	OIL CHANGE	MI	28.95	00PNZ002	OIL CHANGE & ROTATE	MI	39.00
00PNZ008	REPLACE AIR FILTER	MI	0.00	09PNZ	G/FUEL FILTER REP.	MI	52.00
47PNZ01	FRT/DIFFERENTIAL SER	MO	135.00	30PNZ03	TRANSMISSION SERVICE	MI	140.00
40PNZ04	BRAKE SERVICE	MI	36.00	00PNZ001S	SYNTHETIC OIL CHANGE	MI	79.95
40PNZ03	BRAKE FLUID FLUSH	MI	129.95				

SERVICE HISTORY

DATE	ER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/18/08	[redacted]	42685	420	350	W	51PNZ05	HEADLIGHTS
				350	W	52PNZ	TRIM ELECTRICAL
10/22/07		36921	420	502	W	10PNZ01	SES LIGHT ON
				502	W	10PNZ	DRIVEABILITY
09/14/07		36142	106	350	W	52PNZ	TRIM ELECTRICAL
				99	W	70PNZ03	RENTAL VEH.

SALESPERSON NO. 286 JOSE J GARZA JR **S E R V I C E** STATE REG# 3

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE. ☐ SAVE ALL PARTS ARE NEW UNLESS SPECIFIED

VEHICLE I.D. NO. 1GKDS13S54[redacted] | YEAR/MAKE/MODEL 04/GMC/ENVOY/ENVOY | PRODUCTION DATE [redacted] | LICENSE NO. | R. O. NO. [redacted]

[redacted]
COACHELLA, CA [redacted]

CUSTOMER [redacted] | SERVICE CONTRACT GMPP | DELIVERY DATE 04/26/04 | DELIVERY MILES 16 | SELLING DEALER NO. | R. O. DATE 02/20/08

COLOR LIQUID SILVER/MED | CONTRACT NO. | EXPIRATION DATE 04/26/10 | EXPIRATION MILES 60,000 | TAG NO. 2818

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				42,738	595	EUGENIO SANCHEZ

CALL WHEN READY ☐ YES ☐ NO

RESIDENCE PHONE | BUSINESS PHONE [redacted]

TIME RECEIVED 02:48pm | DATE/TIME PROMISED 02/20/08 06:00pm | PRIORITY 4

APPOINTMENT ☐ Yes ☒ No | LABOR RATE

I hereby authorize the repair work hereinafter set forth to be done along with the the necessary material and agree that you are not responsible for loss or damage to vehicle in case of fire, theft or 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 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 [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: 90.00 0.00 TOTAL 90.00

X _____

COMMENTS : DROP OFF

1 C1: 51PNZ05 ***HEADLIGHTS***
CUSTOMER STATES DAYTIME RUNNING LIGHTS ARE NOT COMING ON AT TIMES, AND AT NIGHT EXTERIOR LIGHT WILL NOT STAY ON, HAS NOTICED DASH LIGHT STAY ON. PLEASE CHECK AND ADVISE.

states has manualy Turn on, ~~[redacted]~~ will Stay on for a while but will eventually Flash & Turn off

360 XJHN

FEB 27 2008

9:14
36 miles

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

I acknowledge notice and or oral approval of an increase in the original estimate price.

SIGNATURE/OR INITIAL X _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

*Customer Authorized Tech. To Drive Vehicle Home to Duplicate Concern.

[redacted]

Reynolds and Reynolds EPA/ZRMOD2 CVG3238 O (12/99)

85560

Inspect System no codes available to Duplicate at this time Re to Drive at night to try to Duplicate. Road test pm & on 2-22 Intermittent need more time.

- Road test several days under different Driving conditions talk with tech line case # [redacted] was Instructed to recheck wiring System Information OK at this time.

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
[redacted]	350		Lights		2000 ON	FEB 21 1 9.1
						FEB 21 7.4

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
[redacted]	50		Lights		2000 ON	FEB 22 16.5
						FEB 22 15.9

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
[redacted]	350		Lights		2000 ON	FEB 22 16.5
						FEB 22 16.5

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
[redacted]	350		Lights		2000 ON	FEB 25 2 9.2
						FEB 25 8.1

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
[redacted]	350		Lights		2000 ON	FEB 26 2 8.3
						FEB 26 7.8

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
[redacted]	350		Lights		2000 ON	FEB 27 1 9.2
						FEB 27 7.1

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
[redacted]	25		Electrical		2000 ON	FEB 22 14.1 3
						FEB 22 11.6

08/21/2008 10:20 7607729799 PAGE 08/43

Coachella Valley Pontiac Buick Gmc

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

"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 And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	EUGENIO SANCHEZ 595	2818	02/27/08	[redacted]
[redacted] COACHELLA, CA [redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 42,738		COLOR: LIQUID SILV	
	YEAR / MAKE / MODEL: 04/GMC/ENVOY/ENVOY		DELIVERY DATE: 04/26/04	DELIVERY MILES: 16
	VEHICLE I.D. NO.: 1GKDS13S542[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 02/20/08	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE	COMMENTS		MO: 42845

JOB# 1 CHARGES----------

LABOR----------

J# 1 51PNZ05 HEADLIGHTS TECH(S):350

CUSTOMER STATES DAYTIME RUNNING LIGHTS ARE NOT COMING ON AT TIMES. AND AT NIGHT EXTERIOR LIGHT WILL NOT STAY ON. HAS NOTICED DASH LIGHT STAY ON. PLEASE CHECK AND ADVISE.
PERFORMED INSPECTION. FOUND NO CODES. UNABLE TO DUPLICATE.
RECOMMEND TO DRIVE AT NIGHT. CUSTOMER APPROVED TECHNICIAN TO DRIVE AT NIGHT. ON 2/22/08 VEHICLE HAS AN INTERMITTEN PROBLEM. CONFIRMED CONCERN. TALKED TO TECH LINE (CASE # 10165774) RECOMMENDED TO CHECK FOR GROUND. CONNECTION. WIRING. TEST DROVE SEVERAL DAYS WAS UNABLE TO DUPLICATE AFTER CHECKING GROUNDS AND CONTACTS.
VEHICLE IS OPERATING AS DESIGNED AT THIS TIME.
<<<<<<<<<<<<<<<< NO CHARGE >>>>>>>>>>>>>>>>>

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $90.00 (+TAX)

COMMENTS----------
DROP OFF

TOTALS----------

BAR # AL207992
EPA # CAL000271524

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATE LIMITED LIFETIME SERVICE / GUARANTEE APPLIES FOR PAID REPAIRS ONLY

THANK YOU FOR YOUR BUSINESS!!
******** CUSTOMER SATISFACTION IS OUR BUSINESS **********
FOR YOUR NEXT SERVICE APPOINTMENT PLEASE CALL (760) 772-9788 PROMPT # 2

********** 100% COMPLETELY SATISFIED **********
IF BY CHANCE YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT

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]

FEB 27 2008

[END OF INVOICE] 04:36pm

42,685

Coachella Valley Pontiac Buick Gmc
A Fresh Approach
86960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington
Phone: 760.772.9788
Fax: 760.772.9799

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00PNZ001	OIL CHANGE	MI	28.95	00PNZ002	OIL CHANGE & ROTATE	MI	39.00
00PNZ008	REPLACE AIR FILTER	MI	0.00	09PNZ	G/FUEL FILTER REP.	MI	52.00
47PNZ01	FRT/DIFFERENTIAL SER	MO	135.00	30PNZ03	TRANSMISSION SERVICE	MI	140.00
40PNZ04	BRAKE SERVICE	MI	36.00	00PNZ001S	SYNTHETIC OIL CHANGE	MI	79.95
40PNZ03	BRAKE FLUID FLUSH	MI	129.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/22/07	[redacted]	36921	420	502	W	10PNZ01	SES LIGHT ON
				502	W	10PNZ	DRIVEABILITY
09/14/07		36142	106	350	W	52PNZ	TRIM ELECTRICAL
				99	W	70PNZ03	RENTAL VEH.
12/15/06		27367	106	547	I	00PNZ001	OIL CHANGE
				547	C	46PNZ04	ROTATE TIRES

SALESPERSON NO. 286 JOSE J GARZA JR

S E R V I C E

STATE REG# 3

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE. ☐ SAVE ALL PARTS ARE NEW UNLESS SPECIFIED

VEHICLE I.D. NO. 1GKDS13S542[redacted] | YEAR/MAKE/MODEL 04/GMC/ENVOY/ENVOY | PRODUCTION DATE | STOCK NO. 4[redacted] | LICENSE NO. [redacted]

[redacted]
COACHELLA, CA [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT GMPP | DELIVERY DATE 04/26/04 | DELIVERY MILES 16 | SELLING DEALER NO. | P. O. DATE 02/18/08

COLOR LIQUID SILVER/MED | CONTRACT NO. | EXPIRATION DATE 04/26/10 | EXPIRATION MILES 60,000 | TAG NO. 1654

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				42,685	420	JESSE MONTANEZ

CALL WHEN READY ☐ YES ☐ NO | RESIDENCE PHONE 76[redacted] | BUSINESS PHONE | [redacted]00pm | PRIORITY 4

APPOINTM ☒ Yes ☐ No | LABOR DATE

I hereby authorize the repair work hereinafter set forth to be done along with the the necessary material and agree that you are not responsible for loss or damage to vehicle in case of fire, theft or 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 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 A[redacted] OF THE SONG-BEVERLY WARRANTY ACT.
SIGNED AND RECEIPTED [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: 90.00 | 0.00 | TOTAL 90.00

X _____

COMMENTS : DROP OFF

1 C 51PNZ05 GMPP **HEADLIGHTS** 350
CUSTOMER STATES THAT THE HEADLAMPS TURN OFF AND ON WHILE DRIVING AT NIGHT <INTERMITTEN>;PLEASE CHECK

X JMN

2 C 52PNZ GMPP **TRIM ELECTRICAL** 350
CUSTOMER STATES THAT THE RIGHT SIDE OF A/C UNIT <TEMP CONTROL> IS INOP-DOES NOT LIGHT UP;PLEASE CHECK

X JMN

WARRANTY PAID FEB 19 [illegible]

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

I acknowledge notice and or oral approval of an increase in the original estimate price.

SIGNATURE/OR INITIAL X _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

* talk to + OK to St-4 2.18 @ 17:49

TC 0233 LABOR OP.
W .4 FC ✓

TC D036 LABOR OP.
W .8 FC ✓

+ Vehicle Ready @ 85476

Inspect electrical Intermittent trace fault to Head lamp control Modular Relay Rec to Replace first & Reduce System Cust ok Replace Relay & Reduce ok at this time.

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
85476	350	.4	Relay		Head lamp	2000 FEB 19 12.3 ON FEB 19 11.5

Inspect electrical & trace fault to Internal failure in ~~Head lamp~~ AC control Head Rec Replace ~~the~~

Cust ok Replace Control Head ok at this time.

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
85476	350	.8	Control Head			2000 FEB 19 11. ON FEB 19 9.

Coachella Valley Pontiac Buick Gmc

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

"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 And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

CUSTOMER NO. [redacted]	ADVISOR JESSE MONTANEZ 420	TAG NO. 1654	INVOICE DATE 02/19/08	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 42,685	COLOR LIQUID SILV	STOCK NO. 4203
COACHELLA, CA [redacted]	YEAR / MAKE / MODEL 04/GMC/ENVOY/ENVOY		DELIVERY DATE 04/26/04	DELIVERY MILES 16
	VEHICLE I.D. NO. 1GKDS13S542 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 02/18/08	
RESIDENCE PHONE 760-398-2109	BUSINESS PHONE	COMMENTS		MO: 42685

TOTALS

BAR # AL207992
EPA # CAL000271524

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATE LIMITED LIFETIME SERVICE / GUARANTEE APPLIES FOR PAID REPAIRS ONLY

THANK YOU FOR YOUR BUSINESS!!
********* CUSTOMER SATISFACTION IS OUR BUSINESS **********
FOR YOUR NEXT SERVICE APPOINTMENT PLEASE CALL (760) 772-9788 PROMPT # 2

********** 100% COMPLETELY SATISFIED **********
IF BY CHANCE YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT ME AND ALLOW US THE OPPORTUNITY TO MAKE CORRECTIONS.
THANK YOU, RAMIRO AMBRIZ SERVICE MANAGER (760)772-9788.

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]
CUSTOMER SIGNATURE

FEB 19 2008

[END OF INVOICE] 01:01pm

Coachella Valley Pontiac Buick Gmc

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

"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 And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

CUSTOMER NO. [redacted]	ADVISOR: JESSE MONTANEZ 420	TAG NO.: 1654	INVOICE DATE: 02/19/08	[redacted]	
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE: 42,685	COLOR: LIQUID SILV	[redacted]	
COACHELLA, CA [redacted]	YEAR / MAKE / MODEL: 04/GMC/ENVOY/ENVOY		DELIVERY DATE: 04/26/04	DELIVERY MILES: 16	
	VEHICLE I.D. NO.: 1GKDS13S542 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE: 02/18/08		
[redacted]	BUSINESS PHONE	COMMENTS		MO: 42685	

JOB# 1 CHARGES----------

LABOR----------
J# 1 51PNZ05 HEADLIGHTS TECH(S) 350 WARRANTY
CUSTOMER STATES THAT THE HEADLAMPS TURN OFF AND ON WHILE DRIVING AT NIGHT <INTERMITTEN>:PLEASE CHECK
CHECKED AND FOUND INTERMITTEN FAULT AT HEADLAMP CONTROL RELAY:RECC.REPLACE
CHECKED AND REPLACED HEADLAMP CONTROL MODULE RELAY:OPERATES AS DESIGNED AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15016745	RELAY 2.485		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 52PNZ TRIM ELECTRICAL TECH(S) 350 WARRANTY
CUSTOMER STATES THAT THE RIGHT SIDE OF A/C UNIT <TEMP CONTROL> IS INOP-DOES NOT LIGHT UP:PLEASE CHECK
CHECKED AND CONFIRMED FAILED A/C CONTROL:RECC.REPLACE
CHECKED AND REPLACED A/C CONTROL:OPERATES AS DESIGNED AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	10395427	CONTROL 9.273		WARRANTY
				TOTAL - PARTS	0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $90.00 (+TAX)
COMMENTS----------
DROP OFF

[CONTINUED ON NEXT PAGE] 01:01pm

Coachella Valley Pontiac Buick Gmc
A Fresh Approach

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

36,921

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00PNZ001	OIL CHANGE	MI	28.95	00PNZ002	OIL CHANGE & ROTATE	MI	39.00
00PNZ008	REPLACE AIR FILTER	MI	0.00	09PNZ	G/FUEL FILTER REP.	MI	52.00
30PNZ03	TRANSMISSION SERVICE	MI	140.00	40PNZ04	BRAKE SERVICE	MI	36.00
00PNZ001S	SYNTHETIC OIL CHANGE	MI	79.95	40PNZ03	BRAKE FLUID FLUSH	MI	129.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/14/07	[redacted]	36142	106	350	W	52PNZ	TRIM ELECTRICAL
				99	W	70PNZ03	RENTAL VEH.
12/15/06		27367	106	547	I	00PNZ001	OIL CHANGE
				547	C	46PNZ04	ROTATE TIRES
				161	W	10PNZ01	SES LIGHT ON
11/21/06		26797	420	470	W	60PNZ	INTERIOR TRIM

SALESPERSON NO. 286 JOSE J GARZA JR **S E R V I C E** STATE REG# 3

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE. ☐ SAVE ALL PARTS ARE NEW UNLESS SPECIFIED

VEHICLE I.D. NO.: 1GKDS13S5[redacted]
[redacted]
COACHELLA, CA[redacted]

YEAR/MAKE/MODEL: 04/GMC/ENVOY/ENVOY

PRODUCTION DATE: [redacted]
LICENSE NO.: [redacted]
R. O. NO.: [redacted]

CUSTOMER NO.: 31454
SERVICE CONTRACT: GMPP
DELIVERY DATE: 04/26/04
DELIVERY MILES: 16
SELLING DEALER NO.:
R. O. DATE: 10/22/07

COLOR: LIQUID SILVER/MED
CONTRACT NO.:
EXPIRATION DATE: 04/26/10
EXPIRATION MILES: 60,000
TAG NO.: [redacted]

TURBO | M/MC: [redacted] | AIR COND. | R.S. | TRANS | MILEAGE: 36,915 | ADVISOR NO.: 420 | ADVISOR: JESSE MONTANEZ

CALL WHEN READY ☐ YES ☐ NO
RESIDENCE PHONE: [redacted]
BUSINESS PHONE:
TIME RECEIVED: 08:32am
DATE/TIME PROMISED: 10/22/07 06:00pm
PRIORITY: 4

APPOINTMENT ☒ Yes ☐ No
LABOR RATE:

I hereby authorize the repair work hereinafter set forth to be done along with the the necessary material and agree that you are not responsible for loss or damage to vehicle in case of fire, theft or 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 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 [redacted] THE SONG-BEVERLY WARRANTY ACT.
SIGNED AND RECEIPTED [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: 90.00 0.00 TOTAL 90.00

X _____

X 1B

COMMENTS - DROP OFF

1 C 10PNZ01 SES LIGHT ON
CUSTOMER STATES THAT THE "SERVICE ENGINE SOON" LIGHT IS ON AND HAS BEEN ON FOR ABOUT 3 WEEKS-SEEMS TO BE RUNNING FINE;PLEASE CHECK

X 4B

TC 5380 LABOR OP.

-W .9 FC ✓

2 ADD-ON, upon completion of Repair on line #1 - Test drive + found "S.e.S" light Returned with DTC P0526; not present @ Time of diag

TC 5339 LABOR OP.

-W 2.4 FC ✓

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

I acknowledge notice and or oral approval of an increase in the original estimate price.

SIGNATURE/OR INITIAL X _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

OCT 23 2007

Reynolds and Reynolds EPALZRWOSE GM34003-C (10/07)

82281

R.O. OR W.O. NO.	EMPL NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF / ON
[redacted]	[redacted]		Fan clutch	2.4		OCT 23

Checked Vehicle for DTC'S, found P012[redacted] in System. Perform Diag on P0128 as per document # [redacted], Procedures lead to document # [redacted] As per Document 729710, faulty T/stat. Recc to replace T/stat & Recheck.

R.O. OR W.O. NO.	EMPL NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF / ON
[redacted]	[redacted]		T/stat	.9		OCT 23

Replaced T/stat. Cleared DTC'S, Road test vehicle to verify repairs. Vehicle operating as designed. After Road test S.E.S. came on. Checked DTC'S, P0526 is System Diag P0526, fan clutch failed. Recc to replace Fan clutch.

Replaced fan clutch. Cleared DTC'S. Road test to verify repairs. DTC not triggered. Vehicle operating as designed.

P0128 Engine Coolant Temperature below Thermostat Regulating Temperature
P0526 Cooling Fan Sp[redacted]

VERIFIED
IN 17:10

Coachella Valley Pontiac Buick Gmc

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

"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 And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JESSE MONTANEZ 420	1993	10/23/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	[redacted]
COACHELLA, CA [redacted]		36,915	LIQUID SILV	
	YEAR / MAKE / MODEL		DELIVERY DATE	[redacted] ES
	04/GMC/ENVOY/ENVOY		04/26/04	16
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1GKDS13S542 [redacted]			
	F.T.E. NO. / P.O. NO.		R.O. DATE	
			10/22/07	
[redacted]	BUSINESS PHONE	COMMENTS		
				MO: 36921

TOTALS----------

BAR # AL207992
EPA # CAL000271524

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATE LIMITED LIFETIME SERVICE / GUARANTEE APPLIES FOR PAID REPAIRS ONLY

THANK YOU FOR YOUR BUSINESS!!
******** CUSTOMER SATISFACTION IS OUR BUSINESS **********
FOR YOUR NEXT SERVICE APPOINTMENT PLEASE CALL (760) 772-9788 PROMPT # 2

********** 100% COMPLETELY SATISFIED **********
IF BY CHANCE YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT ME AND ALLOW US THE OPPORTUNITY TO MAKE CORRECTIONS.

[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**

OCT 23 2007

[END OF INVOICE] 04:05pm

Coachella Valley Pontiac Buick Gmc

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

"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 And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JESSE MONTANEZ 420	1993	10/23/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE	36,915	COLOR: LIQUID SILV	STOCK NO. [redacted]
COACHELLA, CA [redacted]	YEAR / MAKE / MODEL: 04/GMC/ENVOY/ENVOY		DELIVERY DATE: 04/26/04	DELIVERY MILES: 16
	VEHICLE I.D. NO.: 1GKDS13S542[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 10/22/07	
[redacted]	BUSINESS PHONE / COMMENTS			MO: 36921

JOB# 1 CHARGES

LABOR
J# 1 10PNZ01 SES LIGHT ON TECH(S):502 WARRANTY

CUSTOMER STATES THAT THE "SERVICE ENGINE SOON" LIGHT IS ON AND HAS BEEN ON FOR ABOUT 3 WEEKS-SEEMS TO BE RUNNING FINE:PLEASE CHECK
CHECKED AND CONFIRMED,FOUND DTC P0128-AS PER DOC #1252994 LED TO DOC #7299710;FAULTY THERMOSTAT;RECC.REPLACE AND RECHECK
REMOVED AND REPLACED THERMOSTAT,CLEARED DTC AND RECHECKED ON TEST DRIVE-"S.E.S" LIGHT RETURNED WITH DTC P0526.
<SEE LINE #2 FOR DETAILS ON REPAIR>
AS PER DTC P0128,DID NOT RETURN AND OPERATES AS DESIGNED AT THIS TIME

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		12602913	HOUSING 1.251		WARRANTY
	1		12346290	COOLANT 8.800		WARRANTY
				TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2+10PNZ DRIVEABILITY TECH(S):502 WARRANTY

ADD-ON,UPON COMPLETION OF REPAIR ON LINE#1-TEST DRIVE AND "S.E.S" LIGHT RETURNED WITH DTC P0526,NO PRESENT AT TIME OF DIAG.
CHECKED AND FOUND DTC P0526,FAILED FAN CLUTCH;RECC.REPLACE
REMOVED AND REPLACED FAN CLUTCH,CLEARED DTC AND RECHECKED;
OPERATES AS DESIGNED AT THIS TIME

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		25790869	CLUTCH 1.050		WARRANTY
				TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $90.00 (+TAX)

COMMENTS
DROP OFF

[CONTINUED ON NEXT PAGE] 04:06pm

Coachella Valley Pontiac Buick Gmc
A Fresh Approach
78960 Varner Rd., Indio, CA 92203
1-10 Auto Mall at Washington
Phone: 760.772.9788
Fax: 760.772.9799

VEHICLE WASHED

~~36,144~~ 36145

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00PNZ001	OIL CHANGE	MI	28.95	00PNZ002	OIL CHANGE & ROTATE	MI	39.00
00PNZ008	REPLACE AIR FILTER	MI	0.00	09PNZ	G/FUEL FILTER REP.	MI	52.00
30PNZ03	TRANSMISSION SERVICE	MI	140.00	40PNZ04	BRAKE SERVICE	MI	36.00
00PNZ001S	SYNTHETIC OIL CHANGE	MI	79.95	40PNZ03	BRAKE FLUID FLUSH	MI	129.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/15/06	[redacted]	27367	106	547	I	00PNZ001	OIL CHANGE
				547	C	46PNZ04	ROTATE TIRES
				161	W	10PNZ01	SES LIGHT ON
11/21/06		26797	420	470	W	60PNZ	INTERIOR TRIM
11/03/06		26590	527	470	W	50PNZ	ENGINE ELECTRICAL
				470	W	60PNZ	INTERIOR TRIM

SALESPERSON NO. 286 - JOSE J GARZA JR S E R V I C E $35.00 Prepaid STATE REG# [redacted]

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE. ☐ SAVE ALL PARTS ARE NEW UNLESS SPECIFIED

VEHICLE I.D. NO. 1GKDS13S54 [redacted]
YEAR/MAKE/MODEL 04/GMC/ENVOY/ENVOY
PRODUCTION DATE [redacted]
LICENSE NO. [redacted]
R. O. NO. [redacted]

CUSTOMER NO. [redacted]
SERVICE CONTRACT GMPP
DELIVERY DATE 04/26/04
DELIVERY MILES 16
SELLING DEALER NO.
R. O. DATE 09/14/07
COLOR LIQUID SILVER/MED
CONTRACT NO. 0 Dec 07
EXPIRATION DATE 04/26/10
EXPIRATION MILES 60,000
TAG NO. 1483
TURBO | M/MC PNZZ | AIR COND. | P.S. | TRANS. | MILEAGE 36,142 | ADVISOR NO. 106 | ADVISOR RAMIRO AMBRIZ

CALL WHEN READY ☐ YES ☐ NO
TIME RECEIVED 08:29am | DATE/TIME PROMISED 09/14/07 06:00pm | PRIORITY 4
APPOINTMENT ☒ Yes ☐ No
LABOR RATE

I hereby authorize the repair work hereinafter set forth to be done along with the the necessary material and agree that you are not responsible for loss or damage to vehicle in case of fire, theft or 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 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 AC[redacted] DEVERLY WARRANTY ACT.
SIGNED AND RECEIPTED X [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: 0.00 0.00 TOTAL 0.00

X _____

COMMENTS : DROP OFF

1 C 52PNZ *TRIM ELECTRICAL*
CUSTOMER STATES THAT HEADLIGHTS COMING OFF AND ON WHILE DRIVING AT NIGHT, ALSO SEE IT COME ON AND OFF WHILE VEHICLE SITTING IN THE MORNING TO WARM-UP, CHECK AND ADVISE

350

N 4800 1.2 3
624800 WARRANTY PAID
3
4 Covered

Q. GMPP ADD-ON CUST REQUESTS ALT MODE OF TRANSPORTATION PLEASE
P.O.# 36998 X Rally
ADD-ON RENTAL

SEP 19 2007

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

I acknowledge notice and or oral approval of an increase in the original estimate price.

SIGNATURE/OR INITIAL X _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above. I choose not to authorize the services recommended.

AS PER VANCE @ ENTERPRISE, COST NOT IN RENTAL
9/28/07 4:45 PM

81258

Check System Intermittent Head Lamp control & operation perform electrical diag no codes test with electrical components pass Intermittent in Bcm Recommend to Replace & Recheck.

Cust ok Replace Bcm Reprogram & Setup also Reprogram theft. Recheck System ok at time of Repair.

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF
[redacted]	350	1	Diag electrical		2007 SEP	14 11.3 ON 14 10.1

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF
[redacted]	350	1	Bcm		2007 SEP	17 14.6 ON 17 11.3

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

PRIOR DAMAGE

FULL

QUALITY

CONTROL

MILEAGE

ASM

Coachella Valley Pontiac Buick Gmc

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

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Fax: 760.772.9799

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	RAMIRO AMBRIZ 106	1483	09/19/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO.
COACHELLA, CA [redacted]		36,142	LIQUID SILV	[redacted]
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	04/GMC/ENVOY/ENVOY		04/26/04	16
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1GKDS13S542 [redacted]			
	R.O. NO.	P.O. NO.	R.O. DATE	
			09/14/07	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		
				MO: 36142

TOTALS----------

BAR # AL207992
EPA # CAL000271524

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATE LIMITED LIFETIME SERVICE / GUARANTEE APPLIES FOR PAID REPAIRS ONLY

THANK YOU FOR YOUR BUSINESS!!
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FOR YOUR NEXT SERVICE APPOINTMENT PLEASE CALL (760) 772-9788 PROMPT # 2

********** 100% COMPLETELY SATISFIED **********
IF BY CHANCE YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT ME AND ALLOW US THE OPPORTUNITY TO MAKE CORRECTIONS.

[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**

SEP 19

[END OF INVOICE] 09:13am

Coachella Valley Pontiac Buick Gmc

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	RAMIRO AMBRIZ 106	1483	09/19/07	[redacted]
COACHELLA, CA	LABOR RATE / LICENSE NO. / MILEAGE: 36,142		COLOR: LIQUID SILV	STOCK NO.: 4203
	YEAR / MAKE / MODEL: 04/GMC/ENVOY/ENVOY		DELIVERY DATE: 04/26/04	DELIVERY MILES: 16
	VEHICLE I.D. NO.: 1GKDS13S542[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO. / P.O. [redacted]		R. O. DATE: 09/14/07	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 36142

JOB# 1 CHARGES

LABOR

J# 1 52PNZ TRIM ELECTRICAL TECH(S):350 WARRANTY

CUSTOMER STATES THAT HEADLIGHTS COMING OFF AND ON WHILE DRIVING AT NIGHT. ALSO SEE IT COME ON AND OFF WHILE VEHICLE SITTING IN THE MORNING TO WARM-UP. CHECK AND ADVISE
FOUND EBCM WITH INTERNAL FAILURE TURNS OFF HEADLIGHTS AS CUSTOMER DRIVES
CHECKED AND REPLACED ELECTRONIC BODY CONTROL MODULE RELEARNE TO CAR RECHECKED OPERATES AS DESIGNED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15122670	BCM 2.560		WARRANTY
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2+70PNZ03 RENTAL VEH. TECH(S):99 WARRANTY

CUST REQUEST ALT. MODE OF TRANSPORTATION
P.O.#36998
CHECKED AND PROVIDED WITH RENTAL WHILE PARTS ORDERED

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

ESTIMATE

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

COMMENTS

DROP OFF

SEP 19

[CONTINUED ON NEXT PAGE] 09:13am

Coachella Valley Pontiac Buick Gmc
A Fresh Approach

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

2736

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZ030	30000 MILE SERVICE	MO	299.95	00PNZ001	OIL CHANGE	MI	25.00
00PNZ002	OIL CHANGE & ROTATE	MI	39.00	00PNZ008	REPLACE AIR FILTER	MI	0.00
09PNZ	G/FUEL FILTER REP.	MI	52.00	30PNZ03	TRANSMISSION SERVICE	MI	140.00
40PNZ04	BRAKE SERVICE	MI	36.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/21/06	[redacted]	26797	420	470	W	60PNZ	INTERIOR TRIM
11/03/06		26590	527	470	W	50PNZ	ENGINE ELECTRICAL
				470	W	60PNZ	INTERIOR TRIM
06/20/05		10492	106	372	W	60PNZ	INTERIOR TRIM
				372	W	47PNZZ2	DIFFERENTIAL CONCERN
				372	W	51PNZ	BODY ELECTRICAL

SALESPERSON NO. 286 JOSE J GARZA JR **S E R V I C E** STATE REG# 3

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE ALL PARTS ARE NEW UNLESS SPECIFIED

VEHICLE I.D. NO. 1GKDS13S54[redacted]
[redacted]
COACHELLA, CA[redacted]

YEAR/MAKE/MODEL 04/GMC/ENVOY/ENVOY

CUSTOM[redacted] SERVICE CONTRACT GMPP

COLOR LIQUID SILVER/MED

TURBO | M/MC PNZZ | AIR COND. | P. S. | TRANS

PRODUCTION DATE | STOCK NO. 4203 | LICENSE NO. | R.O. NO. [redacted]

DELIVERY DATE 04/26/04 | DELIVERY MILES 16 | SELLING DEALER NO. | 12/15/06

CONTRACT NO. | EXPIRATION DATE 04/26/10 | EXPIRATION MILES 60,000 | TAG NO. 1977

MILEAGE 27,367 | ADVISOR NO. 106 | ADVISOR RAMIRO AMBRIZ

CALL WHEN READY ☐ YES ☐ NO

RESIDENCE PHONE [redacted] BUSINESS PHONE

TIME RECEIVED 08:12am | DATE/TIME PROMISED 12/15/06 06:00pm | PRIORITY 4

APPOINTMENT ☒ Yes ☐ No

LABOR RATE

I hereby authorize the repair work hereinafter set forth to be done along with the the necessary material and agree that you are not responsible for loss or damage to vehicle in case of fire, theft or other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipme[redacted] employees permitted to operate the vehicle on streets, highways or elsewhere.

F THIS CONTRACT.
S MADE IN ADVANCE.
COPY OF THE SONG-BEVERLY WARRANTY ACT.

CUSTOMER ACK[redacted]

SIGNED AND RECEIPTED X

JOB

ORIGINAL CUSTOMER ESTIMATE: 0.00 15.00 TOTAL 15.00

X _____

1 I 00PNZ001 ***OIL CHANGE*** $

CUSTOMER REQUESTS OIL AND OIL FILTER CHANGE. ALSO, LUBE CHASSIS IF NEEDED AND PERFORM GM GOODWRENCH MULTI-POINT VEHICLE INSPECTION.
COMPONENTS & SYSTEMS THAT COMPRISE A MULTI-POINT INSPECTION: TIRES, BRAKE SYSTEM, BATTERY, GM OIL LIFE SYSTEM, ONSTAR, FLUID LEVELS, WINDSHIELD, WIPER BLADES, LAMPS AND GENERAL EXTERIOR CONDITION, PLUS 10 ADDITIONAL VISUAL INSPECTIONS FOR LEAKS AND GENERAL CONDITION OF CRITICAL SYSTEMS.

2 C 46PNZ04 ***ROTATE TIRES***
CUSTOMER REQUESTS TIRE ROTATION

3 W 10PNZ01 ***SES LIGHT ON***
CUSTOMER STATES THAT SES LIGHT LIS ON CAR DOES NOT SEEM TO RUNN ROUGH

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

I acknowledge notice and oral approval of an increase in the original estimate price.

SIGNATURE/OR INITIAL X _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

Cash

PAID

73140

A

CAUSE PERFORM LOF

CORRECTION:

B

CAUSE:

PERFORM TIRE ROTATION

CORRECTION:

CODE 455 - GAS CAP NOT SEALING.

REPLACE GAS CAP - CLEAR CODE & TEST SYSTEM OK

LABOR RECORD

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF / ON
[redacted]	[redacted]		LOF	.4		

FLAG SHEET

FLAG SHEET

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF / ON
[redacted]	[redacted]		TIRE ROT	.4		

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF / ON
[redacted]	[redacted]		GAS CAP			

Coachella Valley Pontiac Buick Gmc

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I-10 Auto Mall at Washington

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CUSTOMER NO. [redacted]	ADVISOR: RAMIRO AMBRIZ	TAG NO.: 106 1977	INVOICE DATE: 12/15/06	[redacted]
[redacted]	LABOR RATE:	LICENSE NO.:	MILEAGE: 27,367	COLOR: LIQUID SILV
COACHELLA, CA [redacted]	YEAR / MAKE / MODEL: 04/GMC/ENVOY/ENVOY		DELIVERY DATE: 04/26/04	DELIVERY MILES: 16
	VEHICLE I.D. NO.: 1GKDS13S542 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.:	P.O. NO. [redacted]	R.O. DATE: 12/15/06	
[redacted]	BUSINESS PHONE	COMMENTS: MO: 27367		

TOTAL - PARTS 0.00

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $15.00 (+TAX)
TOTALS----------

BAR # ALQ07992
EPA #CAL000173032

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATE LIMITED LIFETIME SERVICE / GUARANTEE APPLIES FOR PAID REPAIRS ONLY

THANK YOU FOR YOUR BUSINESS!!
******** CUSTOMER SATISFACTION IS OUR BUSINESS **********
FOR YOUR NEXT SERVICE APPOINTMENT PLEASE CALL (760) 772-9788
PROMPT # 2

********** 100% COMPLETELY SATISFIED **********
IF BY CHANCE YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT ME AND ALLOW US THE OPPORTUNITY TO MAKE CORRECTIONS.
THANK YOU, RAMIRO AMBRIZ SERVICE MANAGER (760)772-9788.

TOTAL LABOR....	15.00
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 $	**15.00**

[redacted]

Cash
PAID DEC 15 2006

[END OF INVOICE] 02:50pm

Coachella Valley Pontiac Buick Gmc

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

"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 And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	RAMIRO AMBRIZ	106 1977	12/15/06	[redacted]
[redacted] COACHELLA, CA [redacted]	LABOR RATE / LICENSE NO / MILEAGE: 27,367		COLOR: LIQUID SILV	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 04/GMC/ENVOY/ENVOY		DELIVERY DATE: 04/26/04	DELIVERY MILES: 16
	VEHICLE I.D. NO.: 1GKDS13S542[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 12/15/06	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE	COMMENTS		MO: 27367

JOB# 1 CHARGES

LABOR

J# 1 00PNZ001 OIL CHANGE TECH(S):547 INTERNAL

CUSTOMER REQUESTS OIL AND OIL FILTER CHANGE. ALSO, LUBE CHASSIS IF NEEDED AND PERFORM GM GOODWRENCH MULTI-POINT VEHICLE INSPECTION.
COMPONENTS & SYSTEMS THAT COMPRISE A MULTI-POINT INSPECTION: TIRES, BRAKE SYSTEM, BATTERY, GM OIL LIFE SYSTEM, ONSTAR, FLUID LEVELS, WINDSHIELD, WIPER BLADES, LAMPS AND GENERAL EXTERIOR CONDITION. PLUS 10 ADDITIONAL VISUAL INSPECTIONS FOR LEAKS AND GENERAL CONDITION OF CRITICAL SYSTEMS.
RECC.MAINT.
OIL AND OIL FILTER CHANGE COMPLETE; LUBED CHASSIS IF NEEDED. AND PERFORMED GM GOODWRENCH MULTI-POINT VEHICLE INSPECTION.
OUR GM TECHNICIAN HAS REVIEWED THE CRITICAL SYSTEMS AND COMPONENTS THAT CONTRIBUTE TO YOUR VEHICLE'S SAFETY AND PERFORMANCE. SEE COPY OF MULTI-POINT VEH. INSP. ATTACHED.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		89017342	FILTER 1.836		INTERNAL
	7		12345616	OIL10W30Q 8.800		INTERNAL
				TOTAL - PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	AS	OIL & FILTER DISPOSAL		INTERNAL
		TOTAL - MISC		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 46PNZ04 ROTATE TIRES TECH(S):547 15.00

CUSTOMER REQUESTS TIRE ROTATION
RECC.MAINT.
CHECKED AND PERFORMED TIRE ROTATION

JOB# 2 TOTALS

LABOR 15.00

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 15.00

JOB# 3 CHARGES

LABOR

J# 3 10PNZ01 SES LIGHT ON TECH(S):161 WARRANTY

CUSTOMER STATES THAT SES LIGHT LIS ON CAR DOES NOT SEEM TO RUNN ROUGH
FOUND FUEL CAP NOT SEALING PROPERLY
CHECKED AND REPLACED FUEL CAP CLEARED CODES AND RECHECKED
OPERATES AS DESIGNED AFTER REPAIR

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		10372242	CAP 3.028		WARRANTY

[CONTINUED ON NEXT PAGE] 02:50pm

Coachella Valley Pontiac Buick Gmc
A Fresh Approach

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZ030	30000 MILE SERVICE	MO	299.95	00PNZ001	OIL CHANGE	MI	25.00
00PNZ002	OIL CHANGE & ROTATE	MI	39.00	00PNZ008	REPLACE AIR FILTER	MI	0.00
09PNZ	G/FUEL FILTER REP.	MI	52.00	30PNZ03	TRANSMISSION SERVICE	MI	140.00
40PNZ04	BRAKE SERVICE	MI	36.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/03/06	[redacted]	26590	527	470	W	50PNZ	ENGINE ELECTRICAL
				470	W	60PNZ	INTERIOR TRIM
06/20/05		10492	106	372	W	60PNZ	INTERIOR TRIM
				372	W	47PNZZ2	DIFFERENTIAL CONCERN
				372	W	51PNZ	BODY ELECTRICAL
06/07/04		1186	106	382	W	61PNZ18	DOOR HANDLE(S)

SALESPERSON NO. 286 JOSE J GARZA JR

SERVICE

STATE REG# 3

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE. ☐ SAVE ALL PARTS ARE NEW UNLESS SPECIFIED

VEHICLE I.D. NO.: 1GKDS13S54[redacted]
YEAR/MAKE/MODEL: 04/GMC/ENVOY/ENVOY
PRODUCTION DATE:
STOCK NO.: 4203
LICENSE NO.:
R. O. NO.: [redacted]

[redacted]
COACHELLA, CA[redacted]

CUSTOMER NO.: 31454
SERVICE CONTRACT: GMPP
DELIVERY DATE: 04/26/04
DELIVERY MILES: 16
SELLING DEALER NO.:
R. O. DATE: 11/21/06
COLOR: LIQUID SILVER/MED
CONTRACT NO.:
EXPIRATION DATE: 04/26/10
EXPIRATION MILES: 60,000
TAG NO.: 2689

TURBO	MMC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				26,797	420	JESSE MONTANEZ

CALL WHEN READY ☐ YES ☐ NO
RESIDENCE PHONE: [redacted]
BUSINESS PHONE:
TIME RECEIVED: 09:03am
DATE/TIME PROMISED: 11/21/06 06:00pm
PRIORITY: 4
APPOINTMENT ☒ Yes ☐ No
LABOR RATE:

I hereby authorize the repair work hereinafter set forth to be done along with the line necessary material and agree that you are not responsible for loss or damage to vehicle in case of fire, theft or 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 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.
[redacted] OF THE SONG-BEVERLY WARRANTY ACT.

CUSTOMER [redacted]
SIGNED AND RECEIPTED X

JOB

ORIGINAL CUSTOMER ESTIMATE:

		TOTAL
0.00	0.00	0.00

X _____

COMMENTS [redacted]

1 W* 60PNZ INTERIOR TRIM 470
CUSTOMER STATES THAT THE S.O.P <<RIGHT REAR DOOR MOLDING>> IS IN FOR REPAIR,KEEPS FALLING OFF;PLEASE INSTALL

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

I acknowledge notice and or oral approval of an increase in the original estimate price.

SIGNATURE/OR INITIAL X _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

WAITER

NOV 21 2006

[redacted]

LABOR RECORD

A

CAUSE: 470 replace Right rear door weather strip

CORRECTION:

FLAG SHEET

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
[redacted]	70			w/ strip		NOV 21 10.3

OFF

FLAG SHEET

OFF

B

CAUSE: Broken strip

CORRECTION:

FLAG SHEET

OFF

FLAG SHEET

OFF

08/21/2008 10:20 7607729799 PAGE 27/43

Coachella Valley Pontiac Buick Gmc

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

"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 And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	JESSE MONTANEZ 420	2689	11/21/06
[redacted] COACHELLA, CA [redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 26,797		COLOR: LIQUID SILV
	YEAR / MAKE / MODEL: 04/GMC/ENVOY/ENVOY		DELIVERY DATE: 04/26/04 — DELIVERY MILES: 16
	VEHICLE I.D. NO.: 1GKDS13S542 [redacted]		LING DEALER NO. / PRODUCTION DATE
	F. T. E. NO. / P.O. NO.		R.O. DATE: 11/21/06
R[redacted] BUSINESS PHONE	COMMENTS		MO: 26797

LABOR
J# 1 50PNZ INTERIOR TRIM TECH(S) 1470 WARRANTY
CUSTOMER STATES THAT THE S.O.P <<RIGHT REAR DOOR MOLDING>>
IS IN FOR REPAIR,KEEPS FALLING OFF:PLEASE INSTALL
AS PER PREVIOUS DIAG,RIGHT DOOR WEATHER STRIP NOT HOLDING;
BROKEN
REPLACED RIGHT REAR DOOR WEATHERSTRIP:OK AT THIS TIME

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		15284191	WEATHERST 16.225		
					TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

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

COMMENTS
DROP OFF

TOTALS

BAR # ALQ07992
EPA #CAL000173032

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATE LIMITED
LIFETIME SERVICE / GUARANTEE APPLIES FOR PAID REPAIRS ONLY

THANK YOU FOR YOUR BUSINESS!!
********* CUSTOMER SATISFACTION IS OUR BUSINESS **********
FOR YOUR NEXT SERVICE APPOINTMENT PLEASE CALL (760) 772-9788
PROMPT # 2

********** 100% COMPLETELY SATISFIED **********
IF BY CHANCE YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT
ME AND ALLOW US THE OPPORTUNITY TO MAKE CORRECTIONS.
772-9788.

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]

NOV 21 2006

[END OF INVOICE] 10:15am

Coachella Valley Pontiac Buick Gmc
A Fresh Approach

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZ030	30000 MILE SERVICE	MO	299.95	00PNZ001	OIL CHANGE	MI	25.00
00PNZ002	OIL CHANGE & ROTATE	MI	39.00	00PNZ008	REPLACE AIR FILTER	MI	0.00
09PNZ	G/FUEL FILTER REP.	MI	52.00	30PNZ03	TRANSMISSION SERVICE	MI	140.00
40PNZ04	BRAKE SERVICE	MI	36.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/20/05	[redacted]	10492	106	372	W	60PNZ	INTERIOR TRIM
				372	W	47PNZZ2	DIFFERENTIAL CONCERN
				372	W	51PNZ	BODY ELECTRICAL
06/07/04		1186	106	382	W	61PNZ18	DOOR HANDLE(S)
02/23/04		2	900	397	I	75PNZ	PDI
				99	I	90PNZ	DETAIL

SALESPERSON NO. 286 JOSE J GARZA JR **S E R V I C E** STATE REG# 3

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE. TO SAVE ALL PARTS ARE NEW UNLESS SPECIFIED

VEHICLE I.D. NO.: 1GKDS13S542[redacted]
YEAR/MAKE/MODEL: 04/GMC/ENVOY/ENVOY
PRODUCTION DATE:
STOCK NO.: [redacted]
LICENSE NO.:
R. O. NO.: 7[redacted]

[redacted]
COACHELLA, CA 9[redacted]

CUSTOMER NO.: [redacted]
SERVICE CONTRACT: GMPP
DELIVERY DATE: 04/26/04
DELIVERY MILES: 16
SELLING DEALER NO.:
R. O. DATE: 11/03/06
COLOR: LIQUID SILVER/MED
CONTRACT NO.:
EXPIRATION DATE: 04/26/10
EXPIRATION MILES: 60,000
TAG NO.: 715
TURBO: M/MC PNZZ
AIR COND.:
R. S.:
TRANS:
MILEAGE: 26,590
ADVISOR NO.: 527
ADVISOR: MANUEL SALINAS

CALL WHEN READY ☐ YES ☐ NO
RESIDENCE PHONE: [redacted]
BUSINESS PHONE:
TIME RECEIVED: 08:48am
DATE/TIME PROMISED: 11/03/06 06:00pm
PRIORITY: 5
APPOINTMENT ☒ Yes ☐ No [redacted]
LABOR RATE:

I hereby authorize the repair work hereinafter set forth to be done along with the the necessary material and agree that you are not responsible for loss or damage to vehicle in case of fire, theft or 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 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.
CUSTOME[redacted] OF THE SONG-BEVERLY WARRANTY ACT.
SIGNED AND RECEIPTED [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: 0.00 0.00 TOTAL 0.00

X _____

COMMENTS : DROP OFF

1 W 50PNZ *ENGINE ELECTRICAL* 470
CUSTOMER STATES THAT RPM WILL GO ALL UP TO 7 BUT IT WILL GET STUCK ON 3 ON RPMS NEED TO CHECK AND ADVISE

2 W 60PNZ *INTERIOR TRIM*
CUSTOMER STATES THAT ON RIGHT REAR DOOR MOLDING ON SIDE UPPER IS COMING OFF PART IS ON SEAT NEED TO CHECK AND ADVI

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		DATE / TIME

I acknowledge notice and or oral approval of an increase in the original estimate price.

SIGNATURE/OR INITIAL X _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

VEHICLE WASHED

NOV 06 2006

VEHICLE WASHED

Reynolds and Reynolds EPAL2WDGE

71921

LABOR RECORD

A

CAUSE: 470 perform IPC diagnosis for "Tachometer sticks"
470 R&R cluster for repair
CORRECTION: 470 re program cluster

FLAG SHEET

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF
[redacted]	470			Cluster		2006 NOV 6 13.2

ON

FLAG SHEET

B

CAUSE: cluster Tachometer internal failure

FLAG SHEET

CORRECTION:

FLAG SHEET

Torn weather strip Part ordered

Coachella Valley Pontiac Buick Gmc

78960 Varner Rd., Indio, CA 92203
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CUSTOMER NO. [redacted]	ADVISOR MANUEL SALINAS 527	TAG NO. 715	INVOICE DATE 11/06/06	IN [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 26,590	COLOR LIQUID SILV
COACHELLA, CA [redacted]	YEAR / MAKE / MODEL 04/GMC/ENVOY/ENVOY		DELIVERY DATE 04/26/04	DELIVERY MILES 16
	VEHICLE I.D. NO. 1GKDS13S542 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/03/06	
RESIDENCE PHONE 760-398-2109	BUSINESS PHONE	COMMENTS		MO: 26590

TOTALS

BAR # AL007992
EPA #CAL000173032

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATE LIMITED LIFETIME SERVICE / GUARANTEE APPLIES FOR PAID REPAIRS ONLY

THANK YOU FOR YOUR BUSINESS!!
******** CUSTOMER SATISFACTION IS OUR BUSINESS **********
FOR YOUR NEXT SERVICE APPOINTMENT PLEASE CALL (760) 772-9788 PROMPT # 2

********** 100% COMPLETELY SATISFIED **********
IF BY CHANCE YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT ME AND ALLOW US THE OPPORTUNITY TO MAKE CORRECTIONS.
THANK YOU, RAMIRO AMBRIZ SERVICE MANAGER (760)772-9788.

[redacted] _____
CUSTOMER SIGNATURE

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**

NOV 06 2006

[END OF INVOICE] 03:19pm

Coachella Valley Pontiac Buick Gmc

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

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CUSTOMER NO. [redacted]	ADVISOR MANUEL SALINAS 527	TAG NO. 715	INVOICE DATE 11/06/06	INVOICE NO. [redacted]
[redacted] COACHELLA, CA [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 26,590	COLOR LIQUID SILV / STOCK NO. [redacted]
	YEAR / MAKE / MODEL 04/GMC/ENVOY/ENVOY		DELIVERY DATE 04/26/04	DELIVERY MILES 16
	VEHICLE I.D. NO. 1GKDS13S542 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	I.O. NO.	R. O. DATE 11/03/06	
RESIDENCE PHONE 760-398-2109	BUSINESS PHONE	COMMENTS		MO: 26590

JOB# 1 CHARGES

LABOR

J# 1 50PNZ ENGINE ELECTRICAL TECH(S): 470 WARRANTY

CUSTOMER STATES THAT RPM WILL GO ALL UP TO 7 BUT IT WILL GET
STUCK ON 3 ON RPMS NEED TO CHECK AND ADVISE
PERFROM DIAG ON SPEEDOMTER FOUND CLUSTER INTERNAL FAUILER
REPLACED CLUSTER AND PROGRAM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15115881X	15115881 EX-CLUSTE		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 60PNZ INTERIOR TRIM TECH(S): 470 WARRANTY

CUSTOMER STATES THAT ON RIGHT REAR DOOR MOLDING ON SIDE
UPPER IS COMING OFF PART IS ON SEAT NEED TO CHECK AND ADVI
RIGHT REAR DOOR MOLDING ON ORDER
PART ON ORDER

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

ESTIMATE

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

COMMENTS

DROP OFF

[CONTINUED ON NEXT PAGE] 03:19pm

Coachella Valley Pontiac Buick Gmc
A Fresh Approach

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

45769

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00PNZ001	OIL CHANGE	MI	28.95	00PNZ002	OIL CHANGE & ROTATE	MI	54.95
00PNZ008	REPLACE AIR FILTER	MI	5.00	09PNZ	G/FUEL FILTER REP.	MI	52.00
30PNZ03	TRANSMISSION SERVICE	MI	140.00	40PNZ04	BRAKE SERVICE	MI	36.00
09PNZ06	INJECTOR SERVICE	MO	119.95	00PNZ001S	SYNTHETIC OIL CHANGE	MI	79.95
09PNZ07	DECARB/THROTTLE SERV	MO	119.95	09PNZ08	COMPLETE FUEL SERV	MO	229.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/20/08	[redacted]	42845	595	350	C	51PNZ05	HEADLIGHTS
02/18/08		42685	420	350	W	51PNZ05	HEADLIGHTS
				350	W	52PNZ	TRIM ELECTRICAL
10/22/07		36921	420	502	W	10PNZ01	SES LIGHT ON
				502	W	10PNZ	DRIVEABILITY
09/14/07		36142	106	350	W	52PNZ	TRIM ELECTRICAL

SALESPERSON NO. 286 — SERVICE — STATE REG# 3

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE. ☐ SAVE. ALL PARTS ARE NEW UNLESS SPECIFIED

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GKDS13S542 [redacted]	04/GMC/ENVOY/ENVOY		[redacted]		[redacted]

[redacted]
COACHELLA, CA [redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
31454	GMPP	04/26/04	16		07/21/08

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
LIQUID SILVER/MED		04/26/10	60,000	030

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				45,755	620	ALEX CORONA

CALL WHEN READY ☐ YES ☐ NO

RESIDENCE PHONE [redacted] BUSINESS PHONE

TIME RECEIVED 11:06am | DATE/TIME PROMISED 07/21/08 06:00pm | PRIORITY 4

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

I hereby authorize the repair work hereinafter set forth to be done along with the the necessary material and agree that you are not responsible for loss or damage to vehicle in case of fire, theft or 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 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 [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: 135.00 0.00 TOTAL 135.00

X [redacted]

1 C [redacted] HEADLIGHTS

CUSTOMER STATES HEADLIGHTS,AND REAR LIGHTS WILL TURN OFF WHILE DRIVING CHECK AND ADVISE.

N2290

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

I acknowledge notice and or only approval of an increase in the original estimate price.

SIGNATURE/OR INITIAL X _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

760 8353607

JUL 22 2008

WARRANTY PAID

VEHICLE

Reynolds and Reynolds E44-ZSW02E 08/18/05 D 12:20

89599

473

Perf. circuit check Power & grounds
ok. — Upon Perf. Diag check
on Headlamp switch lights flickers
Tap tested & switch became faulty
Rep. Rep. switch & rechecl.

Rep. O. Headlamp switch
Vehicle specific due of
Rep.

LABOR RECORD

FLAG SHEET

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF
[redacted]			1.0	Diag Head lamps.	Head lamps.	08 JUL 21 13.9 / 08 JUL 21 12.7 ON

FLAG SHEET

FLAG SHEET

FLAG SHEET

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF
[redacted]			05	Head lamp switch		08 JUL 22 12.3 / 08 JUL 22 12.0 ON

FLAG SHEET

FLAG SHEET

FLAG SHEET

Coachella Valley Pontiac Buick Gmc

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

"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 And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

CUSTOMER NO. [redacted]	ADVISOR: ALEX CORONA 620	TAG NO.: 030	INVOICE DATE: 07/22/08	[redacted]
[redacted] COACHELLA, CA [redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 45,755	COLOR: LIQUID SILV
	YEAR / MAKE / MODEL: 04/GMC/ENVOY/ENVOY		DELIVERY DATE: 04/26/04	DELIVERY MILES: 16
	VEHICLE I.D. NO.: 1GKDS13S542 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE: 07/21/08	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 45755

JOB# 1 CHARGES

LABOR

J# 1 51PNZ05 HEADLIGHTS TECH(S) 473 WARRANTY

CUSTOMER STATES HEADLIGHTS AND REAR LIGHTS WILL TURN OFF
WHILE DRIVING CHECK AND ADVISE.
TECH CHECKED AND CONFRIMED LIGHTS COMMING OFF. TECH CHECKED
ALL POWERS AND GROUNDS ALL OK. TECH CHECKED HEADLAMP SWITCH
AND FOUND INTERNAL FAILURE IN SWITCH.
TECH REMOVED AND REPLACED HEAD LAMP SWITCH AND RECHECKED
VEHICLE AFTER REPAIRS AND VEHICLE OPERATES AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	10372952	SWITCH 2.485		
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GOCS JOB# 1 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $135.00 (+TAX)

TOTALS

BAR # AL207992
EPA # CAL000271524

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATE LIMITED
LIFETIME SERVICE / GUARANTEE APPLIES FOR PAID REPAIRS ONLY

THANK YOU FOR YOUR BUSINESS!!
******** CUSTOMER SATISFACTION IS OUR BUSINESS **********
FOR YOUR NEXT SERVICE APPOINTMENT PLEASE CALL (760) 772-9788
PROMPT # 2

********** 100% COMPLETELY SATISFIED **********
IF BY CHANCE YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT
ME AND ALLOW US THE OPPORTUNITY TO MAKE CORRECTIONS.
THANK YOU, RAMIRO AMBRIZ SERVICE MANAGER (760)772-9788
[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**

JUL 22 2008

[END OF INVOICE] 01:06pm

Coachella Valley Pontiac Buick Gmc
A Fresh Approach

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00PNZ001	OIL CHANGE	MI	28.95	00PNZ002	OIL CHANGE & ROTATE	MI	54.95
00PNZ008	REPLACE AIR FILTER	MI	5.00	09PNZ	G/FUEL FILTER REP.	MI	52.00
30PNZ03	TRANSMISSION SERVICE	MI	140.00	40PNZ04	BRAKE SERVICE	MI	36.00
09PNZ06	INJECTOR SERVICE	MO	119.95	00PNZ001S	SYNTHETIC OIL CHANGE	MI	79.95
09PNZ07	DECARB/THROTTLE SERV	MO	119.95	09PNZ08	COMPLETE FUEL SERV	MO	229.95

VEHICLE WASHED

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/21/08	[redacted]	45755	620	473	W	51PNZ05	HEADLIGHTS
02/20/08		42845	595	350	C	51PNZ05	HEADLIGHTS
02/18/08		42685	420	350	W	51PNZ05	HEADLIGHTS
				350	W	52PNZ	TRIM ELECTRICAL
10/22/07		36921	420	502	W	10PNZ01	SES LIGHT ON
				502	W	10PNZ	DRIVEABILITY

SALESPERSON NO. 286

SERVICE

STATE REG# 3

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE ALL PARTS ARE NEW UNLESS SPECIFIED

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GKDS13S54 [redacted]	04/GMC/ENVOY/ENVOY		[redacted]		[redacted]

CUST. [redacted]	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
	GMPP	04/26/04	16		07/23/08

[redacted] COACHELLA, CA

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
LIQUID SILVER/MED		04/26/10	60,000	054

TURBO	MMC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				45,788	620	ALEX CORONA

CALL WHEN READY ☐ YES ☐ NO

RESIDENCE PHONE [redacted] BUSINESS PHONE

TIME RECEIVED 02:21pm DATE/TIME PROMISED 07/23/08 06:00pm PRIORITY 4

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

I hereby authorize the repair work hereinafter set forth to be done along with the the necessary material and agree that you are not responsible for loss or damage to vehicle in case of fire, theft or 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 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 [redacted] ...ANCE, ...ONG-BEVERLY WARRANTY ACT.

SIGNED AND RECEIPTED [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: 90.00 0.00 TOTAL 90.00

X _____

GMPP.

1 C* 51PNZ05 **HEADLIGHTS** JMN

CUSTOMER STATES HEADLIGHTS AND REAR LIGHTS TURN OFF WHILE DRIVING STATES WILL PUT LAMP SWITCH IN MANUEL AND LIGHTS WILL STILL TURN OFF CHECK AND ADVISE.E

N1730 . 6 HRS. COVERD.

2. CUSTOMER REQUEST A/T [redacted] SPOTTED

X [redacted]

N ADDED ON ACT. MODE OF TRANSP. WHILE CAR BEING REPAIRED

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

I acknowledge notice and oral approval of an increase in the original estimate price.

SIGNATURE/OR INITIAL X _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

CUSTOMER AUTHORIZED TECH TO DRIVE HOME.

VEHICLE WASHED JUL 30 2008

89683

Check electrical Road test perform
tap test Isolate to Internal
in fuse block Rec to Replace
Poss other concerns.
cust Apparent work Replace
& Rechecke OK at this time.

LABOR RECORD

F.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
[redacted]	30		Fuse	block		ON

Coachella Valley Pontiac Buick Gmc

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

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CUSTOMER NO. [redacted]	ADVISOR: ALEX CORONA	TAG NO.: 620 054	INVOICE DATE: 07/29/08	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 45,788	COLOR: LIQUID SILV / STOCK NO.: 4203
COACHELLA, CA [redacted]	YEAR / MAKE / MODEL: 04/GMC/ENVOY/ENVOY		DELIVERY DATE: 04/26/04	DELIVERY MILES: 16
	VEHICLE I.D. NO.: 1GKDS13S542[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.: 40107	R. O. DATE: 07/23/08	
[redacted]	BUSINESS PHONE	COMMENTS		MI: 45788

TOTALS

BAR # AL207992
EPA # CAL000271524

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATE LIMITED LIFETIME SERVICE / GUARANTEE APPLIES FOR PAID REPAIRS ONLY

THANK YOU FOR YOUR BUSINESS!!
******** CUSTOMER SATISFACTION IS OUR BUSINESS **********
FOR YOUR NEXT SERVICE APPOINTMENT PLEASE CALL (760) 772-9788
PROMPT # 2

********** 100% COMPLETELY SATISFIED **********
IF BY CHANCE YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT ME AND ALLOW US THE OPPORTUNITY TO MAKE CORRECTIONS.
THANK YOU. RAMIRO AMBRIZ SERVICE MANAGER (760)772-9788.

[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**

JUL 30 2008

[END OF INVOICE] 05:52pm

Coachella Valley Pontiac Buick Gmc

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

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CUSTOMER NO. [redacted]	ADVISOR ALEX CORONA 620	TAG NO. 054	INVOICE DATE 07/29/08	IN [redacted]	
[redacted] COACHELLA, CA [redacted]	LABOR RATE / LICENSE NO.	MILEAGE 45,788	COLOR LIQUID SILV	STOCK NO. 4203	
	YEAR / MAKE / MODEL 04/GMC/ENVOY/ENVOY		DELIVERY DATE 04/26/04	DELIVERY MILES 16	
	VEHICLE I.D. NO. 1GKDS13S542 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P.O. NO. 40107	R. O. DATE 07/23/08		
RE [redacted]	BUSINESS PHONE	COMMENTS		MO: 45788	

JOB# 1 CHARGES

LABOR

J# 1 51PNZ05 HEADLIGHTS TECH(S):350 WARRANTY

CUSTOMER STATES HEADLIGHTS AND REAR LIGHTS TURN OFF WHILE DRIVING STATES WILL PUT LAMP SWITCH IN MANUEL AND LIGHTS WILL STILL TURN OFF CHECK AND ADVISE.E
TECH CHECKED AND CONFRIMED LIGHTS TURNING OFF.TECH PERFROMED ELECTRICAL TEST AND TAP TEST AND ISOLATED CONCERN TO FUSE BLOCK.INTERNAL FAILURE.
TECH REMOVED AND REPLACED FUSE BLOCK AND RECHECKED VEHICLE AFTER REPAIRS VEHICLE OPERATES AS DESIGNED

PARTS QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	15120876	BLOCK 2.483		
			TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2+72PNZ RENTAL VEHICLE TECH(S):99 WARRANTY

CUSTOMER REQUEST FOR ALT. TRANSPORTATION
VEHICLE INOPERATIVE OR UNSAFE TO DRIVE
COMPLETED

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $90.00 (+TAX)

[CONTINUED ON NEXT PAGE] 05:52pm

Coachella Valley Pontiac Buick Gmc
A Fresh Approach

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00PNZ001	OIL CHANGE	MI	28.95	00PNZ002	OIL CHANGE & ROTATE	MI	54.95
00PNZ008	REPLACE AIR FILTER	MI	5.00	09PNZ	G/FUEL FILTER REP.	MI	52.00
30PNZ03	TRANSMISSION SERVICE	MI	140.00	40PNZ04	BRAKE SERVICE	MI	36.00
09PNZ06	INJECTOR SERVICE	MO	119.95	00PNZ001S	SYNTHETIC OIL CHANGE	MI	79.95
09PNZ07	DECARB/THROTTLE SERV	MO	119.95	09PNZ08	COMPLETE FUEL SERV	MO	229.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/23/08	[redacted]	45788	620	350	W	51PNZ05	HEADLIGHTS
				99	W	72PNZ	RENTAL VEHICLE
07/21/08		45755	620	473	W	51PNZ05	HEADLIGHTS
02/20/08		42845	595	350	C	51PNZ05	HEADLIGHTS
02/18/08		42685	420	350	W	51PNZ05	HEADLIGHTS
				350	W	52PNZ	TRIM ELECTRICAL

SALESPERSON NO. 286 — SERVICE — STATE REG# 3

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE. ☐ SAVE ALL PARTS ARE NEW UNLESS SPECIFIED

VEHICLE I.D. NO.: 1GKDS13S54[redacted]
YEAR/MAKE/MODEL: 04/GMC/ENVOY/ENVOY
PRODUCTION DATE:
STOCK NO.: [redacted]
LICENSE NO.: [redacted]
R. O. NO.: [redacted]

[redacted]
COACHELLA, CA [redacted]

CUSTOMER NO.: [redacted] SERVICE CONTRACT: GMPP
DELIVERY DATE: 04/26/04
DELIVERY MILES: 16
SELLING DEALER NO.: 08/06/08
COLOR: LIQUID SILVER/MED
CONTRACT NO.:
EXPIRATION DATE: 04/26/10
EXPIRATION MILES: 60,000
TAG NO.: [redacted]

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				45,955	595	EUGENIO SANCHEZ

CALL WHEN READY ☐ YES ☐ NO: [redacted]

I hereby authorize the repair work hereinafter set forth to be done along with the the necessary material and agree that you are not responsible for loss or damage to vehicle in case of fire, theft or 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 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: [redacted]

TIME RECEIVED: 02:21pm | DAY/TIME PROMISED: 08/07/08 06:00pm | PRIORITY: 4

APPOINTMENT ☒ Yes ☐ No

LABOR RATE

JOB

ORIGINAL CUSTOMER ESTIMATE:

		TOTAL
0.00	0.00	0.00

X _____

COMMENTS : DROP OFF

1. W* 51PNZ05 ***HEADLIGHTS***
CUSTOMER STATES VEHICLE HEADLIGHTS AND TAIL LIGHTS ARE BOTH TURNING OFF WHILE DRIVING, NOTICED THIS MORNING AITH MANUAL LIGHT SWITCH ON, LIGHT STAY ON, PLEASE CHECK AND ADVISE.

X JMN

ORIGINAL ESTIMATE $ 0	REVISED ESTIMATE $ 300	ADDITIONAL COSTS $ 300
REASON: Head lamp Panel		CONTACTED: Evan
AUTHORIZED BY: Juan	☒ PHONE # 835 3607	DATE: 8/7 TIME: 3:27p
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE $	ADDITIONAL COSTS $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME

I acknowledge notice and or oral approval of an increase in the original estimate price.

SIGNATURE/OR INITIAL X _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

WSA
PAID AUG 1 1 2008

90097

Inspect Head lamp panel
not holding light LF Sensor
Broken Recommend Replace & at
time of Replacement Inspect
harnest.

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

BRAKE CONDITION

PRIOR DAMAGE

RF RR

F R

LF LR

CONTROL

MILEAGE

Coachella Valley Pontiac Buick Gmc

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

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CUSTOMER NO. [redacted]	ADVISOR EUGENIO SANCHEZ 595	TAG NO. 2247	INVOICE DATE 08/11/08	[redacted]
[redacted] COACHELLA, CA [redacted]	LABOR RATE [redacted]	MILEAGE 45,955	COLOR LIQUID SILV	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 04/GMC/ENVOY/ENVOY		DELIVERY DATE 04/26/04	DELIVERY MILES 16
	VEHICLE I.D. NO. 1GKDS13S542 [redacted]		LING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/06/08	
DES [redacted]	COMMENTS			MO: 45955

TOTALS

BAR # AL207992
EPA # CAL000271524

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATE LIMITED LIFETIME SERVICE / GUARANTEE APPLIES FOR PAID REPAIRS ONLY

THANK YOU FOR YOUR BUSINESS!!
******** CUSTOMER SATISFACTION IS OUR BUSINESS **********
FOR YOUR NEXT SERVICE APPOINTMENT PLEASE CALL (760) 772-9788 PROMPT # 2

********** 100% COMPLETELY SATISFIED **********
IF BY CHANCE YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT ME AND ALLOW US THE OPPORTUNITY TO MAKE CORRECTIONS.
THANK YOU, RAMIRO AMBRIZ SERVICE MANAGER (760)772-9788.

TOTAL LABOR....	255.00
TOTAL PARTS....	245.10
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	19.00
TOTAL INVOICE $	**519.10**

ESTIMATE [redacted]

PAID AUG 11 2008

[END OF INVOICE] 05:11pm

Coachella Valley Pontiac Buick Gmc

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

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THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

CUSTOMER NO. [redacted]	ADVISOR: EUGENIO SANCHEZ 595	TAG NO.: 2247	INVOICE DATE: 08/11/08	[redacted]
[redacted]	LABOR RATE	U/C [redacted]	MILEAGE: 45,955	COLOR: LIQUID SILV / STOCK NO.: 4203
COACHELLA, CA [redacted]	YEAR / MAKE / MODEL: 04/GMC/ENVOY/ENVOY		DELIVERY DATE: 04/26/04	DELIVERY MILES: 16
	VEHICLE I.D. NO.: 1GKDS13S542 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted] [redacted]	I.T.E. NO.	P.O. NO.	R.O. DATE: 08/06/08	
	COMMENTS			MO: 45955

JOB# 1 CHARGES

LABOR

J# 1 51PNZ05 HEADLIGHTS TECH(S): 350 255.00

CUSTOMER STATES VEHICLE HEADLIGHTS AND TAIL LIGHTS ARE BOTH TURNING OFF WHILE DRIVING, NOTICED THIS MORNING AITH MANUAL LIGHT SWITCH ON, LIGHT STAY ON, PLEASE CHECK AND ADVISE.
PERFORMED INSPECTION AND FOUND LEFT FRONT HEAD LAMP LOOSE.
UPON FURTHER INSPECTION FOUND HEAD LAMP PANNEL BROKEN, NOT HOLDING HEADLAMP AND POSSIBLE WIRING DAMAGE. REC. HEADLAMP PANNEL AND WIRING INSPECTION.
REMOVED ALL NECCESARY COMPONENTS TO GAIN ACCESS AND REPLACED PANEL AND REPLACED HEADLAMP WIRING, REASSEMBLED AND RECHECKED TO VERIFY REPAIR. VEHICLE IS OPERATING AS DESIGNED AT THIS TIME.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		15195745	PANEL 1.267	231.98	231.98
	1		19168447	SPLICE KT 8.965	13.12	13.12
					TOTAL - PARTS	245.10

JOB# 1 TOTALS

LABOR	255.00
PARTS	245.10
JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL	500.10

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $500.10 (+TAX) ON 08/07/08 AT 03:28pm
BY JUAN M NARVAEZ COMMENTS APPROVED HEADLAMP PANEL (760-835-3607)

COMMENTS
DROP OFF

RECOMMENDATIONS
FRONT BUMPER TO BE REPLACED AT A BODY SHOP, (BUMPER MOUNT BROKEN)

[CONTINUED ON NEXT PAGE] 05:11pm

The Law Offices of
William R. McGee
Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9140, Fax: (858)485-9961
E-mail: LemonAtty@aol.com

FACSIMILE TRANSMISSION SHEET

PAGE 1 OF 2
(Including this cover sheet)

DATE: August 21, 2008

TO: Cynthia Reyes, Customer Relationship Manager

RE: Juan Narbaez

FAX NO.: (866) 363-8695

FROM: William R. McGee, Esq.

MESSAGE: Cynthia,

Enclosed is the lien release you requested. I look forward to hearing from GM soon.

If all pages are not received, or there is an error in transmission, please contact sender at (858)485-9140.

THIS MESSAGE IS INTENDED FOR THE USE OF THE SPECIFIC INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAWS. IF THE READER OF THIS COMMUNICATION IS NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE.

The Law Offices of
William R. McGee
Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9332, Fax: (858)485-9763
E-mail: Experts4u@aol.com

AUTHORIZATION RE: RELEASE OF LOAN/LEASE INFORMATION

[redacted] authorize GMAC (Name of lender/bank/credit union),

1800 200 4677 (Phone number of lender/bank/credit union), to release to GMC (Vehicle Manufacturer), or its representative, any requested information regarding my vehicle loan/lease, Acct [redacted], including, but not limited to, the loan/lease pay-off balance and the payment history.

Dated: 08/20/08

[redacted]

[redacted]

REGISTRATION VALID FROM

TO 04/28/2008 TO 04/28/2009 11 [redacted]

VEHICLE IDENTIFICATION NUMBER

16KDSI35542 [redacted]

BODY TYPE MODEL

JT

DATE ISSUED

03/27/2008

DATE FIRST SOLD 00/00/2004

CLASS HV

GMC

YR MODEL 2004

TYPE VEH 120 | JAP | AX | WC | UNLADEN/GCW | TOTAL FEES PAID $180

$300

OWNER [redacted]

COACHELLA CA [redacted]

GMAC
PO BX 8129
COCKEYSVILLE

R0041
L0116

MD

0 [redacted]

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD [redacted]
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

TO REMOVE THE STICKER
FROM THE BACKING,
BEND STICKER AT SLIT AND PEEL SLOWLY

INSTRUCTIONS FOR
APPLYING STICKER TO LICENSE PLATE

1. CLEAN SURFACE THOROUGHLY. SCRAPE OFF ACCUMULATED STICKERS (STICKER WILL NOT STICK IF WET OR DIRTY).
2. PUT STICKER ON REAR LICENSE PLATE AS SHOWN BELOW:

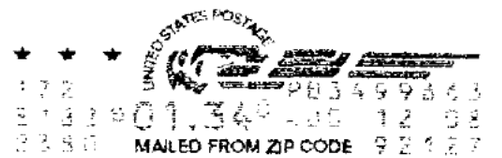
MOTORCYCLES:
Right Half of This Well

ALL OTHERS:
In Top Right Corner

CAL
1A0000

CALIF DRIVE
1 SAM 123

EXCEPT:
Truck Tractors And Commercial Vehicles With A Declared Gross Vehicle Weight of 10,000 Lbs. or More—Must Apply Sticker To Front Plate



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Serving California Residents For 19 Years
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AUG 18 2008

General Motors Corporation
Business Resource Center
c/o MSX International
1919 Concept Drive
Warren, MI 48091

The Law Offices of
William R. McGee
Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
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E-mail: LemonAtty@aol.com

August 12, 2008

General Motors Corporation
Business Resource Center
c/o MSX International
1919 Concept Drive
Warren, MI 48091

Re: [redacted]
2004 GMC Envoy
VIN:

Dear Gentlemen:

Please be advised that this law firm has been retained by [redacted] enforce his legal rights regarding the purchase of the above identified vehicle. The purpose of this letter is to set forth the facts of this case, cite the applicable law and attempt to resolve this matter as quickly and efficiently as possible.

[redacted] was understandably excited and proud about his new 2004 GMC Envoy, feeling that he had made a quality choice for his driving enjoyment and transportation needs. (A copy of the purchase contract is enclosed for your reference.) Mr. [redacted] anticipation and excitement, however, have turned to disappointment and frustration due to numerous unsuccessful repair attempts which have substantially impaired the vehicle to him. This is not what M[redacted]as promised nor bargained-for when he purchased his new 2004 GMC Envoy.

The subject vehicle has suffered from serious defects and nonconformities to warranty, including, but not limited to: *two (2) separate repair attempts* for engine/"CHECK ENGINE" defects, and *five (5) separate repair attempts* for headlamps/headlamp switch/B.C.M. defects. Copies of the relevant repair orders in [redacted] possession are enclosed for your review.

[redacted] commendable patience and longsuffering have expired with this problematic vehicle and he is herein demanding his entitlement under the Song-Beverly Consumer Warranty Act (the "Lemon Law"), California Civil Code sections 1790 et seq., which provides:

> If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . . However, the buyer shall be free to elect restitution in lieu of replacement.
>
> (B) In the case of restitution, the manufacturer shall make restitution in the amount equal to the actual price paid or payable by the buyer, including any charges for transportation and manufacturer installed options . . . and including any collateral charges such as sales tax, license fees, registration fees and other official fees, plus any incidental damages . . . including but not limited to reasonable repairs, towing and rental car costs actually incurred by the buyer.

Civ. Code § 1793.2(d)(2) (emphasis added).

The Lemon Law goes on to state:

> (a) Any buyer of consumer goods who is damaged by a failure to comply with any obligation under this chapter or under an implied or express warranty or service contract, may bring an action for recovery of damages and other legal and equitable relief. . . .
>
> (c) If the buyer establishes that the failure to comply was willful, the judgment may include, in addition to the amounts recovered, a civil penalty which shall not exceed two times the amount of actual damages. . . .
>
> (d) If the buyer prevails in an action under this section, the buyer shall be allowed by the court to recover as part of the judgment a sum equal to the aggregate amount of costs and expenses, including attorneys' fees, determined by the court to have been reasonably incurred by the buyer in connection with the commencement and prosecution of such action.

Civ. Code §1794 (emphasis added).

In light of the facts of this case as applied to the Lemon Law, there is no doubt that General Motors Corporation is obligated to make restitution to Juan Narbaez for the "lemon" which was sold to him. In light of the facts of this case where liability is clear, further denial of your obligations under the Lemon Law can only be described as "willful," triggering the civil penalty provision quoted above.

[redacted] willing to litigate this matter, however, he would prefer to resolve it short of filing a lawsuit. Furthermore, I believe it is also in General Motors Corporation's best interests to settle this dispute rather than defending a lawsuit which it will ultimately lose and face the concomitant penalties and expenses which that defense will necessarily entail, including interest and legal fees.

At this time, [redacted] is willing to return the subject vehicle to General Motors Corporation and settle this matter for a repurchase of the subject vehicle, including restitution in the following amount:

Down Payment (less rebate)	$1,500.00
Monthly payments (52, including 9/10/08)	24,552.84
2008/2009 registration fee (prorated)	TBD
Less use of 27,367 miles	(6,530.21)
Attorney's Fees	2,750.00
SUBTOTAL:	$22,272.63

In addition, it will be required that General Motors Corporation satisfy the outstanding balance owing to the lien holder of the subject vehicle. Please give this demand the serious consideration it deserves. If I do not hear from you by September 12, 2008, I shall assume that General Motors Corporation is denying its obligations under the law and is leaving Juan Narbaez no choice but to initiate legal proceedings.

Thank you for your prompt attention to this matter. I look forward to hearing from you soon.

Very truly yours,

WILLIAM R. McGEE

Enclosures
cc: [redacted]

SIMPLE INTEREST FINANCE CONTRACT

ealer 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]	COACHELLA VALLEY POINTIAC GMC 78960 VARNER RD INDIO CA 92203

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2004	GMC ENVOY	10	[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 $ 500.00
2.90 %	$ [illegible] (e)	$ 311.33.96	$ [illegible] (e)	$ 32496.24 (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	472.17	Monthly, Beginning 09/10/2004
One Final Payment	472.17	05/10/2010

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, prepayment refunds and penalties, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price
   - A. Cash Price of Motor Vehicle and Accessories $ 29696.95 (A)
     - 1. Cash Price Vehicle $ 29696.95
     - 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) $ [illegible] (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. Sales Tax (on taxable items in A+B+C) $ 2[illegible]3.07 (D)
   - E. Optional DMV Electronic Filing Fee* $ [illegible] (E)
   - F. (Optional) Service Contract* $ [illegible] (F)
   - G. (Optional) Service Contract* $ [illegible] (G)
   - H. Prior Credit or Lease Balance paid by Seller to N/A $ N/A (H)
     (see downpayment and trade-in calculation)
   - I. (Optional) Gap Contract (to whom paid)* _____ $ N/A (I)
   - J. Other (to whom paid)* _____ $ N/A (J)
     For _____

   Total Cash Price (A through J) $ 33372.98 (1)
2. Amounts Paid to Public Officials
   - A. License Fees [illegible] $ [illegible] (A)
   - B. Registration/Transfer/Titling Fees $ N/A (B)
   - C. California Tire Fees* $ 2[illegible] (C)
   - D. Other _____ $ N/A (D)
   - E. Other _____ $ N/A (E)

   Total Official Fees (A through E) $ [illegible] (2)

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.	$ [illegible]
$ N/A Ded. Collision	Mos.	$ [illegible]
Bodily Injury $ N/A Limits	Mos.	$ [illegible]
Property Damage $ N/A Limits	Mos.	$ [illegible]
Medical	Mos.	$ [illegible]
	Mos.	$ N/A
Total Vehicle Insurance Premiums		$ N/A (3)

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

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

[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			$ N/A (5)

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 INSURANCE MAY NOT COVER CONDI-

A. License Fees	$ [illegible] (A)	
B. Registration/Transfer/Titling Fees	$ N/A (B)	
C. California Tire Fees*	$ [illegible] (C)	
D. Other N/A	$ N/A (D)	
E. Other [illegible]	$ N/A (E)	
Total Official Fees (A through E)		$ 254.00 (2)
3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance column a + b)*		$ [illegible].26 (3)
4. Smog Certification Fee Paid to State		$ N/A (4)
5. Subtotal (1 through 4)		$ [illegible] (5)
6. Total Downpayment		
A. Agreed Trade-In Value Yr ____ Make ____ Model ____ Odom ____ VIN ____	$ N/A (A)	
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	$ 1500.00 (E)	
F. Other N/A	$ N/A (F)	
G. Cash	$ 1000.00 (G)	
Total Downpayment (C through G)		$ 2500.00 (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)		$ 31133.98 (7)

*Seller may keep part of these amounts.

for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).

You wa[illegible]

[redacted]

Date [illegible] ge

[redacted]

Date [illegible] ge

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 1.I. 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 want to buy a gap contract.

Buyer X [illegible]

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 [illegible]

Term [illegible] Mos. or [illegible] Miles

1.G Company N/A

Term N/A Mos. or N/A Miles

Buyer X [illegible]

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.

Bu[redacted] Co-Buyer X [redacted]

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

X [illegible] Buyer Initials X [illegible] 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 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

[redacted]

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

Bu[redacted] Co-Buyer [redacted]

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

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

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

[illegible] AFTER THE VEHICLE HAS BEEN RE[illegible] AND SOLD.
FOR [illegible] AGE THAT WILL PROTECT YOU IN THE [illegible] OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGE [illegible]
THE BUYER SHALL [illegible] ACKNOWLEDGE THAT HE/SHE UNDERSTANDS [illegible] PUBLIC LIABILITY TERMS AND CONDITIONS

[illegible] 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] must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6.B [redacted] eller will refund the difference to you.

Buyer X [redacted] Co-Buyer [redacted]

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

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

Buyer Signature [redacted] Co-Buyer Signat[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 thi[redacted] 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 Signat[redacted] Co-Buyer Signature X [redacted]ate [illegible]

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

Other Owner Signature X _____ Address _____

GUARANTY

To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date [illegible] Guarantor X _____ Date _____

Address _____

Seller Signature X [redacted] Date [illegible] By [redacted] Title _____

LAW FORM NO. 553-CA [illegible]
[illegible] Reynolds and Reynolds [illegible]
[illegible] NO WARRANTY EXPRESS OR IMPLIED AS TO CONTENT OR
[illegible] FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL
[illegible]

CUSTOMER/TRUTH IN LENDING COPY

07/31/2008 HISTORY LISTING 3010
16:11:34 PAGE 6

WARRANTY : CLAIM NO. [redacted] OPERATION NO. B1780 CLAIM NO. OPERATION NO.

JOB NUMBER : 3 OPERATION 51PNZ OP. DESC. BODY ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 372
COMPLAINT : PLEASE RESET LOF LIGHT
CORRECTION : RESET OIL LIFE LIGHT

R.O NO. : 45586 R.O DATE : 06/07/2004 R.O TYPE : S
MILEAGE : 1186 ADVISOR NO. : 106

JOB NUMBER : 1 OPERATION 61PNZ18 OP. DESC. DOOR HANDLE(S)
SALE TYPE : W TECHNICIAN NO(S). 382
COMPLAINT : CUSTOMER STATES THAT LEFT DOOR PANEL SEEMS TO BE LOOSE WHEN CLOSED THERE IS A NOISE AND WHEN DRIVING DOOR PANEL RATTLES
CAUSE : FOUND LEFT FRONT DOOR PANEL LOOSE AND MISSING BOLT
CORRECTION : CHECKED AND REINSTALLED MISSING BOLT AND REPOSITIONED DOOR PANEL RECHECKED OPERATES AS DESIGNED AFTER REPAIR

WARRANTY : CLAIM NO. [redacted] OPERATION NO. C3358 CLAIM NO. OPERATION NO.

R.O NO. : [redacted] R.O DATE : 02/23/2004 R.O TYPE : P
MILEAGE : 2 ADVISOR NO. : 900

JOB NUMBER : 1 OPERATION 75PNZ OP. DESC. PDI
SALE TYPE : I TECHNICIAN NO(S). 397
COMPLAINT : PRE-DELIVERY INSPECTION NOTE IF YOU HAVE INSTALLED RUNNING BOARDS OR OTHER ACCESSORY ITEMS
CORRECTION : PDI COMPLETE

JOB NUMBER : 2 OPERATION 90PNZ OP. DESC. DETAIL
SALE TYPE : I TECHNICIAN NO(S). 99
COMPLAINT : DETAIL FOR LOT
CORRECTION : SUBLET FOR DETAIL

COMMENTS : DROP OFF

R.O NO. : [redacted] R.O DATE : 11/03/2006 R.O TYPE : S
MILEAGE : 26590 ADVISOR NO. : 527

JOB NUMBER : 1 OPERATION 50PN2 OP. DESC. ENGINE ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 470
COMPLAINT : CUSTOMER STATES THAT RPM WILL GO ALL UP TO 7 BUT IT WILL GET STUCK ON 3 ON RPMS NEED TO CHECK AND ADVISE
CAUSE : PERFROM DIAG ON SPEEDOMTER FOUND CLUSTER INTERNAL FAULIER
CORRECTION : REPLACED CLUSTER AND PROGRAM

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted] N4180

JOB NUMBER : 2 OPERATION 60PNZ OP. DESC, INTERIOR TRIM
SALE TYPE : W TECHNICIAN NO(S). 470
COMPLAINT : CUSTOMER STATES THAT ON RIGHT REAR DOOR MOLDING ON SIDE UPPER IS COMING OFF PART IS ON SEAT NEED TO CHECK AND ADVI
CAUSE :
RIGHT REAR DOOR MOLDING ON ORDER
CORRECTION :
PART ON GEDER

COMMENTS : DROP OFF

R.O NO. : [redacted] R.O DATE : 06/20/2005 R.O TYPE : S
MILEAGE : 10492 ADVISOR NO. : 106

JOB NUMBER : 1 OPERATION 60PNZ OP. DESC. INTERIOR TRIM
SALE TYPE : W TECHNICIAN NO(S). 372
COMPLAINT : CUSTOMER STATES THAT REAR HATCH WEATHERSTRIP IS LOOSE CUSTOMER KEEPS REINSTALLING IT
CAUSE : FOUND WEATHERSTRIP LOOSE ON REAR HATCH AREA
CORRECTION : CHECKED AND RETENSIONED AND RESECURED WEATHERSTRIP TO CAR RE CHECKED OPERATES AS DESIGNED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted] C1260

JOB NUMBER : 2 OPERATION 47PN2Z2 OP. DESC. DIFFERENTIAL CONCERN
SALE TYPE : W TECHNICIAN NO(S). 372
COMPLAINT : CUSTOMER STATES THAT THERE IS A RATTLE FROM FRONT BUMPER COVER SEEMS TO BE LOOSE
CAUSE : FOUND LOOSE RETAINERS ON FRONT BUMPER COVER
CORRECTION : CHECKED AND REMOVED FRONT BUMPER COVER REPLACED RETAINERS RECHECKED OPERATES AS DESIGNED

COMMENTS : DROP OFF

R.O NO. : [redacted] R.O DATE : 12/15/2006 R.O TYPE : S
MILEAGE : 27367 ADVISOR NO. : 106

JOB NUMBER : 1 OPERATION 00PNZ001 OP. DESC. OIL CHANGE
SALE TYPE : I TECHNICIAN NO(S). 547
COMPLAINT : CUSTOMER REQUEST OIL CHANGE AND FILTER INCLUDING LUBE AND MULTI-POINT VEHICLE INSPECTION.
CAUSE : RECC.MAINT.
CORRECTION : OIL AND OIL FILTER CHANGE COMPLETE; LUBED CHASSIS IF NEEDED, AND PERFORMED GM GOODWRENCH MULTI-POINT VEHICLE INSPECTION. OUR GM TECHNICIAN HAS REVIEWED THE CRITICAL SYSTEMS AND COMPONENTS THAT CONTRIBUTE TO YOUR VEHICLE'S SAFETY AND PERFORMANCE. SEE COPY OF MULTI-POINT VEH. INSP. ATTACHED.

JOB NUMBER : 2 OPERATION 45PNZ04 OP. DESC. ROTATE TIRES
SALE TYPE : C TECHNICIAN NO(S). 547
COMPLAINT : CUSTOMER REQUESTS TIRE ROTATION
CAUSE : RECC.MAINT.
CORRECTION : CHECKED AND PERFORMED TIRE ROTATION

JOB NUMBER : 3 OPERATION 10PNZ01 OP. DESC. SES LIGHT ON
SALE TYPE : W TECHNICIAN NO(S). 161
COMPLAINT : CUSTOMER STATES THAT SES LIGHT IS ON CAR DOES NOT SEEM TO RUN3 ROUGH
CAUSE : FOUND FUEL CAP NOT SEALING PROPERLY
CORRECTION : CHECKED AND REPLACED FUEL CAP CLEARED CODES AND RECHECKED OPERATES AS DESIGNED AFTER REPAIR

WARRANTY : CLAIM NO. [redacted] OPERATION NO. L1020 CLAIM NO. OPERATION NO.

R.O NO. [redacted] R.O DATE : 11/21/2006 R.O TYPE : S
MILEAGE : 26797 ADVISOR NO. : 420

JOB NUMBER : 1 OPERATION 60PNZ OP. DESC. INTERIOR TRIM
SALE TYPE : W TECHNICIAN NO(S). 470
COMPLAINT : CUSTOMER STATES THAT THE S.O.P <<RIGHT REAR DOOR MOLDING>> IS IN FOR REPAIR,KEEPS FALLING OFF;PLEASE INSTALL
CAUSE : AS PER PREVIOUS DIAG,RIGHT DOOR WEATHER STRIP NOT HOLDING; BROKEN
CORRECTION : REPLACED RIGHT REAR DOOR WEATHERSTRIP;OK AT THIS TIME

WARRANTY : CLAIM NO. [redacted] OPERATION NO. C1130 CLAIM NO. OPERATION NO.

07/31/2008 HISTORY LISTING 3010
16:11:34 PAGE 3

ON AND HAS BEEN ON FOR ABOUT 3 WEEKS-SEEMS TO BE RUNNING FINE;PLEASE CHECK

CAUSE : CHECKED AND CONFIRMED, FOUND DTC P0128-AS PER DOC # [redacted] LED TO DOC #7299710;FAULTY THERMOSTAT;RECC.REPLACE AND RECHECK

CORRECTION : REMOVED AND REPLACED THERMOSTAT,CLEARED DTC AND RECHECKED ON TEST DRIVE-"S.E.S" LIGHT RETURNED WITH DTC P0526. <SEE LINE #2 FOR DETAILS ON REPAIR> AS PER DTC P0128,DID NOT RETURN AND OPERATES AS DESIGNED AT THIS TIME

WARRANTY : CLAIM NO. [redacted] OPERATION NO. J3520 CLAIM NO. OPERATION NO.

JOB NUMBER : 2 OPERATION 10PNZ OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 502
COMPLAINT : ADD-ON,UPON COMPLETION OF REPAIR ON LINE#1-TEST DRIVE AND "S.E.S" LIGHT RETURNED WITH DTC P0526,NO PRESENT AT TIME OF DIAG.
CAUSE : CHECKED AND FOUND DTC P0526,FAILED FAN CLUTCH;RECC.REPLACE
CORRECTION : REMOVED AND REPLACED FAN CLUTCH.CLEARED DTC AND RECHECKED; OPERATES AS DESIGNED AT THIS TIME

WARRANTY : CLAIM NO. [redacted] OPERATION NO. J1390 CLAIM NO. OPERATION NO.

COMMENTS : DROP OFF

R.O NO. [redacted] R.O DATE : 09/14/2007 R.O TYPE : S
MILEAGE : 36142 ADVISOR NO. : 105

JOB NUMBER : 1 OPERATION 52PNZ OP. DESC. TRIM ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 350
COMPLAINT : CUSTOMER STATES THAT HEADLIGHTS COMING OFF AND ON WHILE DRIVING AT NIGHT, ALSO SEE IT COME ON AND OFF WHILE VEHICLE SITTING IN THE MORNING TO WARM-UP, CHECK AND ADVISE
CAUSE : FOUND EBCM WITH INTERNAL FAILURE TURNS OFF HEADLIGHTS AS CUSTOMER DRIVES
CORRECTION : CHECKED AND REPLACED ELECTRONIC BODY CONTROL MODULE RELEARNE TO CAR RECHECKED OPERATES AS DESIGNED

WARRANTY : CLAIM NO. [redacted] OPERATION NO. M4800 CLAIM NO. OPERATION NO.

JOB NUMBER : 2 OPERATION 70PWZ03 OP. DESC. RENTAL VEH.
SALE TYPE : W TECHNICIAN NO(S). 99
COMPLAINT : CUST REQUEST ALT. MODE OF TRANSPORTATION P.O.#36998
CORRECTION : CHECKED AND PROVIDED WITH RENTAL WHILE PARTS ORDERED

07/31/2008 HISTORY LISTING 3010
16:11:34 PAGE 2

COMPLAINT : CUSTOMER STATES DAYTIME RUNNING LIGHTS ARE NOT COMING ON AT TIMES, AND AT NIGHT EXTERIOR LIGHT WILL NOT STAY ON. HAS NOTICED DASH LIGHT STAY ON, PLEASE CHECK AND ADVISE.
CAUSE : PERFORMED INSPECTION, FOUND NO CODES, UNABLE TO DUPLICATE, RECOMMEND TO DRIVE AT NIGHT, CUSTOMER APPROVED TECHNICIAN TO DRIVE AT NIGHT. ON 2/22/08 VEHICLE HAS AN INTERMITTEN PROBLEM. CONFIRMED CONCERN. TALKED TO TECH LINE (CASE # 10165774) RECOMMENDED TO CHECK FOR GROUND, CONNECTION, WIRING, TEST DROVE SEVERAL DAYS WAS UNABLE TO DUPLICATE AFTER CHECKING GROUNDS AND CONTACTS.
CORRECTION : VEHICLE IS OPERATING AS DESIGNED AT THIS TIME.
<<<<<<<<<<<<<<<< NO CHARGE >>>>>>>>>>>>>>>>

COMMENTS : DROP OFF

R.O NO. [redacted] R.O DATE : 02/18/2008 R.O TYPE : S
MILEAGE : 62695 ADVISOR NO. : 420

JOB NUMBER : 1 OPERATION 51PN20S OP. DESC. HEADLIGHTS
SALE TYPE : W TECHNICIAN NO(S). 350
COMPLAINT : CUSTOMER STATES THAT THE HEADLAMPS TURN OFF AND ON WHILE DRIVING AT NIGHT <INTERMITTEN>;PLEASE CHECK
CAUSE : CHECKED AND FOUND INTERMITTEN FAULT AT HEADLAMP CONTROL RELAY;RECC.REPLACE
CORRECTION : CHECKED AND REPLACED HEADLAMP CONTROL MODULE RELAY;OPERATES AS DESIGNED AT THIS TIME

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted] 92833

JOB NUMBER : 2 OPERATION 52PN3 OP. DESC. TRIM ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 350
COMPLAINT : CUSTOMER STATES THAT THE RIGHT SIDE OF A/C UNIT <TEMP CONTROL> IS INOP-DOES NOT LIGHT UP;PLEASE CHECK
CAUSE : CHECKED AND CONFIRMED FAILED A/C CONTROL;RECC.REPLACE
CORRECTION : CHECKED AND REPLACED A/C CONTRCL;OPERATES AS DESIGNED AT THIS TIME

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted] D0362

COMMENTS : DROP OFF

R.O NO. : [redacted] R.O DATE : 10/22/2007 R.O TYPE : S
MILEAGE : 36921 ADVISOR NO. : 420

JOB NUMBER : 1 OPERATION 10PN201 OP. DESC. SES LIGHT ON
SALE TYPE : W TECHNICIAN NO(S). 502
COMPLAINT : CUSTOMER STATES THAT THE "SERVICE ENGINE SOON" LIGHT IS

07/31/2008 HISTORY LISTING 3010
16:11:34 PAGE 1

CUSTOMER NAME : [redacted] SERIAL NO. : 1GRDS133542[redacted]

R.O NO. : [redacted] R.O DATE : 07/23/2008 R.O TYPE : S
MILEAGE : 45788 ADVISOR NO. : 620

JOB NUMBER : 1 OPERATION 51PN205 OP. DESC. HEADLIGHTS
SALE TYPE : W TECHNICIAN NO(S). 350
COMPLAINT : CUSTOMER STATES HEADLIGHTS AND REAR LIGHTS TURN OFF WHILE DRIVING STATES WILL PUT LAMP SWITCH IN MANUEL AND LIGHTS WILL STILL TURN OFF CHECK AND ADVISE.E
CAUSE : TECH CHECKED AND CONFRIMED LIGHTS TURNING OFF.TECH PERFROMED ELECTRICAL TEST AND TAP TEST AND ISOLATED CONCERN TO FUSE BLOCK.INTERNAL FAILURE.
CORRECTION : TECH REMOVED AND REPLACED FUSE BLOCK AND RECHECKED VEHICLE AFTER REPAIRS VEHICLE OPERATES AS DESIGNED

WARRANTY : CLAIM NO. [redacted] OPERATION NO. W1730 CLAIM NO. OPERATION NO.

JOB NUMBER : 2 OPERATION 72FNZ OP. DESC. RENTAL VEHICLE
SALE TYPE : W TECHNICIAN NO(S). 99
COMPLAINT : CUSTOMER REQUEST FOR ALT. TRANSPORTATION
CAUSE : VEHICLE INOPERATIVE OR UNSAFE TO DRIVE
CORRECTION : COMPLETED

WARRANTY : CLAIM NO. [redacted] OPERATION NO. Z7905 CLAIM NO. OPERATION NO.

R.O NO. : [redacted] R.O DATE : 07/21/2008 R.O TYPE : S
MILEAGE : 45755 ADVISOR NO. : 620

JOB NUMBER : 1 OPERATION 51PN205 OP. DESC. HEADLIGHTS
SALE TYPE : W TECHNICIAN NO(S). 473
COMPLAINT : CUSTOMER STATES HEADLIGHTS,AND REAR LIGHTS WILL TURN OFF WHILE DRIVING CHECK AND ADVISE.
CAUSE : TECH CHECKED AND CONFRIMED LIGHTS COMMING OFF,TECH CHECKED ALL POWERS AND GROUNDS ALL OK.TECH CHECKED HEADLAMP SWITCH AND FOUND INTERNAL FAILURE IN SWITCH.
CORRECTION : TECH REMOVED AND REPLACED HEAD LAMP SWITCH AND RECHECKED VEHICLE AFTER REPAIRS AND VEHICLE OPERATES AS DESIGNED.

WARRANTY : CLAIM NO. [redacted] OPERATION NO. W2290 CLAIM NO. OPERATION NO.

R.O NO. : [redacted] R.O DATE : 02/20/2008 R.O TYPE : S
MILEAGE : 42845 ADVISOR NO. : 595

JOB NUMBER : 1 OPERATION 51PN205 OP. DESC. HEADLIGHTS
SALE TYPE : C TECHNICIAN NO(S). 350

Form **W-9**
(Rev. January 2008)
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)
William R. McGee

Business name, if different from above
Law Offices of William R. McGee

Check appropriate box: ☒ Individual/ Sole proprietor ☐ Corporation ☐ Partnership ☐ Other ▶ ☐ Exempt from backup withholding

Address (number, street, and apt. or suite no.)
16855 W. Bernardo Dr. #380

Requester's name and address (optional)

City, state, and ZIP code
San Diego, CA 92127

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
3	3	0	8	7	9	8	0	3

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. person (including a U.S. resident alien).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here — Signature of U.S. person ▶ William McGee — Date ▶ 7/15/08

Purpose of Form

A person who is required to file an information return with the IRS, must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

U.S. person. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

For federal tax purposes you are considered a person if you are:

- An individual who is a citizen or resident of the United States,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, or
- Any estate (other than a foreign estate) or trust. See Regulations sections 301.7701-6(a) and 7(a) for additional information.

Foreign person. If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, 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 to Form W-9 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.

The Law Offices of
William R. McGee
Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9140, Fax: (858)485-9961
E-mail: LemonAtty@aol.com

September 11, 2008

VIA FAX ONLY (866)660-2735
General Motors Corporation
Business Resource Center
c/o MSX International
1464 John A. Papalas Drive
Lincoln Park, MI 48146

Attn: Heather Stewart, BRC Customer Relationship Specialist

RE: [redacted]

Dear Ms. Stewart:

This is in response to your recent correspondence and the $4,000 cash settlement offer stated therein, which I have discussed with our client(s). Enclosed are two additional and recent repair invoices for the same on-going issue (#s 6 & 7). However, if GM is willing to increase its offer to the cash sum of $7,750, we can settle this matter short of a repurchase and short of litigation. It is our sincere hope that this compromise will facilitate the resolution of this matter.

Thank you for your prompt attention to this matter. I look forward to hearing from you soon.

Very truly yours,

WILLIAM R. McGEE

Enclosures

Coachella Valley
Pontiac Buick Gmc

78960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax: 760.772.9799

"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 And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

CUSTOMER NO. [redacted]	ADVISOR: EUGENIO SANCHEZ 595	RO NO. 2247	PROMISE DATE: 08/11/08	INVOICE NO. [redacted]
[redacted]	LABOR RATE [redacted]	MILEAGE 45,955	COLOR: LIQUID SILV	TAG [redacted]
COACHELLA, CA [redacted]	YEAR/MAKE/MODEL: 04/GMC/ENVOY/ENVOY		DELIVERY DATE: 04/26/04	DELIVERY MILES: 16
[redacted]	VEHICLE I.D. NO.: 1GKDS13S542[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.O. NO.	P.O. NO.	R.O. DATE: 08/06/08	
[redacted]	COMMENTS:			MO: 45955

LABOR----------

J# 1 51PNZ05	HEADLIGHTS	TECH(S):350	255.00

CUSTOMER STATES VEHICLE HEADLIGHTS AND TAIL LIGHTS ARE BOTH TURNING OFF WHILE DRIVING. NOTICED THIS MORNING AITP MANUAL LIGHT SWITCH ON, LIGHT STAY ON. PLEASE CHECK AND ADVISE.
PERFORMED INSPECTION AND FOUND LEFT FRONT HEAD LAMP LOOSE. UPON FURTHER INSPECTION FOUND HEAD LAMP PANNEL BROKEN, NOT HOLDING HEADLAMP AND POSSIBLE WIRING DAMAGE. REC. HEADLAMP PANNEL AND WIRING INSPECTION.
REMOVED ALL NECCESARY COMPONENTS TO GAIN ACCESS AND REPLACED PANEL AND REPLACED HEADLAMP WIRING, REASSEMBLED AND RECHECKED TO VERIFY REPAIR. VEHICLE IS OPERATING AS DESIGNED AT THIS TIME.

PARTS----------

QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	
1	15195745	PANEL 1.267	231.98	231.98
1	19168447	SPLICE KT 8.965	13.12	13.12
		TOTAL - PARTS		245.10

JOB# 1 TOTALS----------

LABOR	255.00
PARTS	245.10
JOB# 1 JOURNAL PREFIX GOCS JOB# 1 TOTAL	500.10

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $500.10 (+TAX) ON 08/07/08 AT 09:23pm
BY JUAN M NARVAEZ COMMENTS APPROVED HEADLAMP PANEL (760-835-3607)
COMMENTS----------
DROP OFF

RECOMMENDATIONS----------
FRONT BUMPER TO BE REPLACED AT A BODY SHOP. (BUMPER MOUNT BROKEN)

(CONTINUED ON NEXT PAGE) 05:11pm

Coachella Valley Pontiac Buick Gmc

75960 Varner Rd., Indio, CA 92203
I-10 Auto Mall at Washington

Phone: 760.772.9788
Fax 760.772.9799

"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 And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

CUSTOMER NO. [redacted]	EUGENIO SANCHEZ 595	TAG NO. 376	INVOICE DATE 08/18/08	INV [redacted]
[redacted]	LABOR RATE [redacted]	MILEAGE 46,001	COLOR LIQUID SILV	
COACHELLA, CA 9[redacted]	YEAR/MAKE/MODEL 04/GMC/ENVOY/ENVOY		DELIVERY DATE 04/26/04	DELIVERY B/OR 16
	VEHICLE ID NO. 1GKDS13S542[redacted]		LUBE DEALER NO.	PRODUCTION DATE
[redacted]	P.T.E. NO.	R.O. NO.	P.O. DATE 08/12/08	
	COMMENTS			MO: 46077

JOB# 1 CHARGES

LABOR

J# 1 SUPNZ06 HEADLIGHTS TECH($):350 0.00

CUSTOMER STATES WHILE DRIVING HEADLIGHTS TURN OFF AND ON WHILE DRIVIN PLEASE CHECK AND ADVISE.
ROAD TESTED VEHICLE AND CONFIRMED CONCERN, REMOVED ALL COMPONENTS FOR ACCESS AND TEST DRIVE, UPON FURTHER DIAGNOSIS FOUND WIRRING HARDNESS AT BCM, CAUSING CONCERN.
READJUSTED HARDNESS, TEST DRIVE TO VERIFY REPAIR, VEHICLE IS OPERATING AS DESIGNED AT THIS TIME.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $90.00 (+TAX)

TOTALS

BAR # AL287992
EPA # CAL000271524

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATE LIMITED LIFETIME SERVICE / GUARANTEE APPLIES FOR PAID REPAIRS ONLY

THANK YOU FOR YOUR BUSINESS!!
******** CUSTOMER SATISFACTION IS OUR BUSINESS **********
FOR YOUR NEXT SERVICE APPOINTMENT PLEASE CALL (760) 772-9788 PROMPT # 2

********** 100% COMPLETELY SATISFIED **********
IF BY CHANCE YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT ME AND ALLOW US THE OPPORTUNITY TO MAKE CORRECTIONS.
THANK YOU, RAMIRO AHERIZ SERVICE MANAGER (760)772-9788.

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

AUG 18 2008

[END OF INVOICE] 09:31pm

Revised 1/23/08

Privileged and Confidential Information

CASE ASSESSMENT ☐LEGAL (NON SMALL CLAIMS)

By: Cynthia Reyes State: CA

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

Vehicle ID No.: 1GKDS13S542[redacted] In Service Date: 4/26/2004 Vehicle is: New BAC Code: 166763

Year, Make & Model: 2004 GMC Envoy

Lien holder: GMAC☒ Other☐:

Was TAC contacted for this vehicle (Y/N)? :

DVM requests involvement?: No repsonse

Purchase Price of Vehicle: $ 29,605.95

VEHICLE REPAIR HISTORY

☒ Engine/Fuel/Exhaust

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/15/06	[redacted]	1	27,367	C/S The SES light is on; car does not seem to run rough. / Found fuel cap not sealing properly. Code P0455. ☐Checked and replaced fuel cap cleared codes and rechecked. Operates as designed after repair.
10/22/07		2	36,915	Line ☐1. C/S The SES light is coming on and has been on for about 3 weeks, seems to be running fine. / Checked and confirmed. Found DTC P0128. **As per Doc[redacted]ed to Doc☐[redacted]** Faulty thermostat: Recommend to replace and recheck. ☐Removed and replaced thermostat. Cleared DTC and rechecked on test drive. SES light returned with DTC P0526. {See Line 2 for details on repair}. As per DTC P0128 did not return and operates as designed at this time. Add on: Upon completion of repair on line ☐1 test drive and SES light returned with DTC P0526, nor present at time of diagnosis. Checked and found DTC P0526, failed fan clutch. ☐Removed and replaced fan clutch. Cleared DTC and rechecked. Operates as designed at this time.

☐ Body/Trim

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/07/04	[redacted]		1,186	C3358 - FRONT SIDE DOOR TRIM PANEL REPLACEMENT - LEFT SIDE
11/03/06		4	26,590	C/S On right rear door molding on side upper is coming off part is on seat need to check and advise. / Right rear door molding on order. ☐Part on order.
11/21/06		1	26,797	C/S The SOP right rear door molding is in for repair. / Keeps falling off. Please install as per previous diagnosis. Right door weather strip not holding, broken. ☐Replaced right rear door weather strip. OK at this time.

☒ Electrical

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/03/06	[redacted]	☐	26,590	C/S That RPM will go all the way up to 7 but it will get stuck on 3 RPMS. / Need to check and advise. Perform diagnosis on speedometer found cluster internal failure. ☐Replaced cluster and program.
9/14/07		4	36,142	C/S The headlights coming off and on while driving at night. Also see it come on and off whole vehicle sitting in the morning to warm up. / Found EBCM with internal failure turns off headlights as customer drives. ☐ Checked and replaced the electronic body control module. Relearned to car. Rechecked. Operates as designed.
2/18/08		2	42,685	C/S The Headlamps turn off and on while driving at night, intermittent. / Checked and found intermittent fault at headlamp control relay. ☐Checked and replaced headlamp control module relay. Operates as designed at this time.
2/20/08		8	42,738	C/S Daytime running lights are not coming on at times and at night exterior light will not stay on. Has noticed dash light stayed on. / Performed inspection. Found no codes. Unable to duplicate. Recommend to drive at night. Customer approved for tech to drive at night. On 2/22/08 Vehicle has an intermittent problem. Confirmed concern. **Talked to tech line (Case☐[redacted]** Recommend to check for ground connection wiring. **Test drove several days was unable to duplicate** after checking grounds and contacts. **Vehicle is operating a designed at this time.**
7/21/08		2	45,755	C/S Headlights and rear lights will turn off while driving. / Tech checked and confirmed lights coming off. Tech checked all powers and grounds, all ok. Tech checked headlamp switch and found internal failure in switch. ☐ Tech removed and replaced head lamp switch and rechecked vehicle after repairs and vehicle operates as designed.
7/23/08		7	45,788	C/S Headlights and rear lights turn off while driving, states will put lamp switch in manual and lights will still turn off. / Tech checked and confirmed lights turning off. Tech performed electrical test and tap test and isolated concern to fuse block internal failure. ☐Tech removed and replaced fuse block and rechecked vehicle after repairs. Vehicle operates as designed.
8/06/08		6	45,955	C/S Headlights and taillights are both turning off while driving. Noticed this morning with manual light switch on, light stay in. / Performed inspection and found left front head lamp loose. Upon further inspection found head lamp panel broken, not holding headlamp and possible wiring damage. ☐ Removed all necessary components to gain access and replaced panel and replaced headlamp wiring. Reassembled and rechecked to verify repair. Vehicle is operating as designed at this time. Recommendations: Front bumper to be replaced at body shop. (Bumper mount broken).

☐ HVAC

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/18/08	[redacted]	☐	42,685	C/S The right side of A/C unit (temp control) is inop. Does not light up. / Checked and confirmed failed A/C control. ☐Checked and replaced A/C control. Operates as designed at this time.

☐ Other

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/15/06	[redacted]	☐	27,367	LOF Tire rotation

THE STATE LEMON LAW READS:

Days out of service: **30**
Repairs: **4**
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:
Total days out of service during the presumption period:
Total days out of service during customer☒ ownership:

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

No response from DVM Linda Peterson.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

(This call was made 8/19/08). Service manager from Coachella Valley states, ☐Im familiar with it. It's an on going issue with headlights going off at night we've done everything we can, we think we get it fixed and it happens again. The vehicle was picked up yesterday, we did a couple of different things to it.☐

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:

RECOMMENDATION

RATIONALE

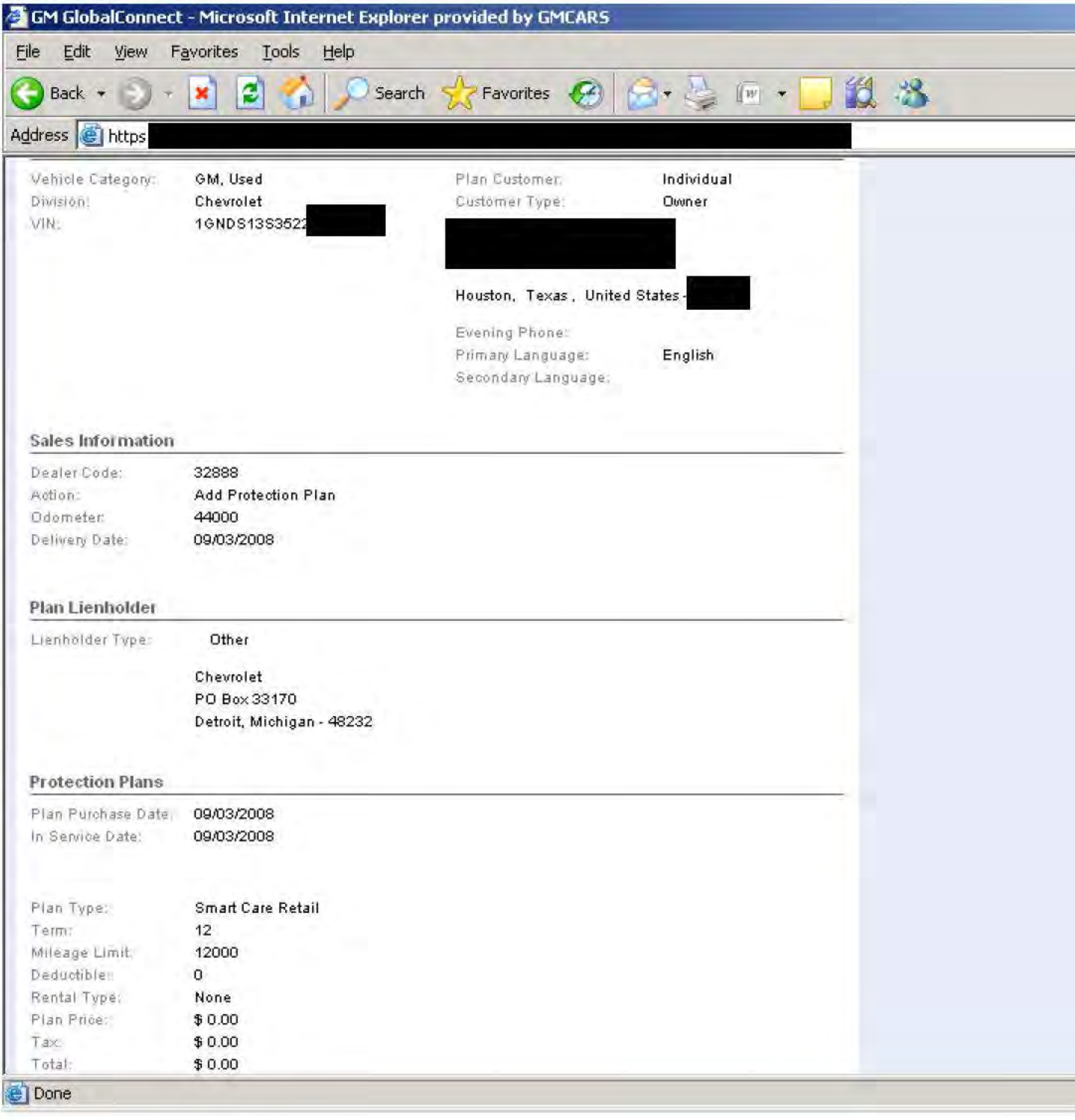
REASON FOR REMOVAL

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.**


GM GlobalConnect - Microsoft Internet Explorer provided by GMCARS
File Edit View Favorites Tools Help
Back Search Favorites
Address https
Vehicle Category: GM, Used
Division: Chevrolet
VIN: 1GNDS13S3522
Plan Customer: Individual
Customer Type: Owner
Houston, Texas, United States -
Evening Phone:
Primary Language: English
Secondary Language:
Sales Information
Dealer Code: 32888
Action: Add Protection Plan
Odometer: 44000
Delivery Date: 09/03/2008
Plan Lienholder
Lienholder Type: Other
Chevrolet
PO Box 33170
Detroit, Michigan - 48232
Protection Plans
Plan Purchase Date: 09/03/2008
In Service Date: 09/03/2008
Plan Type: Smart Care Retail
Term: 12
Mileage Limit: 12000
Deductible: 0
Rental Type: None
Plan Price: $ 0.00
Tax: $ 0.00
Total: $ 0.00
Done

https://www.autopartners.net - GM GlobalConnect - Microsoft Internet Explorer provided by GMCARS

GM OrderWORKBENCH

Transaction Details

Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

VIN:	1GNDS13S3522[redacted]	Status:	Pending
Dealer Code:	32888	User ID:	1w3iz8
Transaction Date:	09/03/2008	User Role:	Central Office Administrator
Transaction Type:	GM Protection Plan	Timestamp Date:	2008-09-05-09.50.03.245000

Transaction Messages:

1097 - GMPP sent to MIC

Done

December 12, 2017

[redacted]
Houston, TX [redacted]

Service Request: [redacted]
Customer Relationship Specialist: Stephanie Damer

Dear [redacted]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDS13S3522[redacted] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on September 3, 2008 and ending on September 3, 2009, and begins with 44,000 and ends with 56,000 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.



Patricia Spacek/Austin/GM1
09/25/2008 04:32 PM

To bill.r.johnson@gm.com
cc
bcc
Subject Case resolution - Samuel Sweat

Mr. Johnson

This email is to follow up on Service Request [redacted] for customer Samuel Sweat. The customer's vehicle is a 2006 Chevrolet Trailblazer with 32,651 miles. The VIN# is 1GNDS13S762[redacted] The customer has been working with Marrone of Greenacres

After reviewing this case the claim by the customer was denied.

There is no need to reply to this email. It is being sent for notification purposes only.

Thank you,

Patricia Spacek
GM/BRC Legal
patricia_spacek@gmexpert.com
800/231-1841, ext. 21338
866/852-1529

Revised 1/23/08

Privileged and Confidential Information

CASE ASSESSMENT ☐LEGAL (NON SMALL CLAIMS)

By: Michele Valykeo State: FL

REVISED 9/25/08 ☐Patricia Spacek
Customer Name: S[redacted] Service Request: [redacted] GM Legal File No.: {Number}

Vehicle ID No.: 1GNDS13S76[redacted] In Service Date: **7/5/2006**
Year, Make & Model: 2006 Chevrolet Trailblazer

Lien holder: GMAC☒ GMAC installment flex finance Per Diane Crosier Admin Assistant. There was no trade on contract
Was TAC contacted for this vehicle (Y/N)? : No

Vehicle is: **New** BAC Code: 114697
Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}
DVM requests involvement?: **Bill Johnson Yes** **Carl Cook: No**
Purchase Price of Vehicle: $23299.94 per Diane Crosier administrative assistant of Maroone Chevrolet.

VEHICLE REPAIR HISTORY

☒ Engine/Fuel/Exhaust

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02-25-08	[redacted]	1 Dealer is closed down	29,336	Repair order Ed Morse Chevrolet 2677 Northlake BLVD N. Palm Beach, FL 33403-2045 **From GMVIS:** J6360 ☐power train control module replacement. CRS note: **Dealer is closed for business:** franchise is at Schumacher per DVM Carl Cook, CRS advd need for Ed Morse documents which are being located in archive by Roger Valdez service manager of Schumacher dealership
08-18-08	[redacted]	☐	32,449	C/S vehicle makes a tick whine in morning when first started. Belt idler bearing noisy. Replaced serpentine belt idler assembly.
08-25-08	[redacted]	4	32,641	C/S check engine light is on☒vent solenoid shorted internally. Diagnosed and scanned for codes. Found P0446 stored. Performed evap test and found vent solenoid shorted internally. Enterprise Rental 347180 PO#129632R -3 days rental -Diagnosed and replaced evap solenoid. Evaporative emission canister vent solenoid valve replacement. Per service manager Roger Valdez of Schumacher Dealership the ticket was opened on August 25, 2008 and closed August 28, 2008, 3 days. **CRS note August 25, 2008 to August 28, 2008 is 4 days, CRS noted the higher number of days out of all the given information.**
		☐		C/S vehicle is making a ticking squealing type noise from engine at idle. Cooling fan clutch coming apart. Scanned for codes, found **P1484 stored,** checked and found cooling fan making noise and also shorted internally, -diagnosed and replaced cooling fan clutch. Cleared code and verified repair. Free cleaning.

☐ Steering

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08-18-08	[redacted]	4	32,449	C/S steering wheel makes a squeak type noise in column. ☐squeak noise from power steering rack [approve by Keith] R & R & replace power steering. Check alignment & set toe. All Tires worn. Warranty courtesy rental. Sublet rental. Enterprise rental ☐B47126. -gear assembly, power steering, replace. **Per service manager** of Schumacher Dealership Roger Valdez the ticket was opened 08-18-08 and closed the 21st, 3 days down. **From GMVIS:** Z7903 - 3-day courtesy transportation.

☐ Transmission

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03-10-08	[redacted]	1 Dealer is closed down	29,461	Repair order Ed Morse Chevrolet 2677 Northlake BLVD N. Palm Beach, FL 33403-2045 **From GMVIS**: K6560 - valve body, transmission - r☐r or replace. CRS note: **Dealer is closed for business**: franchise is at Schumacher per DVM Carl Cook, CRS advd need for Ed Morse documents which are being located in archive by Roger Valdez service manager of Schumacher dealership
08-18-08		☐ ☐	32,440	C/S transmission shifts hard from first to 2nd, harder at low revolutions per minute. **Debris in valve body. R**emove and disassemble 4L6OE valve body to clean. Inspect and free up. Valve body, transmission R ☐ R or replace. 3 Days Rental C/S vehicle shifter knob is delaminating on the passenger side ☐Verified concern, ordered shifter knob, parts special ordered. -Customer to reschedule when part arrives.
08-25-08		☐	32,641	C/S vehicle is still shifting hard from first to second ☐Diagnosed and scanned for codes, no transmission cods stored. Road tested vehicle and found vehicle **shifting as designed.** Test drove vehicle with service manager and was **unable to verify concern. No problem found. Vehicle performing to factory specifications.**
08-25-08		☐	32,641	C/S shifter handle is delaminating. Handle automatic transmission control lever replace. Shifter, handle peeling. Replaced shifter handle. Handle, automatic transmission control lever replace.

☐ Body/Trim

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09-23-06	[redacted]	1	5,358	C/S rubber is leaking & oozing near license plate ☐cause: leaks. Molding and or pocket, license plate. License plate seal rubber R & R or replace. Seal.
02-25-08		Dealer is closed	29,336	Repair order Ed Morse Chevrolet 2677 Northlake BLVD N. Palm Beach, FL 33403-2045

		down		**From GMVIS:** B8990 - molding and/or pocket, license plate - r□r or replace. CRS note: **Dealer is closed for business:** franchise is at Schumacher per DVM Carl Cook, CRS advd need for Ed Morse documents which are being located in archive by Roger Valdez service manager of Schumacher dealership
		□		**From GMVIS:** C6554 - panel, front seat cushion outer finish - right □ replace.
		□		**From GMVIS:** B7289 - HEADLAMP/COMPOSITE ASSEMBLY - LEFT □ REPLACE
		□		**From GMVIS:** B7288 - HEADLAMP/COMPOSITE ASSEMBLY - RIGHT □ REPLACE
		□		**From GMVIS:** B9612 - FRONT FOG LAMP REPLACEMENT - RIGHT SIDE
03-10-08	29108	Dealer is closed down	29,461	Repair order Ed Morse Chevrolet 2677 Northlake BLVD N. Palm Beach, FL 33403-2045 **From GMVIS:** B7289 - headlamp/composite assembly - left □replace. **From GMVIS "Y" comments**: repeat repair from repair order# 28364 where left front headlamp was heat cracked on this repair order #29108 customer states when going over bumps headlamp flickers□verified concern found reflector inside headlamp loose. - replace left front headlamp assembly. ok Dave l service manager
		□		**From GMVIS:** B7288 - headlamp/composite assembly - right □replace. **From GMVIS "Y" comments:** repeat repair from repair order #[redacted] when right front headlamp was heat cracked this repair order #[redacted] customer states right front headlamp flickers going over bumps□verified concern found inside of headlamp reflector loose -replace right front headlamp assembly ok Dave l service manager
		□		**From GMVIS:** C2740 - door and/or pad, console compartment - r□r or replace. **CRS note**: No □Y□comments in GMVIS.
		□		**From GMVIS:** B9613 - front fog lamp replacement - left side. **CRS note**: No □Y□comments in GMVIS.

□ Wheel/Tires

Date:	RO □:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09-23-06	[redacted]	□	5,358	C/S in front wheel wells rivets are loose.□**normal design. -performs to General Motors design.**

☐ Other/prior to customer ownership

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02-13-06	[redacted]	☐	☐ Prior to warranty start date	C/S repair gouges on front bumper☐paint -Labor performed All Florida Steering 1226 Barnes Maple Circle Willington, FL 33414 $125.00 **CRS note:** this does not appear to be a dealer RO but rather a sublet document. Assistant Service Manager Mark Poitras of Maroone Chevrolet states that All Florida Steering is the name of company who repairs vehicles with lot damage, they also assist if customers want estimates. ☐Not on document that CRS could see ☐however it is prior to the warranty start date.

☐ Other/recall

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09-23-06	[redacted]	☐	5,358	C/S **recall** for power steering is due☐cause: bulletin. **V1415**. Recall: power steering hoses V1415 0.3 inspect only. -inspect hose [s] only. No further action required.

☐ Other/maintenance

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09-23-06	[redacted]	☐	5,358	C/S 3000 mile service☐20 ☐☐your vehicle has been serviced by a certified General Motors technician using genuine General Motors parts. Change motor oil & replace oil filter, lube suspension and under body contact points & linkage, as applicable. Inspect belts, hoses, lights, horn. Check fluid levels. Adjust tire pressure. - M20 3000 mile service, your vehicle has been serviced by a certified General Motors technician using genuine General Motors parts. Change motor oil & replace oil filter, lube suspension and under body contact points & linkage as applicable. Inspect belts, hoses, lights, horn. Check fluid levels. Adjust tire pressure. Filter. Lube, oil, filter. M20 0.5 Trail Blazer service. All done.

☐ Other/Engineers information in GMVIS

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
n/a	n/a	n/a	n/a	EI 07279 horn inop from steering wheel horn pad - **REF. TSB 07-08-54-001.** **From GMVIS "Y" comments:** No Associated Labor Operations available for Associated Number.

THE STATE LEMON LAW READS:

Days out of service**: 30 days or more for one or more non-conformities**
Repairs **3 repairs + final repair attempt.**
Time period **: 24 months after original delivery of vehicle**
Does Lemon Law state nonconformity must continue to exist? **Yes**
If applicable, safety-related repairs **not specified**
Safety-related time period **not specified**

Number of repair attempts in the presumption period:	**Eng-1, Steering-1, Transm-2, Body-3**
Total days out of service during the presumption period:	Eng-4, Steering-4, Transm-3, Body-3
Total days out of service during customer's ownership:	16 (approx)

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

Per District Service Manager Carl Cook's email response:

I select Option E.
E) Unfortunately, I am not aware of this particular customer case and cannot provide any information related to this customer. In addition, I am not able to have any involvement with the case handling. **Please resolve this case according to the Early Resolution program policies for case settlement including a Repurchase, if necessary.**

Also Per Carl Cook via email: **Ed Morse Chevrolet is closed and the franchise is now at Schumacher in Lake Park, FL.** Carl Cook District Service Manager Zone 3111

Per Bill Johnson District service manager via email:
B) I am not aware of this particular customer or vehicle**. However, I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel.**
Bill Johnson DVM Miami Zone Cell: 954-732-8314

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

No information noted in SR

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: **There are no other open or closed service requests in the system at the time of the completion of this case assessment.**

RECOMMENDATION & RATIONALE

Recommendation - DENIAL. No loss of use (32,449 in 2 years). Repairs that were within the presumption period were made within a reasonable time & number of repairs. There does not appear to be any repairs outside of presumption which relate to prior repairs (which were apparently inside presumption). Vehicle does not appear to have suffered from loss of value or safety. Patricia Spacek/BRC Legal – 9/25/08

REASON FOR REMOVAL

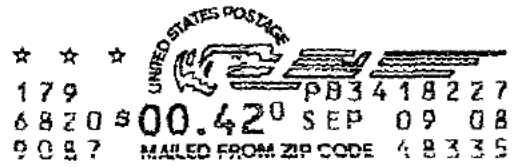
CRS FINAL OFFER: **DATE:** **OFFER TO CUST: $**
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND: **DATE:** **AMOUNT TO CUST: $**

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING: Date:

Law Offices of Steven Veinger, P.A.
20801 Biscayne Blvd., Suite 304
Aventura, FL 33180



SEP 11 2009

General Motors Corporation
MSX International
Attn:BRC Legal
1919 Concept Drive
Warren, MI 48091

48051+6013

LAW OFFICES OF STEVEN VEINGER, P.A.
CONSUMER PROTECTION ATTORNEYS

Steven Veinger
Mark P. Romano*
Steven G. Stancroff**
Steven Mikhov***

20801 Biscayne Blvd., Suite 304
Aventura FL 33180
Telephone (877) 575-3666
Facsimile (877) 575-9666
www.Lemon-Law.to

*Admitted in CA and MI only
**Admitted in MI and NC only
***Admitted in CA only

September 9, 2008

General Motors Corporation
MSX International
Attn:BRC Legal
1919 Concept Drive
Warren, MI 48091

Re: [redacted]
2006 Chevrolet Trailblazer
VIN 1GNDS13S762[redacted]

Dear Sir/Madam:

Please be advised that this office represents the above named individual regarding claims against General Motors Corporation concerning defects with the above listed vehicle. This letter shall serve as notice of Mr [redacted] claim. At this time, we have been authorized to attempt to resolve this matter without filing a lawsuit by submitting this claim to you.

Mr. [redacted] has experienced numerous problems with this vehicle. The limited written warranty provides that General Motors Corporation or its authorized dealerships will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that General Motors Corporation's inability to repair this vehicle is a violation of both the Florida Lemon Law and Magnuson-Moss Warranty Act. As such, Mr. [redacted] respectfully requests that General Motors Corporation **comply with the above statutes and pay all attorney fees and costs.**

Please be further advised that all communication regarding this matter must be directed to my office. This offer and all of its contents are for settlement purposes only. Thank you for your time and attention. I look forward to hearing from you.

Very truly yours

LAW OFFICES OF STEVEN VEINGER, P.A.

Steven Veinger
Steven Veinger

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

VIA FAX ONLY

September 12, 2008

Steven Veinger, Esq.
Law Office of Steven Veinger
20801 Biscayne Blvd
Aventura, FL 33180

RE: [redacted]
Service Request: [redacted]
2006 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S762[redacted]
Customer Relationship Specialist: Michele Valykeo

Dear Mr. Veinger:

This is to advise that General Motors is in receipt of the above referenced case dated September 09, 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
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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

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

VIA FAX ONLY

September 12, 2008

Service Manager Roger Valdez
SCHUMACHER CHEVROLET-PONTIAC-BUICK-GMC
3720 NORTH LAKE BLVD
LAKE PARK, FL 33403-1630

RE: [redacted]
Service Request: [redacted]
2006 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S76[redacted]
Customer Relationship Specialist: Michele Valykeo

Dear Roger Valdez:

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 (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

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

VIA FAX ONLY

September 23, 2008

Diane Crosier
MAROONE CHEVROLET OF GREENACRES
PO BOX 9500
GREENACRES, FL 33466-9500

RE: Samuel Sweat
Service Request: [redacted]
2006 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S76[redacted]
Customer Relationship Specialist: Michele Valykeo

Dear Diane Crosier:

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 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.

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.

The address for overnight mailing:
General Motors Attn: BRC/Legal Dept/Michele Valykeo
7401 East Ben White BLVD Bldg #3
Austin, TX 78741

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

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

VIA FAX ONLY

September 12, 2008

Service Manager Phil Yelvington
MAROONE CHEVROLET OF GREENACRES
PO BOX 9500
GREENACRES, FL 33466-9500

RE: Samuel Sweat
Service Request [redacted]
2006 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S762[redacted]
Customer Relationship Specialist: Michele Valykeo

Dear Phil Yelvington:

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

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

VIA FAX ONLY

September 25, 2008

Steven Veinger, Esq.
Law Offices of Steven Veinger
20801 Biscayne Blvd Ste 304
Aventura, FL 33180-1422

RE: [redacted]
Service Request [redacted]
2006 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S76[redacted]
Customer Relationship Specialist: Patricia Spacek

Dear Mr. Veinger:

After careful research and evaluation of the above case by General Motors Corporation, our research indicates the following facts that lead to the denial of your request:

- We have factually investigated this matter and at this time have concluded that General Motors has fulfilled its obligations as contained in its written limited warranty.

General Motors Corporation would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverage. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

Patricia Spacek, ext. 21338
General Motors Corporation

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

VIA FAX ONLY

September 23, 2008

Service Manager Roger Valdez
of Schumacher Chevrolet Dealership
In Regards to: ED MORSE CHEVROLET
2677 NORTHLAKE BLVD
NORTH PALM BEACH, FL 33403-2045

RE: [redacted]
Service Request [redacted]
2006 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S7[redacted]
Customer Relationship Specialist: Michele Valykeo

Dear Roger Valdez:

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 (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

Form **W-9** (Rev. October 2007)
Department of the Treasury
Internal [redacted]

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.

[redacted]

Check appropriate box: ☒ Individual/Sole proprietor ☐ Corporation ☐ Partnership ☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ ☐ Exempt payee ☐ Other (see instructions) ▶

[redacted]

Requester's name and address (optional)

City, state, and ZIP code
Columbia SC

[redacted]

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number
[redacted]
or
[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.

Sign Here | Signature of U.S. person ▶ [redacted] Date ▶ 3/2/11

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,

The attached check request is approved. Thank you.
----- Forwarded by Helene R. Cohen/US/GM/GMC on 03/11/2011 10:45 AM -----

From: "GM Legal 300_23 Town Commons" <GM_Legal_Staff@gm.com>
To: "HELENE.R.COHEN@GM.COM" <helene.r.cohen@gm.com>
Date: 03/11/2011 10:45 AM
Subject:

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

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

501 NEW KARNER RD. / ALBANY, NY 12205
518-869-9200 / FAX: 518-869-3334

THE ROSE LAW FIRM, PLLC

KEITH B. ROSE
ATTORNEY AT LAW
NY, MA, CT, NJ, GA, WV, PA

G. CHRISTOPHER GLEASON
ATTORNEY AT LAW
NY, MA, NH, GA, AL, PA, WV, NJ

JON B. WALDORF
ATTORNEY AT LAW
NY, MA, CT, GA, AL, NJ, SC, RI, NC

PETER M. DAMIN
ATTORNEY AT LAW
NY, MA, CT, GA, SC, WV, NJ

MICHAEL J. GREGG
ATTORNEY AT LAW
NY, MA, CT, AL, WV, TN, SC

MARK W. SKANES
ATTORNEY AT LAW
NY, NJ, WV, CT, MA, NC

JESSICA K. CROUSE
ATTORNEY AT LAW
NY, MA, NC, CT, NJ

NICOLE L. LIPIEC
ATTORNEY AT LAW
NJ, NY

March 9, 2011

VIA E-MAIL

Ms. Helene R. Cohen
General Motors LLC
Mailcode: 482-C24-C66
300 Renaissance Center, 24th Floor
P.O. Box 300
Detroit, Michigan 48265-3000

Re: [redacted]v. Herndon Chevrolet, Inc. and General Motors Company
Vehicle: 2005 Chevrolet Trailblazer
GM Legal File No.: 510683

Dear Helene:

Please be advised that the above-referenced matter has settled for a total of $9,000.00, including attorneys' fees and costs. The customers' concern with the subject vehicle was the headlights cut out at night while driving [N-15-02-Headlamp-Inoperative] and [R-15-03 Electrical-Night Vision System-Inoperative]. At your earliest convenience, please forward General Motors LLC's settlement drafts as follows:

1. A check in the amount of $6,500.00 payable to "Whitlark & Ballou Law Firm." A completed IRS form W-9 is attached as required for proper tax reporting.

2. A check in the amount of $2,500.00 payable to Ally Financial Inc.

Plaintiffs:
[redacted]
Gaston, South Carolina [redacted]
Telephone [redacted]

Mileage: ~90,000 miles

Plaintiffs' Attorney:
Paul C. Ballou, Esq.
Whitlark & Ballou Law Firm
1708 Main Street
Columbia, South Carolina 29201
Telephone (803) 799-1011
Facsimile (803) 799-1016

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

Very truly yours,

Jon B. Waldorf

JBW/kp
Enc: IRS Form W-9
J:\Data\South Carolina GM\Matter\17952\correspondence\Good Guy Letter-Cohen.doc

Revised 1/23/08

Privileged and Confidential Information

CASE ASSESSMENT ☐LEGAL (NON SMALL CLAIMS)

By: Dianna Barber State: South Carolina

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

Vehicle ID No.: 1GNDS13S952[redacted] In Service Date: 09/20/05
Year, Make & Model: 2005 Chevrolet TrailBlazer
Lien holder: GMAC☐ Other☒: Nuvell Credit Corporation
Was TAC contacted for this vehicle (Y/N)? : Yes

Vehicle is: New BAC Code: 114008
Vehicle Purchased Used on: N/A
DVM requests involvement?: No Purchase Price of Vehicle: $25,225.33

VEHICLE REPAIR HISTORY

☐ Brakes

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/05/05	[redacted]	☐	8452	C/S that one time when brakes applied the brake pedal went down to floor truck kept rolling & could not stop. Inspected for bulletins, none found; check for codes & road test ☐ **Unable to duplicate customer☒ concern.**

☐ Engine/Fuel/Exhaust

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/03/06	[redacted]	☐	9838	C/S at times engine light on in dash. Run diagnostic checks & found no codes stored; check for GM technical bulletins, none found ☐ **System performing to design intent at this time.**

☒ Electrical

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/05/05	[redacted]	1	8452	C/S that when driving at night, AMP gauge would drop down on gauge scale & head lights would go out & then come back on. Check charging & electrical systems & alternator charging to 14.3V; load test battery & found ok; check for bulletins & updates ☐ **Unable to duplicate customer☒ concern ☐found no codes.** C/S that CD player inop ☐part on order.
01/03/06	[redacted]	1	9838	C/S at times when driving at night, headlights will go out & when this happens, AMP gauge will drop down & lights will come back on & gauge will go up. Run diagnostic checks & inspect; check for bulletins, none found; check for codes, none stored; road test 36 miles & retest ☐ **System operating to design intent at this time; unable to duplicate customer concern.** C/S that CD player inop / internal failure ☐inspect and replace [SOP], radio and reprogram.

02/08/06	[redacted]	3	11316	C/S when driving at night, headlights will go out & AMP gauge will drop down & then headlights will come back on & AMP gauge will go back up at times □ **None at this time, road test extensively and found no codes stored; perform bulletin search □call TAN, no concerns found; install data recorder, unable to duplicate during extensive road tests.** □3 days rental□
02/20/06	[redacted]	3	11880	C/S at times headlights will go out when driving at night & AMP gauge will drop down on scale & eventually lights will come back on & AMP gauge will go back up. Road test truck 60 miles, ran OBD check & **found no DTC□s or able to duplicate customer concern** □ **Replaced ignition switch for customer satisfaction** after performing bulletin search & call to TAC. □3 days rental□
04/03/06	[redacted]	8	14062	C/S at times when driving at night, headlights will dim down & AMP gauge will drop down on gauge scale & lights will brighten back up & AMP gauge will go back up. Run diagnostic checks & inspect, **unable to duplicate customer concern**; road test truck 54 miles & **unable to duplicate customer concern. GM Regional Field Service Engineer also inspected □ found no faults at this time.** □8 days rental□
07/02/07	[redacted]	3	36992	C/S right rear tail lamp & brake light inop. Bulbs burnt out, not working properly □ Replace passenger side bulbs. Check tag lights. Check found tag lights shorted; found wire for tag lamps pinched in tailgate; performed diag. & found park lamp fuse blown; grounded wire on circuit 2509 burnt wiring & found short inside tailgate for tag lamps near circuit C901 □Repaired wiring short & replaced fuse. □3 days rental/ safety concern□
07/23/07	[redacted]	4	37522	C/S at times headlights will dim down when driving. Test drove vehicle for several days (244 miles); lights slightly dimmed twice: once on 7/23/07 at 9:48 PM & once on 7/25/07 at 9:15 PM; this condition is noted per Bulletin □02-06-03-008C; found battery did not have full amperage stated on battery (515 AMPS tested at 12.54V) □ Replaced battery, amperage showed 715 AMPS AT 12.75 V; test drove again on 7/26/07 at 9:30 PM & no dimming. □4 days rental□

□ HVAC

Date:	RO □:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/05/05	223992	□	8452	C/S there is a musty type odor from A/C system when system engaged / foreign material in case □inspect and disinfect A/C system

☐ Body/Trim

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/02/07	[redacted]	☐	36992	C/S rear door weather strips are coming loose, seem too short; weather strip front and rear side door upper. Loose; inner rear door weather strips coming loose ☐replaced both rear door weather strips. C/S driver☒armrest seems to be pulling loose when pulling. Handle broken ☐replaced driver☒door handle. C/S track covers broke on both seats ☐ Replaced both driver and passenger seat track covers. C/S weather strip around license pocket is warped ☐Replaced weather strip around license pocket.

☐ Suspension

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/02/07	[redacted]	☐	36992	C/S right front shock is leaking. Right front shock leaking; removed right front tire, remove right front strut, remove shock from spring ☐ Replaced with new shock, installed strut on right front of vehicle, reinstalled right front shock.

☐ Other

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/30/05	[redacted]	☐	4116	LOF
12/05/05		☐	8452	LOF
04/03/06		☐	14062	LOF and Tire Rotation

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs: 3
Time period: 12 months / 12,000 miles
Does Lemon Law state nonconformity must continue to exist? Yes
If applicable, safety-related repairs **N/A**
Safety-related time period **N/A**

Number of repair attempts in the presumption period:

4 ☐electrical
1 ☐engine (NPF)
1 ☐HVAC (NPF)☐
1 ☐brakes (NPF)☐
☐(same visit)

Total days out of service during the presumption period: 8
Total days out of service during customer☒ ownership: 23

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

None

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

The dealership's attorney Jonathan Harling request that he be kept informed about the process and outcome of this lawsuit. Contact information is in the SR.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: SR # [redacted] BRC Legal file
Date & Offer/Result: 6/01/06, file not worked and closed within 6 days of being opened as per authorization from Sharon Ledoux; the documentation received for this file was an indemnification request, which was noted as "premature" as there was no lawsuit filed at that time.

Concern: SR # [redacted] CAC file
Date & Offer/Result: 12/11/07, file was closed after having been opened and closed various times as a result of inbound calls from customer (seeking letter stating prior file was closed) and also from PC seeking assistance (advised vehicle out of B2B warranty), and no assistance provided.

RECOMMENDATION & RATIONALE

Recommend removal of file to local Counsel.

Although the vehicle had 4 repair visits related to the same concern during the 12,000 mile presumption period, every one of these visits reflects clear documentation on the repair orders that the electrical concern(s) could not be duplicated and no problems were found. The only actual repair performed was on 2/20/06 at 11,880 miles for an ignition switch replacement for **customer satisfaction**. Thereafter, the concern was once again addressed (4/03/06) and GM FSE also confirmed no faults with vehicle. This same electrical concern has not been presented again. All other concerns with the vehicle have occurred after the expiration of the GM B2B warranty.

REASON FOR REMOVAL

As indicated above, the primary concern(s) with electrical issues that began during the presumption period were never substantiated and vehicle has not been presented for repairs for the same concern as of April 2006. Also, based on the GM vehicle history as noted in the BBB summary of the SC lemon law, it would appear that the customer has failed to comply with the Notice and Opportunity to Repair and also the Dispute Resolution requirement prior to seeking a refund or replacement via formal litigation.

REASON FOR REMOVAL
SETTLED FOR $9,000.00 INCLUSIVE:
$6,500.00 to Whitlark & Ballou Law Firm
$2,500.00 to Ally Financial, Inc.

N15 Electrical Lamps - Headlamp / Daytime RL / Switch - Inoperative
R15 Electrical - Night Vision System - Inoperative

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:

March 11, 2011

Jon Waldorf, Esq.
The Rose Law Firm, PLLC
501 New Karner Rd Ste 11
Albany, NY 12205

RE: [redacted] v. General Motors
Service Request [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S952[redacted]
Customer Relationship Specialist: Rachal

Dear Mr. Waldorf:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of $6,500.00 made payable to Whitlark □ Ballou Law Firm. The second is in the amount of $2,500.00 made payable to Ally Financial, Inc.

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

LG0063
V10132009

eneral Motors Corporation
isbursements (2613)
O Box 62530
hoenix, AZ 85082-2530

CHECK NO. 902041172 213

DATE 03/16/11

**********6,500 DOLLARS **00 CENTS AMOUNT **********6,500.00

PAY TO THE ORDER OF

WHITLARK & BALLOU LAW FIRM
1708 MAIN ST P O BOX 7702
COLUMBIA SC 29201-2820

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

e Chase Manhattan Bank, N.A.
racuse, New York

AUDIT

[redacted]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 902041172

PAYMENT DATE 03/16/11

ENDOR NS NO. BB 000000079 1

NDOR NAME WHITLARK & BALLOU LAW FIRM

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
GNDS13S9523	03/15/11	VH 1-FBTURI -FBTURI	00.0000	6,500.00	.00	6,500.00

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

W3

TOTAL	6,500.00	.00	6,500.00

North American Operations
eneral Motors Corporation
isbursements (2613)
O Box 62530
hoenix, AZ 85082-2530

GM

CHECK **No.** 902041173 213

DATE 03/16/11 **********2,500 DOLLARS ****00 CENTS AMOUNT **********2,500.00

PAY TO THE ORDER OF

ALLY FINANCIAL, INC.
150 JOHNSON CT
GASTON SC 29053-9325

North American Operations
General Motors Corporation
Disbursement Account

Bri D Albee

SIGNATURE

e Chase Manhattan Bank, N.A.
racuse, New York

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

ENDOR NS NO. BB 000000080 1

CHECK NO. 902041173

NDOR NAME ALLY FINANCIAL, INC.

PAYMENT DATE 03/16/11

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
GNDS13S95[redacted]	03/15/11	VH 1-FBTUSE -FBTUSE	00.0000	2,500.00	.00	2,500.00
			TOTAL	2,500.00	.00	2,500.00

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

M3

Revised 1/23/08

Privileged and Confidential Information

CASE ASSESSMENT ☐LEGAL (NON SMALL CLAIMS)

By: Dianna Barber State: South Carolina

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

Vehicle ID No.: 1GNDS13S95[redacted] In Service Date: 09/20/05
Year, Make & Model: 2005 Chevrolet TrailBlazer
Lien holder: GMAC☐ Other☒: Nuvell Credit Corporation
Was TAC contacted for this vehicle (Y/N)? : Yes

Vehicle is: New BAC Code: 114008
Vehicle Purchased Used on: N/A
DVM requests involvement?: No
Purchase Price of Vehicle: $25,225.33

VEHICLE REPAIR HISTORY

☐ Brakes

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/05/05	[redacted]	☐	8452	C/S that one time when brakes applied the brake pedal went down to floor truck kept rolling & could not stop. Inspected for bulletins, none found; check for codes & road test ☐ **Unable to duplicate customer☒ concern.**

☐ Engine/Fuel/Exhaust

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/03/06	[redacted]	☐	9838	C/S at times engine light on in dash. Run diagnostic checks & found no codes stored; check for GM technical bulletins, none found ☐ **System performing to design intent at this time.**

☒ Electrical

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/05/05	[redacted]	1	8452	C/S that when driving at night, AMP gauge would drop down on gauge scale & head lights would go out & then come back on. Check charging & electrical systems & alternator charging to 14.3V; load test battery & found ok; check for bulletins & updates ☐ **Unable to duplicate customer☒ concern ☐found no codes.** C/S that CD player inop ☐part on order.
01/03/06	[redacted]	1	9838	C/S at times when driving at night, headlights will go out & when this happens, AMP gauge will drop down & lights will come back on & gauge will go up. Run diagnostic checks & inspect; check for bulletins, none found; check for codes, none stored; road test 36 miles & retest ☐ **System operating to design intent at this time; unable to duplicate customer concern.** C/S that CD player inop / internal failure ☐inspect and replace [SOP], radio and reprogram.

02/08/06	[redacted]	3	11316	C/S when driving at night, headlights will go out & AMP gauge will drop down & then headlights will come back on & AMP gauge will go back up at times □ **None at this time, road test extensively and found no codes stored; perform bulletin search □call TAN, no concerns found; install data recorder, unable to duplicate during extensive road tests.** □3 days rental□
02/20/06		3	11880	C/S at times headlights will go out when driving at night & AMP gauge will drop down on scale & eventually lights will come back on & AMP gauge will go back up. Road test truck 60 miles, ran OBD check & **found no DTC□s or able to duplicate customer concern** □ **Replaced ignition switch for customer satisfaction** after performing bulletin search & call to TAC. □3 days rental□
04/03/06		8	14062	C/S at times when driving at night, headlights will dim down & AMP gauge will drop down on gauge scale & lights will brighten back up & AMP gauge will go back up. Run diagnostic checks & inspect, **unable to duplicate customer concern**; road test truck 54 miles & **unable to duplicate customer concern. GM Regional Field Service Engineer also inspected □ found no faults at this time.** □8 days rental□
07/02/07		3	36992	C/S right rear tail lamp & brake light inop. Bulbs burnt out, not working properly □ Replace passenger side bulbs. Check tag lights. Check found tag lights shorted; found wire for tag lamps pinched in tailgate; performed diag. & found park lamp fuse blown; grounded wire on circuit 2509 burnt wiring & found short inside tailgate for tag lamps near circuit C901 □Repaired wiring short & replaced fuse. □3 days rental/ safety concern□
07/23/07		4	37522	C/S at times headlights will dim down when driving. Test drove vehicle for several days (244 miles); lights slightly dimmed twice: once on 7/23/07 at 9:48 PM & once on 7/25/07 at 9:15 PM; this condition is noted per Bulletin □02-06-03-008C; found battery did not have full amperage stated on battery (515 AMPS tested at 12.54V) □ Replaced battery, amperage showed 715 AMPS AT 12.75 V; test drove again on 7/26/07 at 9:30 PM & no dimming. □4 days rental□

□ HVAC

Date:	RO □:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/05/05	[redacted]	□	8452	C/S there is a musty type odor from A/C system when system engaged / foreign material in case □inspect and disinfect A/C system

☐ Body/Trim

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/02/07	[redacted]	☐	36992	C/S rear door weather strips are coming loose, seem too short; weather strip front and rear side door upper. Loose; inner rear door weather strips coming loose ☐replaced both rear door weather strips. C/S driver☒armrest seems to be pulling loose when pulling. Handle broken ☐replaced driver☒door handle. C/S track covers broke on both seats ☐ Replaced both driver and passenger seat track covers. C/S weather strip around license pocket is warped ☐Replaced weather strip around license pocket.

☐ Suspension

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/02/07	[redacted]	☐	36992	C/S right front shock is leaking. Right front shock leaking; removed right front tire, remove right front strut, remove shock from spring ☐ Replaced with new shock, installed strut on right front of vehicle, reinstalled right front shock.

☐ Other

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/30/05	[redacted]	☐	4116	LOF
12/05/05		☐	8452	LOF
04/03/06		☐	14062	LOF and Tire Rotation

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs: 3
Time period: 12 months / 12,000 miles
Does Lemon Law state nonconformity must continue to exist? Yes
If applicable, safety-related repairs **N/A**
Safety-related time period **N/A**

Number of repair attempts in the presumption period:

4 ☐electrical
1 ☐engine (NPF)
1 ☐HVAC (NPF)☐
1 ☐brakes (NPF)☐
☐(same visit)

Total days out of service during the presumption period: 8
Total days out of service during customer☒ ownership: 23

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

None

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

The dealership's attorney Jonathan Harling request that he be kept informed about the process and outcome of this lawsuit. Contact information is in the SR.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: SR # [redacted] BRC Legal file
Date & Offer/Result: 6/01/06, file not worked and closed within 6 days of being opened as per authorization from Sharon Ledoux; the documentation received for this file was an indemnification request, which was noted as "premature" as there was no lawsuit filed at that time.

Concern: SR # [redacted], CAC file
Date & Offer/Result: 12/11/07, file was closed after having been opened and closed various times as a result of inbound calls from customer (seeking letter stating prior file was closed) and also from PC seeking assistance (advised vehicle out of B2B warranty), and no assistance provided.

RECOMMENDATION & RATIONALE

Recommend removal of file to local Counsel.

Although the vehicle had 4 repair visits related to the same concern during the 12,000 mile presumption period, every one of these visits reflects clear documentation on the repair orders that the electrical concern(s) could not be duplicated and no problems were found. The only actual repair performed was on 2/20/06 at 11,880 miles for an ignition switch replacement for **customer satisfaction**. Thereafter, the concern was once again addressed (4/03/06) and GM FSE also confirmed no faults with vehicle. This same electrical concern has not been presented again. All other concerns with the vehicle have occurred after the expiration of the GM B2B warranty.

REASON FOR REMOVAL

As indicated above, the primary concern(s) with electrical issues that began during the presumption period were never substantiated and vehicle has not been presented for repairs for the same concern as of April 2006. Also, based on the GM vehicle history as noted in the BBB summary of the SC lemon law, it would appear that the customer has failed to comply with the Notice and Opportunity to Repair and also the Dispute Resolution requirement prior to seeking a refund or replacement via formal litigation.

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

October 3, 2008

Aubrey Washington
Southeast Region-30
aubrey.m.washington@gm.com

Re: Benjamin Livingston **v.** General Motors Corporation
Service [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S952[redacted]
Customer Relationship Specialist: Daniel Villela

Dear Mr. Washington:

The above GM customer has filed a lawsuit and the lawsuit is being removed from the Early Resolution Program and is being sent to GM's local counsel for handling. Our records indicate that Curtis Laudick was contacted while the case was in the Early Resolution Program. The customer has been to the following dealers for servicing thus far:

Herndon Chevrolet
Love Chevrolet

GM's attorney now handling this case:
Keith Rose (800) 381-3316
The Keith Rose Law Firm PLLC

GM Legal Assistant involved:
Sharon Ledoux (313) 665-1555

Customer's attorney now handling the case:
Paul C. Ballou, Whitlark & Ballou Law Firm, (803) 799-1011

Please have the DVM notify the dealership(s) listed above and any other dealers in the vicinity of the customer's address that this customer has filed a lawsuit against GM. Please have them tell the dealer(s) to make sure that any necessary, future repair work is thoroughly documented. The DVM(s) / dealership(s) should direct any documentation, repair orders and any other information particular about this customer and his/her vehicle to GM's attorney.

Attached is a copy of the case assessment for your review. 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.

Thank you for your assistance.

Sincerely,

General Motors Corporation

cc: FILE
LG0080
Rev. 7/09/2007

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

VIA FAX ONLY

September 17, 2008

Paul Ballou, Esq.
Whitlark & Ballou Law Firm
1708 Main St P O Box 7702
Columbia, SC 29201-2820

RE: [redacted]
Service Request: [redacted] GM Case No.: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S9[redacted]
Customer Relationship Specialist: Dianna Barber

Dear Mr. Ballou:

This is to advise that General Motors is in receipt of the above referenced case dated September 15, 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 an 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
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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: The Rose Law Firm
Keith Rose

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

[redacted]
Gaston SC

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



[redacted]



AUG 28 2007

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

[redacted]

August 1, 2007

Chevrolet Motor Division, GMC
Customer Assistance Center
Post Office Box 33170
Detroit, MI 48232-5170

Re: [redacted]
Gaston, SC [redacted]

Vehicle: New 2005 Chevrolet Trailblazer
VIN #: 1GNDS13895[redacted]
Date of Sale: September 7, 2005
Dealer: Herndon Chevrolet, 5617 Sunset Boulevard, Lexington SC 29071

To Whom It May Concern:

Please accept this as a formal complaint by me about the defective electrical condition of the above vehicle. I purchased this vehicle on September 7, 2005 and, ever since, I have had numerous and continuing problems with the electrical system which causes the vehicle to drastically lose power and dim the headlights while driving it with my family. This creates an unacceptable safety hazard for my wife and children, especially at times, such as merging, when we have to have full power in order to properly execute these hazardous maneuvers.

Over the past two years I have taken the vehicle into the dealer complaining of these problems and they have been unable to properly repair the vehicle and it continues to malfunction on a regular basis.

Accordingly, I respectfully request that your company replace the vehicle in accordance with the Lemon Law statute in South Carolina. I have consulted with an attorney about this situation and he is prepared to file suit under the Lemon Law if we cannot resolve this matter to my satisfaction.

Thank you for your attention to this matter and I look forward to a prompt response.

Sincerely,

Benjamin A. Livingston

Benjamin Livingston

Cc: Herndon Chevrolet

document Index[redacted]

Class - Siebel Docs

RequestNum
[redacted]

MSXDocNum
0724000113

Last
[redacted]

First
[redacted]

Timestamp
2007-08-28-13.32.47.000000

Division
CH

CorrType
C

CatCode
03

MSXSource
M

AttachNum

VIN

001

05

CHEVROLET

309418

5-8-06 11:55 A.M.
Advised Paul C. Ballou that we had forwarded File + requested Indemnification from G.M.

5-16-06 Mr. Ballou left message for me to call him, Returned his call + advised that it had been referred to GM Customer Relationship Services Group.

U.S. Postal Service
CERTIFIED MAIL RECEIPT
(Domestic Mail Only; No Insurance Coverage Provided)

DETROIT MI 48265

OFFICIAL USE

		~~$4.80~~	0072
Postage	$	~~$2.70~~	07
Certified Fee		~~$2.20~~	Postmark Here
Return Receipt Fee (Endorsement Required)		~~$0.00~~	
Restricted Delivery Fee (Endorsement Required)			
Total Postage & Fees	$	~~$9.70~~	09/15/2008

Sent To
Office of the General Counsel General Motors Corp
Street, Apt. No.; or PO Box No. 400 Renaissance Center Mail Code 482-238-210
City, State, ZIP+4 Detroit, MI 48265

PS Form 3800, January 2001 See Reverse for Instructions

004

ITED STATES POSTAL SERVICE

First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •

Herndon Chevrolet
5617 Sunset Blvd.
Lexington, SC 29072

C001

SENDER: *COMPLETE THIS SECTION*

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:
Office of the General Counsel
General Motors Corporation
400 Renaissance Center
Mail Code #482-038-210
Detroit, MI 48265

COMPLETE THIS SECTION ON DELIVERY

A. Signature
X [redacted]
☐ Agent
☐ Addressee

B. Received by (Printed Name)

C. Date of Delivery
5-08-06

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

3. Service Type
☑ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee) ☐ Yes

2. Article Number
(Transfer from service label) [redacted]

PS Form 3811, August 2001 Domestic Return Receipt 102595-02-M-1540

WHITLARK & BALLOU

TRIAL ATTORNEYS

J. MARCUS WHITLARK
PAUL C. BALLOU

1708 MAIN STREET
WALKER BUILDING
P.O. BOX 7702
COLUMBIA, SOUTH CAROLINA 29202
(803) 799-1011
(803) 799-1211
TOLL FREE 1-877-799-1011
FAX (803) 799-1016

April 28, 2006

CERTIFIED MAIL
Herndon Chevrolet, Inc.
5617 Sunset Boulevard
Lexington, SC 29072
ATTN: General Manager

Re: [redacted] 1GNDS13S9[redacted]

Dear Sir:

Please be advised that I represent the [redacted] in a matter regarding a new Chevrolet Trailblazer purchased from your store on September 7, 2005. The [redacted]s are loyal and devoted customers of yours, having bought a new vehicle from you each of the last three years. They would like to remain your customers, as Mr. [redacted] s committed to ensuring that his wife and children drive a new, reliable vehicle without fear of breaking down unexpectedly.

As you are probably aware, this vehicle has been in your shop 5 times since September 2005 for the same problem. This malfunction affects the basic safety and integrity of the vehicle, as the vehicle will suddenly lose power and the headlights will shut off without warning.

Your service department has been unable to fix this defect, despite their numerous attempts to do so. Based upon this history, this vehicle falls squarely within the definition of the Lemon Law and we would, therefore, respectfully request that your dealership stand behind it's commitment to customer satisfaction and replace this defective vehicle with a comparable reliable one. I look forward to your prompt response and if you have any questions or need any additional information, please call me.

With kind regards, I am

Sincerely,

Paul C. Ballou

Paul C. Ballou

PCB:sdj

cc: [redacted] Gaston, SC [redacted]

FAX

To: Edwin Griffin
Company:
Fax: 18033597042
Phone:

From: Rena D. Miller
Fax: 248-267-4481
Phone: 313-665-1416

NOTES:

Captaris RightFax

Date and time of transmission: Thursday, May 18, 2006 11:55:32 AM
Number of pages including this cover sheet: 03

General Motors Corporation
Legal Staff

Facsimile
(248) 267-4333

Telephone
(313) 665-1555

May 18, 2006

ATTN: Edwin B. Griffin
HERNDON CHEVROLET
5617 Sunset Boulevard
Lexington, SC 29071
Ph: (803) 359-2504
Fax: (803) 359-7042

Re INDEMNIFICATION REQUEST
GM Case No.: [redacted]
[redacted] v. Herndon Chevrolet, Inc.

Dear Mr. Griffin:

Your letter dated **May 2, 2006**, requesting indemnification of **Herndon Chevrolet** ("the dealership") in connection with the above-captioned matter has been referred to me for response.

Your request is premature since it appears no lawsuit has yet been filed against the dealership. For such reason, your request must be denied at this time. If and when a lawsuit is filed and a complaint served on the dealership, you may then request indemnification in accordance with Article 17.4 of the Dealer Sales and Service Agreement and the indemnification provisions set out in Section 7.1 of the Manual referred to therein.

Copies of this letter are being forwarded to the General Motors Customer Relationship Services Group to request that reasonable efforts be made to resolve this car owner's problem prior to the filing of suit.

Sincerely,

Sharon J. Ledoux

Sharon J. Ledoux, Legal Assistant

\rdm

cc: Brenda Horchler

---- Forwarded by Rena D. Miller/US/GM/GMC on 05/18/2006 11:49 AM ----

"GM Legal Staff" <Andrea.Stopczynski@gm.com>
05/18/2006 07:07 AM

To: "MILLER,RENA" <rena.miller@gm.com>
cc:
Subject:

Please open the attached document.
This document was sent to you using an HP Digital Sender.

Digital Sender Model:	HP 9100C
Digital Sender Name:	148.90.182.53
Document type:	B/W Document
Number of pages:	1
Sent by:	GM Legal Staff <Andrea.Stopczynski@gm.com
Attachment File Format:	MTIFF

For more information on the HP Digital Sender please visit:

http://www.digitalsender.hp.com



Document.tif

HERNDON CHEVROLET

Fax Cover Sheet

5617 Sunset Blvd
Lexington, SC 29072
803-359-2984
800-245-2438
Service Fax 803-520-5601
Parts & Cashier Fax 803-359-7042

To: Jonathon

From: Tipp Pound

Date: 9-15-08

Pages: 6

Notes:

GM Service Policies and Procedures Manual

1. 7 - ARTICLE 7
    1. 7.1 - Indemnification

Indemnification

Dealer Sales and Service Agreement Reference, Article 17.4

"General Motors will assume the defense of dealer and indemnify dealer against any judgment for monetary damages or rescission of contract, less any offset recovered by dealer, in any lawsuit naming dealer as a defendant relating to any product that has not been altered when the lawsuit concerns:

"17.4.1 Breach of the General Motors warranty related to the product, bodily injury or property damage claimed to have been caused solely by a defect in the design, manufacture or assembly of a product by General Motors (other than a defect which should have been detected, by dealer in a reasonable inspection of the product);

"17.4.2 Failure of the product to conform to the description set forth in advertisements or product brochures distributed by General Motors because of changes in standard equipment or material component parts unless dealer received notice of the changes prior to retail delivery of the affected product by dealer; or

"17.4.3 Any substantial damage to a product purchased by dealer from General Motors which has been repaired by General Motors unless dealer has been notified of the repair in writing prior to retail delivery of the affected product.

"If General Motors reasonably concludes that allegations other than those set forth in 17.4.1, 17.4.2, or 17.4.3 above are being pursued in the lawsuit, General Motors shall have the right to decline to accept the defense or indemnify dealer or, after accepting the defense, to transfer the defense back to dealer and withdraw its agreement to indemnify dealer.

"Procedures for requesting indemnification, administrative details, and limitations are contained in the Service Policies and Procedures Manual under 'Indemnification'. The obligations assumed by General Motors are limited to those specifically described in this Article and in the Service Policies and Procedures Manual and are conditioned upon compliance by dealer with the procedures described in the manual. This Article shall not affect any right either party may have to seek indemnification or contribution under any other contract or by law and such rights are hereby expressly preserved.

GM Service Policies and Procedures Manual

1. 7 - ARTICLE 7
    1. 7.1 - Indemnification
        1. 7.1.1 - Procedure for Requesting Defense and Indemnification

Procedure for Requesting Defense and Indemnification

When dealer is served with a complaint and believes it may qualify for indemnification, the dealer shall:

a. Retain the original documents for insurance company or attorney.

b. Forward copies of the pleadings and all documents in its files relating to the product involved, together with a transmittal letter, within 15 days of service of a complaint, to the:

Office of the General Counsel
General Motors Corporation
400 Renaissance Center
Mail Code: #482-038-210
Detroit, MI 48265

c. The transmittal letter shall be captioned "INDEMNIFICATION REQUEST", shall set forth the time, date and place of service only and need not set forth any additional facts, reasons or theories as to why GM should undertake the defense.

Note: Dealer is to provide a copy of the transmittal letter with pleadings and all documents to dealer's GM Contact Location, Attn. (Location) Manager.

1. 7 - ARTICLE 7
    1. 7.1 - Indemnification
        1. 7.1.2 - Response to Indemnification Request

Response to Indemnification Request

7.1.2 RESPONSE TO INDEMNIFICATION REQUEST

The request to assume the defense and to indemnify shall be accepted or rejected by GM within 30 days following its receipt:

a. Until a request is accepted and an appearance by counsel selected by GM to represent dealer is entered, dealer remains responsible for its defense in the lawsuit and agrees to take all appropriate action to preserve the defense.

b. If the request is denied or dealer fails to preserve the defense, dealer shall continue to be fully responsible for the defense and any judgment which may be rendered against dealer.

c. If the request is accepted, dealer shall cooperate fully in the defense as GM may reasonably require and dealer authorizes GM to use counsel of its own choosing and to settle the lawsuit at any time at GMs' sole expense.

d. If the request is accepted, dealer shall be responsible for its costs and attorney fees incurred prior to acceptance except only as specifically provided in Article 7.1.3 below.

e. GM may, at its election, agree only to indemnify dealer and require dealer to conduct its own defense. In the event of such requirement, dealer shall conduct its own defense and the liability of GM will be limited to the out-of-pocket costs of such defense, including reasonable attorneys' fees, together with the amount of any monetary judgment paid by dealer (or the amount of final settlement paid by dealer if such amount was approved in advance by GM) provided GM is promptly notified thereof. If dealer fails to notify GM of such judgment or settlement within 20 days of its entry, GM shall be liable only for the costs of the defense.

f. GM may, at its election, tender back defense of the case to dealer if facts are later discovered which lead GM to believe that it accepted the indemnification request in error.

GM Service Policies and Procedures Manual

1. 7 - ARTICLE 7
    1. 7.1 - Indemnification
        1. 7.1.3 - Procedure and Limitations Related to Reimbursement for Certain Attorney Fees Incurred Prior to Acceptance

Procedure and Limitations Related to Reimbursement for Certain Attorney Fees Incurred Prior to Acceptance

a. If a request for indemnification is forwarded within 15 days of service of a complaint and is initially accepted pursuant to Article 17.4 of the Dealer Sales and Service Agreement, GM will reimburse dealer for a reasonable amount of attorney fees necessarily incurred by dealer prior to such acceptance to protect the dealer's defense while awaiting a response to such indemnification request, except that:

- Reimbursement, if any, will be limited to reasonable attorney fees necessarily incurred by the dealer only to obtain a required extension of time for dealer to respond to the complaint, or if such extension was not obtainable, for dealer to file a timely and appropriate response to the complaint, or for such other necessary action to protect dealer's defense in the lawsuit while waiting such initial response. In no case will reimbursement be made for more than four hours of the dealer attorney's time at a reasonable hourly rate.
- GM reserves to its sole discretion the right to determine the reasonable amount, if any, of such attorney fees that will be reimbursed to dealer and will do so in the context of the dealer's obligation to preserve its defense pending receipt of the response to such indemnification request. The decision of GM in such matters shall be final.
- Nothing contained in this subsection shall relieve dealer from paying attorney fees incurred by dealer and the reimbursement, if any, shall be made payable to and forwarded to dealer.

b. When dealer incurs attorney fees which dealer believes may qualify for reimbursement, dealer shall:

- Retain the original billing from dealer's attorney.
- Forward a separate written request for reimbursement of attorney fees, within. 30 days following receipt of such acceptance, to the:

  Office of the General Counsel
  General Motors Corporation
  400 Renaissance Center
  Mail Code: #482-038-210
  Detroit, MI 48265
- The written request shall be captioned "I.R.-request for reimbursement of attorney fees," identify the name of the case, indicate the amount of reimbursement being requested and shall enclose a copy of the original billing from dealer's attorney which shall include a description of the reimbursable services performed for dealer in the lawsuit, time expended and hourly rate charged for such service and a separate itemization of expenses incurred, if any.

c. GM will respond to the request for reimbursement within a reasonable time following its receipt.

d. GM shall have no obligation to reimburse dealer any amount for attorney fees if dealer fails to forward a proper and timely request as provided above.

GM Service Policies and Procedures Manual

1. 7 - ARTICLE 7
    1. 7.1 - Indemnification
        1. 7.1.4 - Limitations on Obligation to Defend and Indemnify

Limitations on Obligation to Defend and Indemnify

a. GM shall have no obligation to defend or indemnify dealer whenever the lawsuit, in whole or in part, asserts a claim against dealer based on:

- Dealer's alleged failure to perform, or negligent performance of inspection, maintenance or repair service on products or such other motor vehicles as may be sold or serviced by dealer;
- Dealer's alleged breach of any contract between dealer and dealer's customer;
- Dealer's alleged misleading statements, misrepresentations, or unfair or deceptive practices; or
- any other alleged wrongful action or inaction of dealer.

In such cases, dealer shall remain solely responsible for its own defense, including costs and attorneys' fees, and for any judgment rendered against it in such lawsuit, unless otherwise agreed in writing.

b. GM shall have no obligation to defend or indemnify dealer if dealer fails to request indemnification within 15 days of service of a complaint or fails to take all reasonable steps to ensure the defense is in no way prejudiced.

c. If for any reason GM refuses to assume dealer's defense and indemnify dealer, the lawsuit shall be defended by dealer. If dealer establishes that GM refused to defend and indemnify dealer when it was obligated to do so under Article 17.4 of the Dealer Sales and Service Agreement and Article 7.1 of this Manual, then GM's liability will be limited to the same extent as provided in Article 7.1.2(e).

HERNDON
CHEVROLET
5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504
www.herndonchevy.com

September 15, 2008

Office of the General Counsel
General Motors Corporation
400 Renaissance Center
Mail Code: #482-038-210
Detroit, MI 48265

"IDEMNIFICATION REQUEST"

To Whom It May Concern:

We received this service via mail on September 12, 2008 at our dealerships location. Copies of this file are included for your review.

Sincerely,

Tripp Leonard
Service Director
Herndon Chevrolet, Inc

HERNDON
CHEVROLET
5617 Sunset Boulevard
P.O. Box 339
Lexington, SC 29071
(803) 359-2504

May 2, 2006

Office of the General Counsel
General Motors Corporation
400 Renaissance Center
Mail Code: #482-038-210
Detroit, MI 48265

"INDEMNIFICATION REQUEST'

To Whom It May Concern:

We received this service via Certified Mail on May 1, 2006 at our dealerships location. Copies of this file are included for your review.

Sincerely,

Edwin B Griffin

Edwin B. Griffin
Service Manager

WHITLARK & BALLOU

TRIAL ATTORNEYS

J. MARCUS WHITLARK
PAUL C. BALLOU

1708 MAIN STREET (29201)
WALKER BUILDING
P.O. BOX 7702
COLUMBIA, SOUTH CAROLINA 29202
(803)799-1011
(803)-799-1211
FAX (803) 799-1016

September 8, 2008

CERTIFIED MAIL
David L. Herndon
5617 Sunset Boulevard
Lexington, South Carolina 29072

Re: [redacted]et.al. v. Herndon Chevrolet, Inc. and General Motors Corp.
C/A No.[redacted]

Dear Mr. Herndon:

Please be advised that we represent the [redacted] in the above action. Enclosed herein please find a lawsuit filed on their behalf which we are serving upon you as a named Defendant in this action.

Sincerely,

Paul C. Ballou

PCB:sd

Enclosure

COPY

STATE OF SOUTH CAROLINA)
) IN THE COURT OF COMMON PLEAS
COUNTY OF LEXINGTON)
FILED
[redacted])
Plaintiff(s)) CIVIL ACTION COVERSHEET
2008 SEP -8 P 1:42
vs.)
PETRA L. CARRIG
CLERK OF COURT
LEXINGTON SC
Herndon Chevrolet, Inc. and)
General Motors Corp. Defendant(s))
[redacted]

(Please Print)
Submitted By: Paul C. Ballou SC Bar #: 10446
Address: Post Office Box 7702 Telephone #: (803) 799-1011
Columbia, SC 29202 Fax #: (803) 799-1016
Other:
E-mail: pcballou@yahoo.com

NOTE: The cover sheet and information contained herein neither replaces nor supplements the filing and service of pleadings or other papers as required by law. This form is required for the use of the Clerk of Court for the purpose of docketing. It must be filled out completely, signed, and dated. A copy of this cover sheet must be served on the defendant(s) along with the Summons and Complaint.

DOCKETING INFORMATION (*Check all that apply*)

**If Action is Judgment/Settlement do not complete*

- [X] JURY TRIAL demanded in complaint. [ ] NON-JURY TRIAL demanded in complaint.
- [ ] This case is subject to ARBITRATION pursuant to the Circuit Court Alternative Dispute Resolution Rules.
- [X] This case is subject to MEDIATION pursuant to the Circuit Court Alternative Dispute Resolution Rules.
- [ ] This case is exempt from ADR (certificate attached).

NATURE OF ACTION (*Check One Box Below*)

Contracts
- [ ] Constructions (100)
- [ ] Debt Collection (110)
- [ ] Employment (120)
- [ ] General (130)
- [ ] Breach of Contract (140)
- [X] Other (199) Breach of Warranty

Torts - Professional Malpractice
- [ ] Dental Malpractice (200)
- [ ] Legal Malpractice (210)
- [ ] Medical Malpractice (220)
- [ ] Other (299)

Torts – Personal Injury
- [ ] Assault/Slander/Libel (300)
- [ ] Conversion (310)
- [ ] Motor Vehicle Accident (320)
- [ ] Premises Liability (330)
- [ ] Products Liability (340)
- [ ] Personal Injury (350)
- [X] Other (399) Lemon Law

Real Property
- [ ] Claim & Delivery (400)
- [ ] Condemnation (410)
- [ ] Foreclosure (420)
- [ ] Mechanic's Lien (430)
- [ ] Partition (440)
- [ ] Possession (450)
- [ ] Building Code Violation (460)
- [ ] Other (499)

Inmate Petitions
- [ ] PCR (500)
- [ ] Sexual Predator (510)
- [ ] Mandamus (520)
- [ ] Habeas Corpus (530)
- [ ] Other (599)

Judgments/Settlements
- [ ] Death Settlement (700)
- [ ] Foreign Judgment (710)
- [ ] Magistrate's Judgment (720)
- [ ] Minor Settlement (730)
- [ ] Transcript Judgment (740)
- [ ] Lis Pendens (750)
- [ ] Other (799)

Administrative Law/Relief
- [ ] Reinstate Driver's License (800)
- [ ] Judicial Review (810)
- [ ] Relief (820)
- [ ] Permanent Injunction (830)
- [ ] Forfeiture (840)
- [ ] Other (899)

Appeals
- [ ] Arbitration (900)
- [ ] Magistrate-Civil (910)
- [ ] Magistrate-Criminal (920)
- [ ] Municipal (930)
- [ ] Probate Court (940)
- [ ] SCDOT (950)
- [ ] Worker's Comp (960)
- [ ] Zoning Board (970)
- [ ] Administrative Law Judge (980)
- [ ] Public Service Commission (990)
- [ ] Employment Security Comm (991)
- [ ] Other (999)

Special/Complex /Other
- [ ] Environmental (600)
- [ ] Automobile Arb. (610)
- [ ] Medical (620)
- [ ] Pharmaceuticals (630)
- [ ] Unfair Trade Practices (640)
- [ ] Other (699)

Submitting Party Signature: Paul C. Ballou Date: September 8, 2008

Note: Frivolous civil proceedings may be subject to sanctions pursuant to SCRCP, Rule 11, and the South Carolina Frivolous Civil Proceedings Sanctions Act, S.C. Code Ann. §15-36-10 et. seq.

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STATE OF SOUTH CAROLINA)
)
COUNTY OF LEXINGTON)

IN THE COURT OF COMMON PLEAS

ELEVENTH JUDICIAL CIRCUIT

[redacted]

Plaintiffs,

v.

Herndon Chevrolet, Inc.
and General Motors Corporation,

Defendants.

SUMMONS

[redacted]

TO THE DEFENDANTS:

YOU ARE HEREBY SUMMONED and required to Answer the Complaint in this action, a copy of which is herewith served upon you, and to serve a copy of your answer to such on the subscriber at his offices located at 1708 Main Street, Post Office Box 7702, Columbia, South Carolina 29202, within thirty (30) days after the service hereof, exclusive of the day of such service and, if you fail to Answer the Complaint within the time aforesaid, the Plaintiffs in this action will apply for a Default Judgment and for the relief demanded herein.

Paul C. Ballou, Esquire
WHITLARK & BALLOU LAW FIRM
1708 Main Street (29201)
Post Office Box 7702
Columbia, South Carolina 29202
(803) 799-1011 office
(803) 799-1016 facsimile

September 8, 2008

Columbia, South Carolina

COPY
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[illegible] RRIGG
[illegible] COURT
[illegible] SC

STATE OF SOUTH CAROLINA	)	IN THE COURT OF COMMON PLEAS
	)	
COUNTY OF LEXINGTON	)	ELEVENTH JUDICIAL CIRCUIT
[redacted]	)	
	)	
	)	
Plaintiffs,	)	
	)	
vs.	)	**COMPLAINT**
	)	(Jury Trial Requested) [redacted]
Herndon Chevrolet, Inc.	)	
and General Motors Corporation,	)	
	)	
Defendants.	)	
	)	

Plaintiffs, complaining of the Defendants above-named, would show this Court as follows:

JURISDICTION

1. The State of Residence of the Plaintiffs is the State of South Carolina.

2. Upon information and belief, the Defendant General Motors Corporation is a foreign corporation owning property and transacting business in LEXINGTON County and the Defendant Herndon Chevrolet, Inc. is a South Carolina Corporation with its principal place of business is in LEXINGTON County.

3. The proper venue for this action based on the County of Residence of the Defendants is LEXINGTON.

4. This Court has jurisdiction over the parties and subject matter of this action.

FACTUAL ALLEGATIONS

5. Upon information and belief, on September 9, 2005 Plaintiffs purchased a new 2005 Chevrolet Trailblazer (VIN 1GNDS13S95[redacted]

6. Upon information and belief the subject vehicle was manufactured and warranted by Defendant General Motors Corporation.

7. Shortly after taking delivery of the vehicle, Plaintiffs began to have problems with the electrical system and numerous mechanical and structural problems, which rendered the vehicle inoperable for a period of longer than thirty (30) days.

8. To date, despite multiple repair attempts, the vehicle has not been repaired and is not safe to operate.

FOR A FIRST CAUSE OF ACTION

(Non-conformity, Replacement of Motor Vehicle

pursuant to S.C. Code§ 56-28-10, et. seq.)

9. The allegations contained hereinabove are repeated as if fully alleged herein verbatim.

10. Plaintiffs meet the statutory definition of "consumer" and Defendants meet(s) the definition of "manufacturer" as defined by Section 56-28-10, South Carolina Code of Laws.

11. Plaintiffs would show that, by virtue of the defects of said motor vehicle set forth hereinabove, the motor vehicle did not conform to all applicable express warranties within the first twelve (12) months of purchase or the first Twelve Thousand (12,000) miles of operation.

12. Plaintiffs would further show that the non-conformance was reported to the manufacturer or its agent during he term of the express warranties.

13. Plaintiffs would further show that the Defendants were unable or unwilling to conform the motor vehicle to the applicable express warranties.

14. The defects or conditions in said motor vehicles substantially impair the use, market value,

and safety of the motor vehicle.

15. Based on the foregoing, Plaintiffs should be, and are, entitled to replacement of the motor vehicle with a comparable motor vehicle or a refund of the full purchase price of the motor vehicle, including the applicable finance charges, sales tax, license fees, registration fees, and any other similar governmental charges, less reasonable allowances for the use of the motor vehicle as set forth in Section 56-28-40 of the South Carolina Code of Laws, and attorney's fees as provided by S.C. Code §56-28-50.

16. Plaintiffs would show that the non-conformity is not the result of abuse, neglect, or modification of the motor vehicle.

17. Plaintiffs have sought informal dispute resolution as contemplated by 56-28-60 of the South Carolina Code of Laws, to no avail.

FOR A SECOND CAUSE OF ACTION

(Breach of Warranty - Magnuson-Moss Act)

18. The allegations contained hereinabove are repeated as if fully alleged herein verbatim.

19. Plaintiffs would show unto the Court that Plaintiffs meet the definition of a consumer found in 15 U.S.C. Section 2301 (3) Magnuson - Moos Warranty - Federal Trade Commission Improvement Act.

20. Plaintiffs would further show that Defendants meet(s) the definition of warrantor contained in said Act.

21. Plaintiffs suffered damages as aforesaid by the failure of Defendants to comply with the express and implied warranties as set forth herein.

22. Based on the foregoing, in addition to judgment for actual and punitive damages,

Plaintiffs should be granted a reasonable award of attorney's fees and costs as provided by 15 U.S.C. Section 2310(d)(2).

FOR A THIRD CAUSE OF ACTION

(Breach of Warranty of Merchantability)

23. The allegations contained hereinabove are repeated as if fully alleged herein verbatim.

24. In the marketing and selling of its automobile, Defendants impliedly warranted that said vehicle would be free from defects in design, manufacture, material, and workmanship and further warranted that same was merchantable and reasonably fit for purpose for which it was intended to be used.

25. The subject automobile was in fact not merchantable and was not reasonably fit and suitable for its intended use. The automobile was not free from defects in material and workmanship for ordinary purpose, use and services.

26. As a direct and proximate result of the breach of implied warranty by Defendants, Plaintiffs suffered damages for which Plaintiffs should recover judgment against Defendant, for actual and punitive damages.

PRAYER FOR RELIEF

WHEREFORE, the prayer of the Plaintiffs is for judgment in an amount sufficient to compensate Plaintiffs for actual damages, together with punitive damages, statutory damages, such interest as is allowable by law, costs, attorney's fees and such other relief as is just and proper.

WHITLARK & BALLOU, ATTORNEYS

By: _____

Paul C. Ballou, Esquire
1708 Main Street (29201)
Post Office Box 7702
Columbia, South Carolina 29202

DATED: September 8, 2008

Columbia, South Carolina

7.1 INDEMNIFICATION

[redacted]

"17.4.1 [redacted]

"17.4.2 [redacted]

"17.4.3 [redacted]
of [redacted]

"[redacted]

[redacted]

7.1.1 PROCEDURE FOR REQUESTING DEFENSE AND INDEMNIFICATION

When dealer is served with a complaint and believes it may qualify for indemnification, the dealer shall:

a. Retain the original documents for insurance company or attorney.
b. Forward copies of the pleadings and all documents in its files relating to the product involved, together with a transmittal letter, within 15 days of service of a complaint, to the:

Office of the General Counsel
General Motors Corporation
400 Renaissance Center
Mail Code: #482-038-210
Detroit, MI 48265

c. The transmittal letter shall be captioned "INDEMNIFICATION REQUEST", shall set forth the time, date and place of service only and need not set forth any additional facts, reasons or theories as to why GM should undertake the defense.

Note: Dealer is to provide a copy of the transmittal letter with pleadings and all documents to dealer's GM Contact Location, Attn. (Location) Manager.

7.1.2 RESPONSE TO INDEMNIFICATION REQUEST

The request to assume the defense and to indemnify shall be accepted or rejected by GM within 30 days following its receipt:

a. Until a request is accepted and an appearance by counsel selected by GM to represent dealer is entered, dealer remains responsible for its defense in the lawsuit and agrees to take all appropriate action to preserve the defense.
b. If the request is denied or dealer fails to preserve the defense, dealer shall continue to be fully responsible for the defense and any judgment which may be rendered against dealer.
c. If the request is accepted, dealer shall cooperate fully in the defense as GM may reasonably require and dealer authorizes GM to use counsel of its own choosing and to settle the lawsuit at any time at GMs' sole expense.
d. If the request is accepted, dealer shall be responsible for its costs and attorney fees incurred prior to acceptance except only as specifically provided in Article 7.1.3 below.
e. GM may, at its election, agree only to indemnify dealer and require dealer to conduct its own defense. In the event of such requirement, dealer shall conduct its own defense and the liability of GM will be limited to the out-of-pocket costs of such defense, including reasonable attorneys' fees, together with the amount of any monetary judgment paid by dealer (or the amount of final settlement paid by dealer if such amount was approved in advance by GM) provided GM is promptly notified thereof. If dealer fails to notify GM of such judgment or settlement within 20 days of its entry, GM shall be liable only for the costs of the defense.
f. GM may, at its election, tender back defense of the case to dealer if facts are later discovered which lead GM to believe that it accepted the indenification request in error.

7.1.3 PROCEDURE AND LIMITATIONS RELATED TO REIMBURSEMENT FOR CERTAIN ATTORNEY FEES INCURRED PRIOR TO ACCEPTANCE

a. If a request for indemnification is forwarded within 15 days of service of a complaint and is initially accepted pursuant to Article 17.4 of the Dealer Sales and Service Agreement, GM will reimburse dealer for a reasonable amount of attorney fees necessarily incurred by dealer prior to such acceptance to protect the dealer's defense while awaiting a response to such indemnification request, except that:
   - Reimbursement, if any, will be limited to reasonable attorney fees necessarily incurred by the dealer only to obtain a required extension of time for dealer to respond to the complaint, or if such extension was not obtainable, for dealer to file a timely and appropriate response to the complaint, or for such other necessary action to protect dealer's defense in the lawsuit while waiting such initial response. In no case will reimbursement be made for more than four hours of the dealer attorney's time at a reasonable hourly rate.

- GM reserves to its sole discretion the right to determine the reasonable amount, if any, of such attorney fees that will be reimbursed to dealer and will do so in the context of the dealer's obligation to preserve its defense pending receipt of the response to such indemnification request. The decision of GM in such matters shall be final.
- Nothing contained in this subsection shall relieve dealer from paying attorney fees incurred by dealer and the reimbursement, if any, shall be made payable to and forwarded to dealer.

b. When dealer incurs attorney fees which dealer believes may qualify for reimbursement, dealer shall:
   - Retain the original billing from dealer's attorney.
   - Forward a separate written request for reimbursement of attorney fees, within. 30 days following receipt of such acceptance, to the:

Office of the General Counsel
General Motors Corporation
400 Renaissance Center
Mail Code: #482-038-210
Detroit, MI 48265

   - The written request shall be captioned "I.R.-request for reimbursement of attorney fees," identify the name of the case, indicate the amount of reimbursement being requested and shall enclose a copy of the original billing from dealer's attorney which shall include a description of the reimbursable services performed for dealer in the lawsuit, time expended and hourly rate charged for such service and a separate itemization of expenses incurred, if any.

c. GM will respond to the request for reimbursement within a reasonable time following its receipt.

d. GM shall have no obligation to reimburse dealer any amount for attorney fees if dealer fails to forward a proper and timely request as provided above.

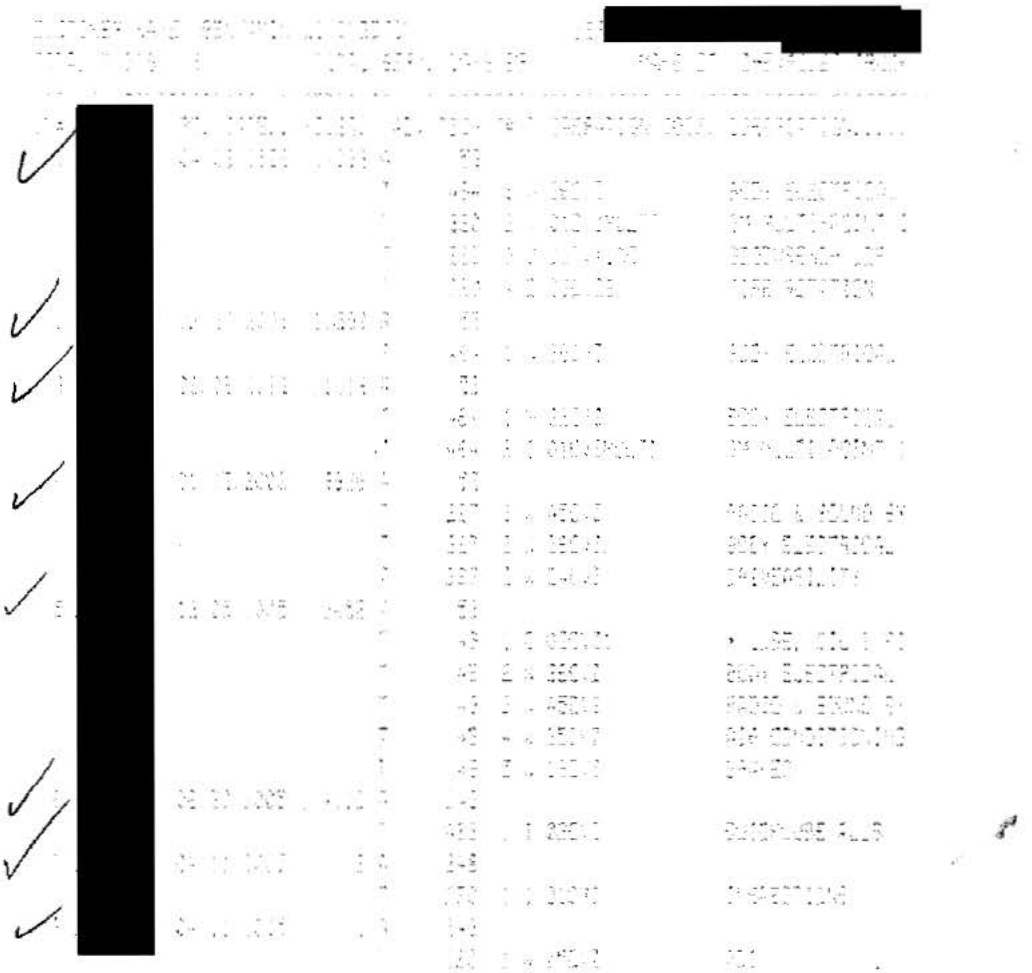
7.1.4 LIMITATIONS ON OBLIGATION TO DEFEND AND INDEMNIFY

a. GM shall have no obligation to defend or indemnify dealer whenever the lawsuit, in whole or in part, asserts a claim against dealer based on:
   - Dealer's alleged failure to perform, or negligent performance of inspection, maintenance or repair service on products or such other motor vehicles as may be sold or serviced by dealer;
   - Dealer's alleged breach of any contract between dealer and dealer's customer;
   - Dealer's alleged misleading statements, misrepresentations, or unfair or deceptive practices; or
   - any other alleged wrongful action or inaction of dealer.

In such cases, dealer shall remain solely responsible for its own defense, including costs and attorneys' fees, and for any judgment rendered against it in such lawsuit, unless otherwise agreed in writing.

b. GM shall have no obligation to defend or indemnify dealer if dealer fails to request indemnification within 15 days of service of a complaint or fails to take all reasonable steps to ensure the defense is in no way prejudiced.

c. If for any reason GM refuses to assume dealer's defense and indemnify dealer, the lawsuit shall be defended by dealer. If dealer establishes that GM refused to defend and indemnify dealer when it was obligated to do so under Article 17.4 of the Dealer Sales and Service Agreement and Article 7.1 of this Manual, then GM's liability will be limited to the same extent as provided in Article 7.1.2(e).



GM Vehicle Inquiry System
Claim History

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

Help

VIN :	1GNDS13S95[redacted]

CLAIM HISTORY

Repair Order Date :	07/02/2007	Repair Order Number :	[redacted]	Odometer Reading :	36992 miles
Serviced By :	LOVE CHEVROLET COMPANY PO BOX 8387 COLUMBIA, SC 29202-8387 (803) 794-9000	Selling Source :	13 - CHEVROLET		
		Site Code :	16467		
		Business Associate Code :	160592		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
08/17/2007	822	01	#	N6612 - WIRING AND/OR CONNECTOR - EXTERIOR LIGHTING - REPAIR OR RE	19168446 - SPLICE KT	N
07/31/2007	817	01	#	N0760 - TAIL LAMP BULB REPLACEMENT	12450108 - BULB	N
07/31/2007	817	02	#	E3800 - SHOCK ABSORBER, FRONT - RIGHT - REPLACE	15198894 - ABSORBER	N
07/31/2007	817	03	#	C1105 - FRONT AND REAR SIDE DOOR UPPER AUXILIARY WEATHERSTRIP REPL	15205661 - WEATHERST	N
07/31/2007	817	04	#	C1106 - FRONT AND REAR SIDE DOOR UPPER AUXILIARY WEATHERSTRIP REPL	15205660 - WEATHERST	N
07/31/2007	817	05	#	C3321 - ARMREST, FRONT DOOR - LEFT - R&R OR REPLACE	15109982 - ARMREST	N
07/31/2007	817	06	#	C6576 - COVER, FRONT SEAT TRACK - ONE - REPLACE	89042221 - COVER	N
07/31/2007	817	07	#	B8990 - MOLDING AND/OR POCKET, LICENSE PLATE - R&R OR REPLACE	15170981 - SEAL	N
07/31/2007	817	10	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A	Y

Repair Order Date :	02/20/2006	Repair Order Number :	[redacted]	Odometer Reading :	11880 miles
Serviced By :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON, SC 29071-0339 (803) 359-2504	Selling Source :	13 - CHEVROLET		
		Site Code :	16355		
		Business Associate Code :	114008		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
03/03/2006	670	01	#	N2328 - SWITCH - IGNITION/KEY WARNING - REPLACE	12450251 - SWITCH	N
03/03/2006	670	02	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A	N

Repair Order Date :	02/08/2006	Repair Order Number :	[redacted]	Odometer Reading :	11316 miles
Serviced By :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON, SC 29071-0339 (803) 359-2504	Selling Source :	13 - CHEVROLET		
		Site Code :	16355		
		Business Associate Code :	114008		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
02/24/2006	668	02	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A	N

Repair Order Date :	01/03/2006	Repair Order Number :	[redacted]	Odometer Reading :	9838 miles
Serviced By :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON, SC 29071-0339 (803) 359-2504	Selling Source :	13 - CHEVROLET		
		Site Code :	16355		
		Business Associate Code :	114008		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
01/06/2006	654	01	#	R0760 - RADIO, REMOVE AND REPLACE	N/A	N

Repair Order Date :	12/05/2005	Repair Order Number :	[redacted]	Odometer Reading :	8452 miles
Serviced By :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON, SC 29071-0339 (803) 359-2504	Selling Source :	13 - CHEVROLET		
		Site Code :	16355		
		Business Associate Code :	114008		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
12/09/2005	646	01	#	D2109 - HEATER/AIR DISTRIBUTION CASE, PASSENGER COMPARTMENT (AIR C	12377951 - COOLING C	N

Repair Order Date :	12/05/2005	Repair Order Number :	[redacted]	Odometer Reading :	8452 miles
Serviced By :	SPECMO ENTERPRISES 32655 INDUSTRIAL DR MADISON HEIGHTS, MI 48071-1517	Selling Source :	45 - A/C DELCO		
		Site Code :	44835		
		Business Associate Code :	192110		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
01/13/2006	656	01	#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	88988517	Y

Repair Order Date :	03/22/2005	Repair Order Number :	[redacted]	Odometer Reading :	0 miles
Serviced By :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON, SC 29071-0339 (803) 359-2504	Selling Source :	13 - CHEVROLET		
		Site Code :	16355		
		Business Associate Code :	114008		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
03/25/2005	572	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N

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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 :	1GNDS13S9[redacted]

VEHICLE INFORMATION

Merchandising Model :	CS15506 -2005 TRAILBLAZER LS 2WD	**Warranty Start Date :**	09/20/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON , SC 29071-0339 (803) 359-2504	**Selling Source :**	13 - CHEVROLET
		Site Code :	16355
		Business Associate Code :	114008

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	09/20/2005	1000 miles	09/20/2008	37000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	09/20/2005	1000 miles	09/20/2011	101000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/20/2005	1000 miles	09/20/2013	81000 miles
36/36000 FEDERAL EMISSION	09/20/2005	1000 miles	09/20/2008	37000 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
07/02/2007	[redacted]	#	N0760 - TAIL LAMP BULB REPLACEMENT	36992 miles
07/02/2007		#	N6612 - WIRING AND/OR CONNECTOR - EXTERIOR LIGHTING - REPAIR OR RE	36992 miles
07/02/2007		#	E3800 - SHOCK ABSORBER, FRONT - RIGHT - REPLACE	36992 miles
07/02/2007		#	C1105 - FRONT AND REAR SIDE DOOR UPPER AUXILIARY WEATHERSTRIP REPL	36992 miles
07/02/2007		#	C1106 - FRONT AND REAR SIDE DOOR UPPER AUXILIARY WEATHERSTRIP REPL	36992 miles

07/02/2007	[redacted]	#	C3321 - ARMREST, FRONT DOOR - LEFT - R&R OR REPLACE	36992 miles
07/02/2007	[redacted]	#	C6576 - COVER, FRONT SEAT TRACK - ONE - REPLACE	36992 miles
07/02/2007	[redacted]	#	B8990 - MOLDING AND/OR POCKET, LICENSE PLATE - R&R OR REPLACE	36992 miles
07/02/2007	[redacted]	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	36992 miles
02/20/2006	[redacted]	#	N2328 - SWITCH - IGNITION/KEY WARNING - REPLACE	11880 miles
02/20/2006	[redacted]	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	11880 miles
02/08/2006	[redacted]	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	11316 miles
01/03/2006	[redacted]	#	R0760 - RADIO, REMOVE AND REPLACE	9838 miles
12/05/2005	[redacted]	#	D2109 - HEATER/AIR DISTRIBUTION CASE, PASSENGER COMPARTMENT (AIR C	8452 miles
12/05/2005	[redacted]	#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	8452 miles
03/22/2005	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	492	12/07/05	[redacted]
GASTON, SC [redacted]	LABOR RATE [redacted]	MILEAGE 8,452	COLOR SILVERSTONE	
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1GNDS13S952 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 12/05/05	
[redacted]	COMMENTS			

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.209
12/07/2005 WARRANTY NEW CLAIM
1222

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	12/05/2005	1GNDS13S952[redacted]	3	16355	8452	XXX-XX-3200

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	04		OP	1	12377951	58.04	1Y	D2109	1.0			68.64

LN-TOT: 126.68 TECH SSN: XXX-XX-2109 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 126.68

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	
[redacted]	MACKEY D. MONTS 53	492	12/06/05	[redacted]
[redacted]	LABOR RATE / LICENSE No. [redacted]	MILEAGE 8,452	COLOR SILVERSTONE	STOCK No. [redacted]
GASTON, SC [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1GNDS13S952 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. No.	P.O. No.	R.O. DATE 12/05/05	
RESIDENCE PHONE [redacted]	COMMENTS			

LABOR & PARTS

J# 1 03CVZ1 * LUBE, OIL & FILTER UNITS: TECH(S):49 10.91

PERFORM OIL CHANGE CHECK AND FILL FLUIDS.
RESET OIL CHANGE INDICATOR NA/Y
CHANGED OIL AND FILTER
LUBE CHASSIS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	89017342	FILTER 1.836	5.75	5.75
			JOB # 1 TOTAL PARTS		5.75
			JOB # 1 TOTAL LABOR & PARTS		16.66

J# 2 36CVZ BODY ELECTRICAL UNITS: TECH(S):49 WARRANTY

CUSTOMER STATES THAT WHEN DRIVING AT NITE THE AMP GAUGE WOULD DROP DOWN ON GAUGE SCALE AND THE HEADLITES WOULD GO OUT AND THEN COME BACK ON

CHECK CHARGING AND ELECTRICAL SYSTEMS AND ALTERNATOR CHARGING TO 14.3 VOLTS; LOAD TEST BATTERY AND FOUND OK. CHECK FOR TECH BULLETINS AND UPDATES. UNABLE TO DUPLICATE CUSTOMER CONCERN AND FOUND NO CODES STORED.

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

J# 3 45CVZ RADIO & SOUND SYSTEM UNITS: TECH(S):49 WARRANTY

CUSTOMER STATES THAT CD PLAYER INOP

PART ON ORDER

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

J# 4 35CVZ AIR CONDITIONING UNITS: 1.00 TECH(S):49 WARRANTY

CUSTOMER STATES THERE IS A MUSTY TYPE ODOR FROM AC SYSTEM WHEN SYSTEM ENGAGED
FOREIGN MATERIAL IN CASE
OP-1Y
INSPECT AND DISINFECT AC SYSTEM- ODOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	12377951	COOLING C 8.800		WARRANTY
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

J# 5 18CVZ BRAKES UNITS: TECH(S):49 WARRANTY

CUSTOMER STATES THAT 1X WHEN BRAKES APPLIED THE BRAKE PEDAL WENT DOWN TO FLOOR AND THE TRUCK KEPT ROLLING AND WOULD NOT STOP

035

[CONTINUED ON NEXT PAGE] 11:50am

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	492	12/06/05	[redacted]
[redacted]	LABOR RATE [redacted]	MILEAGE 8,452	COLOR SILVERSTONE	[redacted]
GASTON, SC [redacted]	YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1GNDS13S952 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 12/05/05	
RESIDENCE PHONE [redacted] BUSINESS PHONE	COMMENTS			

INSPECT FOR BULLETINS AND NONE FOUND. CHECK FOR CODES AND
ROAD TEST AND UNABLE TO DUPLICATE CUSTOMER CONCERN

PARTS---QTY---FP-NUMBER---DESCRIPTION---			---UNIT PRICE-	
			JOB # 5 TOTAL PARTS	0.00
			JOB # 5 TOTAL LABOR & PARTS	0.00
G.O.G. & SUPPLIES				
JOB # 1 6.0 1 QT OF GM OIL	@	1.150 /EA		6.90
			TOTAL - GOG	6.90
MISC---CODE---DESCRIPTION---			CONTROL NO---	
JOB # A SHOP SHOP SUPPLIES				1.64
JOB # A ENVIR ENVIRONMENTAL COMPLIANCE FEE				1.26
			TOTAL - MISC	2.90

TOTALS

CASH[] CHECK[] CREDIT CARD[] CHARGE[]

TOTAL LABOR....	10.91
TOTAL PARTS....	5.75
TOTAL SUBLET...	0.00
TOTAL G.O.G....	6.90
TOTAL MISC CHG.	2.90
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.76
TOTAL INVOICE $	**27.22**

```
*****************************************
*    NOW OPEN FOR YOUR CONVENIENCE      *
* ------------------------------------- *
*   NEW PARTS AND SERVICE DEPARTMENTS   *
*   MON-FRI 7:30-6PM   SATURDAYS 8-5    *
*                                       *
*       GOODWRENCH QUICK LUBE PLUS      *
*         MON - FRI 8AM UNTIL 6PM       *
*         SATURDAYS 8AM UNTIL 5PM       *
* ------------------------------------- *
*   PARTS WITH AN ASTERIK INDICATES A   *
*        GM LIFETIME GUARANTEE          *
*****************************************
```

CUSTOMER SIGNATURE

036

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 :	1GNDS13S95[redacted]

VEHICLE INFORMATION

Merchandising Model :	CS15506 -2005 TRAILBLAZER LS 2WD	**Warranty Start Date :**	09/20/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON , SC 29071-0339 (803) 359-2504	**Selling Source :**	13 - CHEVROLET
		Site Code :	16355
		Business Associate Code :	114008

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/20/2005	1000 miles	09/20/2008	37000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/20/2005	1000 miles	09/20/2011	101000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/20/2005	1000 miles	09/20/2013	81000 miles
36/36000 FEDERAL EMISSION	09/20/2005	1000 miles	09/20/2008	37000 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
03/22/2005	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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HERNDON CHEVROLET

Tag # 492

Customer Name

Address

City State Zip

Home Phone Work Phone [redacted]

Cell Phone ( ) [redacted]

Email @

Make Model

Color 309418 Vin [redacted]

Mileage 8452 Advisor # P/U Time

Other Serviceable Vehicles:

Remarks:

(1) ck for rep gauge dropping down on gauge scale and headlits would go out and then come back on

(2) CD player imp

(3) ck for mtg odor from 4 ie when system on

(4) 1X when brakes applied the pedal was to floor and thick would not stop

Customer Signature:

(5) LOF Benjamin A. Lindquist

I hereby authorize the repair work listed 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 unavailable 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 inspections. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

[signature]

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

Tue
5

152953.71

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/30/05	[redacted]	4116	248	426	I	02CVZ	QUICKLUBE PLUS
04/11/05		2	248	320	I	01CVZ	INSPECTIONS
04/11/05		2	248	320	W	05CVZ	PDI

SERVICE

SALESPERSON NO. 141 J GREGORY PRITCHETT

VEHICLE ID NO. 1GNDS13S95[redacted]

[redacted]
GASTON, SC [redacted]

YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR

STOCK NO. [redacted] LICENSE NO. [redacted] R.O. NO. [redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]		09/20/05	4,116		12/05/05

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
SILVERSTONE MET/L				492

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	8,452	53	

[redacted]
[redacted]

TIME RECEIVED 05:34pm
LABOR RATE

DATE / TIME PROMISED 12/06/05 05:00pm
PRIORITY 3

APPOINTMENT ☐ Yes ☒ No
Advisor: MACKEY D. MONTS

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TERMS: CASH UNLESS ARRANGEMENTS MADE.

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

X _____ CUSTOMER SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
04CVZ3	9,000 MILE SERVICE	MI	0.00
02CVZ1	QUICKLUBE ROTATE	MI	15.00

ORIGINAL ESTIMATE (PARTS & LABOR)
$ _____

AUTHORIZED BY
TIME _____ DATE _____

NOTICE OF ARBITRATION

THIS CONTRACT IS SUBJECT TO ARBITRATION UNDER THE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE FOLLOWING AGREEMENT TO ARBITRATE SETS FORTH THE EXCLUSIVE METHOD UNDER WHICH DISPUTES OR CONTROVERSIES DESCRIBED THEREIN SHALL BE DECIDED: ANY DISPUTE OR CONTROVERSY BETWEEN HERNDON CHEVROLET, INC. AND YOU OR WHOM YOU REPRESENT, OR ANY OF YOUR OFFICERS, DIRECTORS, AGENTS, OR EMPLOYEES ARISING OUT OF OR RELATING TO THIS CONTRACT OR THE FORMATION, PERFORMANCE, OR BREACH OF THIS CONTRACT, OR ANY OTHER CONTRACT OR AGREEMENT BETWEEN HERNDON CHEVROLET, INC. AND YOU WHETHER ENTERED INTO PRIOR TO, ON, OR SUBSEQUENT TO THE DATE OF HEREOF, SHALL BE SETTLED IN ACCORDANCE WITH THE APPLICABLE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE AWARD OF THE ARBITRATOR OR ARBITRATORS SHALL BE FINAL AND JUDGMENT UPON THE AWARD RENDERED MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THE AGREEMENT TO ARBITRATION MADE BY AND BETWEEN THE PARTIES SHALL BE USED FOR ANY AND ALL CONTROVERSIES INCLUDING BUT NOT LIMITED TO CLAIMS ARISING OUT OF ALLEGED FRAUD, FRAUDULENT INDUCEMENT, FRAUD IN THE FORMATION, BREACH OF CONTRACT, BREACH OF EXPRESSED AND/OR IMPLIED WARRANTIES, DISPUTES INVOLVING SERVICE CONTRACTS, WARRANTY OF MECHANICAL PARTS, DISPUTES INVOLVING REPRESENTATIONS BY AGENTS, SERVANTS, AND/OR EMPLOYEES TO THE CUSTOMER, ALLEGED VIOLATIONS OF THE MAGNUSON-MOSS ACT AND ALLEGED VIOLATIONS OF ANY STATE AND/OR FEDERAL LAW AND/OR STATUTE. I HAVE READ THE ABOVE AND AGREE TO THE TERMS AND CONDITIONS THEREOF.

X _____ DATE: _____

JOB	LABOR INSTRUCTIONS	PC / CC / OP	LABOR TIME
	ORIGINAL CUSTOMER ESTIMATE: TOTAL		
	X _____		
1	C 03CVZ1 * LUBE, OIL & FILTER PERFORM OIL CHANGE CHECK AND FILL FLUIDS. RESET OIL CHANGE INDICATOR NA/Y 49 *2 LOF		
2	W 36CVZ BODY ELECTRICAL CUSTOMER STATES THAT WHEN DRIVING AT NITE THE AMP GAUGE 49. WOULD DROP DOWN ON GAUGE SCALE AND THE HEADLITES WOULD GO OUT AND THEN COME BACK ON checkout test charging system 14.3 volts battery ok could not duplicate no bulletins on AT's found. no codes		
3	W 45CVZ RADIO & SOUND SYSTEM CUSTOMER STATES THAT CD PLAYER INOP order radio		

040

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ERA/TYVOLE

 [CONTINUED ON NEXT PAGE]

Job 1 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OKd By (Customer Name) Date: TIME:

Job 2 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OKd By (Customer Name) Date: TIME:

Job 3 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OKd By (Customer Name) Date: TIME:

Job 4 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OKd By (Customer Name) Date: TIME:

Job 5 Parts TECH #

Labor

Total Est. $ TIME:

Advisor:

Est. OKd By (Customer Name) Date:

		TIME CLOCK
FLAG		OFF
		ON
FLAG		OFF
		ON
FLAG		OFF
		ON
FLAG		OFF
		ON
FLAG		OFF
		ON

041

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/30/05	[redacted]	4116	248	426	I	02CVZ	QUICKLUBE PLUS
04/11/05		2	248	320	I	01CVZ	INSPECTIONS
04/11/05		2	248	320	W	05CVZ	PDI

SERVICE

SALESPERSON NO. 141 J GREGORY PRITCHETT

VEHICLE ID NO. 1GNDS13S952[redacted]

[redacted]
GASTON, SC 2[redacted]

RESIDENCE PHONE [redacted]

BUSINESS PHONE [redacted]

TIME RECEIVED 05:34pm

LABOR RATE

DATE / TIME PROMISED 12/06/05 05:00pm

PRIORITY 3

APPOINTMENT ☐ Yes ☒ No

Advisor: MACKEY D. MONTS

YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR

STOCK NO. [redacted]

LICENSE NO. [redacted]

R. O. NO. [redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
[redacted]		09/20/05	4,116	[redacted]

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
SILVERSTONE MET/L				492

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	8,452	53	

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TERMS: CASH UNLESS ARRANGEMENTS MADE.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for 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.

X _____ CUSTOMER SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MD / MI	TOTAL
04CVZ3	9,000 MILE SERVICE	MI	0.00
02CVZ1	QUICKLUBE ROTATE	MI	15.00

ORIGINAL ESTIMATE (PARTS & LABOR)

$ _____

AUTHORIZED BY

TIME _____ DATE _____

NOTICE OF ARBITRATION

THIS CONTRACT IS SUBJECT TO ARBITRATION UNDER THE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE FOLLOWING AGREEMENT TO ARBITRATE SETS FORTH THE EXCLUSIVE METHOD UNDER WHICH DISPUTES OR CONTROVERSIES DESCRIBED THEREIN SHALL BE DECIDED: ANY DISPUTE OR CONTROVERSY BETWEEN HERNDON CHEVROLET, INC. AND YOU OR WHOM YOU REPRESENT OR ANY OF YOUR OFFICERS, DIRECTORS, AGENTS, OR EMPLOYEES ARISING OUT OF OR RELATING TO THIS CONTRACT OR THE FORMATION, PERFORMANCE, OR BREACH OF THIS CONTRACT, OR ANY OTHER CONTRACT OR AGREEMENT BETWEEN HERNDON CHEVROLET, INC. AND YOU, WHETHER ENTERED INTO PRIOR TO, ON, OR SUBSEQUENT TO THE DATE OF HEREOF, SHALL BE SETTLED IN ACCORDANCE WITH THE APPLICABLE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE AWARD OF THE ARBITRATOR OR ARBITRATORS SHALL BE FINAL AND JUDGMENT UPON THE AWARD RENDERED MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THE AGREEMENT TO ARBITRATION MADE BY AND BETWEEN THE PARTIES SHALL BE USED FOR ANY AND ALL CONTROVERSIES INCLUDING BUT NOT LIMITED TO CLAIMS ARISING OUT OF ALLEGED FRAUD, FRAUDULENT INDUCEMENT, FRAUD IN THE FORMATION, BREACH OF CONTRACT, BREACH OF EXPRESSED AND/OR IMPLIED WARRANTIES, DISPUTES INVOLVING SERVICE CONTRACTS, WARRANTY OF MECHANICAL PARTS, DISPUTES INVOLVING REPRESENTATIONS BY AGENTS, SERVANTS, AND/OR EMPLOYEES TO THE CUSTOMER, ALLEGED VIOLATIONS OF THE MAGNUSON-MOSS ACT AND ALLEGED VIOLATIONS OF ANY STATE AND/OR FEDERAL LAW AND/OR STATUTE. I HAVE READ THE ABOVE AND AGREE TO THE TERMS AND CONDITIONS THEREOF.

X _____ DATE: _____

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ERASTYMOLE

JOB	LABOR INSTRUCTIONS	FE / CC / SP	LABOR TIME
4	W 35CVZ AIR CONDITIONING CUSTOMER STATES THERE IS A MUSTY TYPE ODOR FROM AC SYSTEM WHEN SYSTEM ENGAGED check air disinfect AC system -		
5	W 18CVZ BRAKES CUSTOMER STATES THAT 1X WHEN BRAKES APPLIED THE BRAKE PEDAL WENT DOWN TO FLOOR AND THE TRUCK KEPT ROLLING AND WOULD NOT STOP no bulletins no codes road test unable to duplicate.		

042

Job 1 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OK'd By (Customer Name) Date: TIME:

Job 2 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OK'd By (Customer Name) Date: TIME:

Job 3 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OK'd By (Customer Name) Date: TIME:

Job 4 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OK'd By (Customer Name) Date: TIME:

Job 5 Parts TECH #

Labor

Total Est. $ Advisor: TIME:

Est. OK'd By (Customer Name) Date:

FLAG		OFF
		ON
FLAG		OFF
		ON
FLAG		OFF
		ON
FLAG		OFF
		ON
FLAG		OFF
		ON

TIMES CLOCKED

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	10	01/04/06	[redacted]
[redacted] GASTON, SC [redacted]	LABOR RATE / LICENSE No. [redacted] / MILEAGE 9,838		COLOR SILVERSTONE	STOCK No. [redacted]
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1GNDS13S952 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 01/03/06	
REFERENCE PHONE [redacted]	COMMENTS			

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.519
01/04/2006 WARRANTY NEW CLAIM
1124

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	01/03/2006	1GNDS13S95[redacted]	3	16355	9838	XXX-XX-3200

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OJ				6F	R0760	.8		20.00	54.91

LN-TOT: 74.91 TECH SSN: XXX-XX-5853 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 74.91

SERVICE FILE COPY-W

[END OF INVOICE] 11:24am

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	10	01/03/06	[redacted]
[redacted]	LABOR RATE [redacted]	MILEAGE 9,838	COLOR SILVERSTONE	[redacted]
GASTON, SC [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1 G N D S 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 01/03/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

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

J# 1 45CVZ RADIO & SOUND SYSTEM UNITS: 0.80 TECH(S):227 WARRANTY

CUSTOMER STATES THAT CD PLAYER INOP
INTTERNAL FAILURE
OJ-6F
INSPECT AND-REPLACE RADIO AND REPROGRAM - ELECTRIC FAILURE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	EXCH	EXCHANGE		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

Net 20.00

J# 2 36CVZ BODY ELECTRICAL UNITS: TECH(S):227 WARRANTY

CUSTOMER STATES AT TIMES WHEN DRIVING AT NITE THE HEADLITES
WILL GO OUT AQND WHEN THIS HAPPENS THE AMP GAUGE WILL DROP
DOWN AND THEN LITES WILL COME BACK ON AND GAUGE WIIL GO UP
RUN DIAGNOSTIC CHECKS AND INSPECT AND UNABLE TO DUPLICATE
CUSTOMER CONCERN. CHECK FOR GM TECHNICAL BULLETINS AND
NONE FOUND. SYSTEMS OPERATING TO DESIGN INTENT AT THIS
TIME. CHECK FOR CODES AND NONE STORED.
ROAD TEST 35 MILES AND RETEST.

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

J# 3+24CVZ DRIVEABILITY UNITS: TECH(S):227 WARRANTY

CUSTOMER STATES AT TIMES ENGINE LITE ON IN DASH
RUN DIAGNOSTIC CHECKS AND FOUND NO CODES STORED. CHECK FOR
GM TECHNICAL BULLETINS AND NONE FOUND. SYSTEM PERFORMING
TO DESIGN INTENT AT THIS TIME.

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

COMMENTS----------
PART IN

TECHNICIAN CERTIFICATION----------
227 JERRY S KIRTON 227

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	10	01/03/06	[redacted]
[redacted]	LABOR RATE / LICENSE No. [redacted] / MILEAGE 9,838		COLOR SILVERSTONE	STOCK No. [redacted]
GASTON, SC [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1GNDS13S9523[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 01/03/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

TOTALS

CASH[] CHECK[] CREDIT CARD[] CHARGE[]

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

```
*****************************************
*    NOW OPEN FOR YOUR CONVENIENCE      *
* ------------------------------------- *
*   NEW PARTS AND SERVICE DEPARTMENTS   *
*   MON-FRI 7:30-6PM   SATURDAYS 8-5    *
*                                       *
*       GOODWRENCH QUICK LUBE PLUS      *
*         MON - FRI 8AM UNTIL 6PM       *
*         SATURDAYS 8AM UNTIL 5PM       *
* ------------------------------------- *
*   PARTS WITH AN ASTERIK INDICATES A   *
*         GM LIFETIME GUARANTEE         *
*****************************************
```

CUSTOMER SIGNATURE

SERVICE FILE COPY

[END OF INVOICE] 04:19pm

GM Vehicle Inquiry System
Summary

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

Help

VIN :	1GNDT13S[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2002 TRAILBLAZER LTZ 4WD	**Warranty Start Date :**	09/29/2001
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON , SC 29071-0339 (803) 359-2504	**Selling Source :**	13 - CHEVROLET
		Site Code :	16355
		Business Associate Code :	114008

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

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	[redacted]	TRANSMISSION TRANSFER CASE - REPROGRAM	N/A	Closed
RC		TRANSMISSION SHIFT LOCK AND IGNITION KEY REMOVAL OVERRIDE COMPLIANCE	N/A	Closed
RC		INSTRUMENT PANEL CLUSTER GAUGES INOPERATIVE	N/A	Closed
RC		CHILD RESTRAINT ANCHORAGE SYSTEM INFORMATION	N/A	Closed
RC		WINDSHIELD WIPER MOTOR FAILURE	N/A	Closed
YT		SOFTWARE UPGRADE MAY BE NECESSARY. REFERENCE BULLETIN 01-06-04-052.	N/A	Closed
RC		FRONT SEAT BELT RETRACTOR NONCOMPLIANCE	N/A	Closed
RC		TAIL LAMPS/STOP LAMPS	11/16/2004	Open

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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

047

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/29/2001	22 miles	09/29/2004	36022 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/29/2001	22 miles	09/29/2007	100022 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/29/2001	22 miles	09/29/2009	80022 miles
36/36000 FEDERAL EMISSION	09/29/2001	22 miles	09/29/2004	36022 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
08/07/2004	[redacted]	#	V0789 - 01065 - REPROGRAM ATCM	26668 miles
08/07/2004	[redacted]	#	V0994 - 03012-INSTALL PLUG AND REMOVE OVERRIDE LEVER	26668 miles
08/07/2004	[redacted]	#	V0995 - 03013-REPROGRAM IP CLUSTER	26668 miles
08/07/2004	[redacted]	#	V1043 - 03039 - COPY AND PLACE SUPPLEMENT IN THE OWNERS MANUAL	26668 miles
08/07/2004	[redacted]	#	V1115 - 04005 - INSPECT WSW MODULE AND INSTALL SEAL ASSEMBLY	26668 miles
08/07/2004	[redacted]	#	Y0008 - OBD II SOFTWARE UPGRADE, REPROGRAM PCM SB#01-06-04-052	26668 miles
08/07/2004	[redacted]	#	V1167 - 04037 - INSPECT SEAT BELT RETRACTORS, NO FUTHER ACTION REQ	26668 miles
08/07/2004	[redacted]	#	J3390 - CLUTCH ASSEMBLY, FAN - REPLACE	26668 miles
07/22/2002	[redacted]	#	R0760 - RECEIVER, RADIO - REMOVE, REPAIR, AND REPLACE	8052 miles
07/12/2002	[redacted]	#	N3320 - ACTUATOR, ELECTRIC REMOTE CONTROL MIRROR - REPLACE	7687 miles
08/22/2001	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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RICHDON CHEVROLET

Tag # 10

Customer Name _____

Address _____

City _____ State _____ Zip _____

Home Phone _____ Work Phone _____

Cell Phone (____) _____

Email _____ @ _____

Make _____ Model _____

Color 309418 Vin _____

Mileage 9838 Advisor # _____ P/U Time _____

Other Serviceable Vehicles: _____

Remarks:

_____

_____

_____

_____

_____

_____

_____

Customer Signature: _____

"I hereby authorize the repair work listed to be done above with the necessary material and agree that you are not responsible for loss or dam 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 unavailable parts 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 inspections. An express mechanic's lien is hereby acknowled on above vehicle to secure the amount of repairs thereto.

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/05/05	[redacted]	8452	53	49	C	03CVZ1	* LUBE, OIL & FILTER
				49	W	36CVZ	BODY ELECTRICAL
				49	W	45CVZ	RADIO & SOUND SYSTEM
				49	W	35CVZ	AIR CONDITIONING
				49	W	18CVZ	BRAKES
08/30/05	[redacted]	4116	248	426	I	02CVZ	QUICKLUBE PLUS

SERVICE

SALESPERSON NO. 141 J GREGORY PRITCHETT

VEHICLE ID NO. 1GNDS13S95[redacted]

YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR

STOCK NO. [redacted]

LICENSE NO. [redacted]

P.O. NO.

[redacted]

GASTON, SC [redacted]

CUSTOMER NO. [redacted] SERVICE CONTRACT

DELIVERY DATE 09/20/05

DELIVERY MILES 4,116

SELLING DEALER NO.

RO DATE 01/03/06

COLOR SILVERSTONE MET/L

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO. 10

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	9,838	53	

RESIDENCE PHONE [redacted]

BUSINESS PHONE [redacted]

TIME RECEIVED 08:59am

LABOR RATE

PROMISED 01/03/06 12:00pm

PRIORITY 3

APPOINTMENT [X] Yes [ ] No

Advisor: MACKEY D. MONTS

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, [redacted] L DAMAGES.
ADE.
you are not responsible for loss or damage to vehicle or articles
of parts or delays in parts shipments by the supplier or transporter
ays or elsewhere for the purpose of testing and/or inspections. An

JOB LABOR INSTRUCTIONS FC / CC / OP LABOR TIME

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

COMMENTS : PART IN

1 **W** * 45CVZ RADIO & SOUND SYSTEM
CUSTOMER STATES THAT CD PLAYER INOP
22? REPLACED RADIO & PROGRAMED

2 **W** * 36CVZ BODY ELECTRICAL
CUSTOMER STATES AT TIMES WHEN DRIVING AT NITE THE HEADLITES WILL GO OUT AQND WHEN THIS HAPPENS THE AMP GAUGE WILL DROP
22? COULD NOT DUP – NO CODES
NO BULLITINS

3 + **W** 24CVZ DRIVEABILITY
CUSTOMER STATES AT TIMES ENGINE LITE ON IN DASH
22? NO CODES – NO BULLITINS

Part in

050

PAGE 1 OF 1 226091 REPRINT # 1 CUSTOMER COPY

-90594[illegible] 4

152953?1

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
04CVZ3	9,000 MILE SERVICE	MI	0.00
02CVZ1	QUICKLUBE ROTATE	MI	15.00

1 Radio

RETURNED PARTS WARRANTY

ORIGINAL ESTIMATE (PARTS & LABOR) $ _____

AUTHORIZED BY _____ TIME _____ DATE _____

NOTICE OF ARBITRATION

THIS CONTRACT IS SUBJECT TO ARBITRATION UNDER THE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE FOLLOWING AGREEMENT TO ARBITRATE SETS FORTH THE EXCLUSIVE METHOD UNDER WHICH DISPUTES OR CONTROVERSIES DESCRIBED THEREIN SHALL BE DECIDED. ANY DISPUTE OR CONTROVERSY BETWEEN HERNDON CHEVROLET, INC. AND YOU OR WHOM YOU REPRESENT OR ANY OF YOUR OFFICERS, DIRECTORS, AGENTS, OR EMPLOYEES ARISING OUT OF OR RELATING TO THIS CONTRACT OR THE FORMATION, PERFORMANCE, OR BREACH OF THIS CONTRACT, OR ANY OTHER CONTRACT OR AGREEMENT BETWEEN HERNDON CHEVROLET, INC. AND YOU, WHETHER ENTERED INTO PRIOR TO, ON, OR SUBSEQUENT TO THE DATE OF HEREOF, SHALL BE SETTLED IN ACCORDANCE WITH THE APPLICABLE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE AWARD OF THE ARBITRATOR OR ARBITRATORS SHALL BE FINAL AND JUDGMENT UPON THE AWARD RENDERED MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THE AGREEMENT TO ARBITRATION MADE BY AND BETWEEN THE PARTIES SHALL BE USED FOR ANY AND ALL CONTROVERSIES INCLUDING BUT NOT LIMITED TO CLAIMS ARISING OUT OF ALLEGED FRAUD, FRAUDULENT INDUCEMENT, FRAUD IN THE FORMATION, BREACH OF CONTRACT, BREACH OF EXPRESSED AND/OR IMPLIED WARRANTIES, DISPUTES INVOLVING SERVICE CONTRACTS, WARRANTY OF MECHANICAL PARTS, DISPUTES INVOLVING REPRESENTATIONS BY AGENTS, SERVANTS, AND/OR EMPLOYEES TO THE CUSTOMER, ALLEGED VIOLATIONS OF THE MAGNUSON-MOSS ACT AND ALLEGED VIOLATIONS OF ANY STATE AND/OR FEDERAL LAW AND/OR STATUTE. I HAVE READ THE ABOVE AND AGREE TO THE TERMS AND CONDITIONS THEREOF.

X _____ DATE: _____

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ERANTWOSE

Job 1 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OKd By (Customer Name) Date: TIME:

Job 2 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OKd By (Customer Name) Date: TIME:

Job 3 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OKd By (Customer Name) Date: TIME:

Job 4 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OKd By (Customer Name) Date: TIME:

Job 5 Parts TECH #

Labor

Total Est. $ Advisor: TIME:

Est. OKd By (Customer Name) Date:

		TIME CLOCK
FLAG		OFF ON
FLAG		OFF ON
FLAG		OFF ON
FLAG		OFF ON
FLAG		OFF ON

051

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/05/05	[redacted]	8452	53	49	C	03CVZ1	* LUBE, OIL & FILTER
				49	W	36CVZ	BODY ELECTRICAL
				49	W	45CVZ	RADIO & SOUND SYSTEM
				49	W	35CVZ	AIR CONDITIONING
				49	W	18CVZ	BRAKES
08/30/05	[redacted]	4116	248	426	I	02CVZ	QUICKLUBE PLUS

SERVICE

SALESPERSON NO. 141 J GREGORY PRITCHETT

VEHICLE ID NO. 1GNDS13S952[redacted]

[redacted]

GASTON, SC [redacted]

YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR

STOCK NO. [redacted] LICENSE NO. [redacted] R.O. NO. [redacted]

CUSTOMER NO. [redacted] SERVICE CONTRACT | DELIVERY DATE 09/20/05 | DELIVERY MILES 4,116 | SELLING DEALER NO. | R.O. DATE 01/03/06

COLOR: SILVERSTONE MET/L | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 10

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	9,838	53	

RESIDENCE PHONE [redacted] TIME RECEIVED 08:59am LABOR RATE

DATE / TIME PROMISED 01/03/06 12:00pm | PRIORITY 3

APPOINTMENT [X] Yes [ ] No

Advisor: MACKEY D. MONTS

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TERMS: CASH UNLESS ARRANGEMENTS MADE.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for 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 inspections. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X _____ CUSTOMER SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
04CVZ3	9,000 MILE SERVICE	MI	0.00
02CVZ1	QUICKLUBE ROTATE	MI	15.00

ORIGINAL ESTIMATE (PARTS & LABOR)

$ _____

AUTHORIZED BY

TIME _____ DATE _____

NOTICE OF ARBITRATION

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X _____ DATE: _____

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ERVNTVICE

JOB	LABOR INSTRUCTIONS	FC / CC / OP	LABOR / TIME
	ORIGINAL CUSTOMER ESTIMATE: TOTAL		
	X _____		
	COMMENTS : PART IN		
1	W * 45CVZ RADIO & SOUND SYSTEM		
	CUSTOMER STATES THAT CD PLAYER INOP		
	Part in		
	W * 36CVZ BODY ELECTRICAL		
2)	Headlites will go out when driving at times and when go out drl gauge will drop down and lites will come back on & gauge will go		
3)	Engine lite flash on at times		

PAGE 1 OF 1 226091 CUSTOMER COPY

052

Job 1

Parts

Labor

Total Est. 1

Advisor:

Est. OK'd By

(Customer Name)

Date:

Job 2

Parts

Labor

Total Est. 2

Advisor:

Est. OK'd By

(Customer Name)

Date:

Job 3

Parts

Labor

Total Est. 3

Advisor:

Est. OK'd By

(Customer Name)

Date:

Job 4

Parts

Labor

Total Est. 4

Advisor:

Est. OK'd By

(Customer Name)

Date:

Job 5

Parts

Labor

Total Est. 5

Advisor:

Est. OK'd By

(Customer Name)

Date:

FLAG		
FLAG		
FLAG		
FLAG		
FLAG		

TIME CLOCK

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	982	02/22/06	[redacted]
GASTON, SC	LABOR RATE / LICENSE No. [redacted] / MILEAGE 11,316		COLOR SILVERSTONE	STOCK No. [redacted]
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1GNDS13S952 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. No.	P.O. No.	R.O. DATE 02/08/06	
RESIDENCE PHONE [redacted]	COMMENTS			

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

J# 1 36CVZ BODY ELECTRICAL HOURS: 0.30 TECH(S):464 21.38

CUSTOMER STATES WHEN DRIVING AT NITE THE HEADLITES WILL GO
OUT AND THE AMP GAUGE WILL DROP DOWN, AND THEN THE HEADLITES
WILL COME BACK ON AND AMP GAUGE WILL GO BACK UP
AT TIMES
NONE AT THIS TIME
OL 9Z
ROAD TEST EXTENSIVELY AND FOUND NO CODES STORED. PERFORM
BULLETIN SEARCH AND CALL TAN AND NO CONCERNS FOUND. IN-
STALL DATA RECORDER AND UNABLE TO DUPLICATE DURING EXTENSIVE
ROAD TESTS.

JOB # 1 TOTAL LABOR & PARTS 21.38

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

JOB # 1 36955 2649D3265 02/13/06 RENTAL CAR 110.99

TOTAL - SUBLET 110.99

R/O TAX 0.00
R/O TOTALS 132.37

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
[redacted]	132.37
CLAIM TOTALS	132.37

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.097
02/22/2006 WARRANTY NEW CLAIM
1006

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	02/08/2006	1GNDS13S952[redacted]	3	16355	11316	XXX-XX-3200

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OL				9Z	R9995	.3			21.38
LN-TOT:	21.38	TECH SSN: XXX-XX-8544			AUTH CODE:			AUTH. AUTHOR.:				
2	01		MJ				98	Z7903			110.99	
LN-TOT:	110.99	TECH SSN: XXX-XX-8544			AUTH CODE:			AUTH. AUTHOR.:				

R.O. TOTAL: 132.37

PAGE 1 OF 1 SERVICE FILE COPY-W [END OF INVOICE] 10:06am

* M/M SAYS (3) DAYS WARR. RENTAL & BAL to Policy
(1) ARMS RENTAL
(1) MANUAL

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	982	02/15/06	[redacted]
[redacted]	LABOR RATE / LICENSE No. [redacted]	MILEAGE 11,316	COLOR SILVERSTONE	STOCK No. [redacted]
GASTON, SC [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1 G N D S 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. [redacted]	R.O. DATE 02/08/06	
RESIDENCE PHONE [redacted] BUSINESS PHONE	COMMENTS			

LABOR & PARTS

J# 1 36CVZ BODY ELECTRICAL UNITS: 0.30 TECH(S):464 WARRANTY

CUSTOMER STATES WHEN DRIVING AT NITE THE HEADLITES WILL GO OUT AND THE AMP GAUGE WILL DROP DOWN. AND THEN THE HEADLITES WILL COME BACK ON AND AMP GAUGE WILL GO BACK UP AT TIMES
NONE AT THIS TIME
OL 9Z
ROAD TEST EXTENSIVELY AND FOUND NO CODES STORED. PERFORM BULLETIN SEARCH AND CALL TAN AND NO CONCERNS FOUND. INSTALL DATA RECORDER AND UNABLE TO DUPLICATE DURING EXTENSIVE ROAD TESTS.

$110.99

MT- 98 27903

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01CVZMULTI GM MULTI-POINT INSP UNITS: 0.00 TECH(S):464 INTERNAL

PERFORM GM GOODWRENCH MULTI-POINT INSPECTION.
COURTESY INSPECTION OF FLUIDS,BELTS,HOSES,BATTERY,TIRES, BRAKES,ETC..
PERFORMED GM MULTI-POINT INSPECTION.
SEE ATTACHED INSPECTION SHEET.

$110.99

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	36955	264903265	02/13/06	RENTAL CAR	WARRANTY ~~WARRANTY~~
JOB # 1	37025		02/15/06	RENTAL CAR MANUAL $84.00	

TOTAL - SUBLET Int 0.00

TOTALS

CASH[] CHECK[] CREDIT CARD[] CHARGE[]

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

```
*****************************************
*    NOW OPEN FOR YOUR CONVENIENCE      *
* ------------------------------------- *
*  NEW PARTS AND SERVICE DEPARTMENTS    *
*  MON-FRI 7:30-6PM   SATURDAYS 8-5     *
*                                       *
*       GOODWRENCH QUICK LUBE PLUS      *
*         MON - FRI 8AM UNTIL 6PM       *
*         SATURDAYS 8AM UNTIL 5PM       *
* ------------------------------------- *
*  PARTS WITH AN ASTERIK INDICATES A    *
*        GM LIFETIME GUARANTEE          *
*****************************************
```

CUSTOMER SIGNATURE

(2) Rental 5 T One Arms + Jac MANUAL

1st REMIX

INV. 0326589
PO# 36955 $110.99

Prev. R.O. has already Generated Survey GBC

Rental Invoice

Enterprise rent-a-car

5184 SUNSET BLVD
LEXINGTON SC 29072-9258

Photo

Bill To:
0000323 00002100002 1 7649350634
HERNDON CHEVROLET, INC
ATTN: MACKY**
P.O. BOX 339
LEXINGTON, SC 29071

Rental Agreement D326589 - 2649

BILLING DETAIL

Description	Rate	Amount
3 DAYS @	33.33	99.99
3 DAYS DW @	12.99	38.97
3 DAYS PAI @	2.00	6.00
ST/SRCHG		7.25
SALES TAX%	6.00	8.70

[redacted]

246 - $110.99

RENTAL INFORMATION

Date Out 2/08/06 1:28PM
Date In 2/11/06 12:01P
Renter
ANGELA LIVINGSTON

First of (2) PO's 36955 → $110.99 Inv D326589

Additional Driver
Name
SPOUSE

TOTAL CHARGES	160.91
LESS AMOUNT RECEIVED	49.92
AMOUNT DUE	110.99

RENTAL VEHICLES **CLAIM INFORMATION**

Color SILVER
License No. [redacted]
Claim #/Policy #/P.O. # [redacted] 1st
Model 06 COBA
Unit # [redacted]
Insured
Date of Loss
Type of Loss
Type of Car TRAILBLAZE
Repair Shop HERNDON CHEV
Vin # 1G1AK55FX6769[redacted]

IMPORTANT INFORMATION

Billing Inquiries Call 803-951-1863
Fed Tax ID # 43-1241935
Billing Information
TOTAL CHARGES LESS DW PAI

Thank You For Choosing Enterprise

THANK YOU FOR YOUR BUSINESS!
PLEASE CALL US FOR YOUR
NEXT RENTAL

Please Return This Portion with Remittance

AMOUNT DUE 110.99

Remit to:

ENTERPRISE LEASING COMPANY-SOU
ATTN: ACCTS RECEIVABLE
101 BUSINESS PK BLVD/STE 1100
COLUMBIA SC 29203-9498

Paid by:

HERNDON CHEVROLET, INC
ATTN: MACKY**
P.O. BOX 339
LEXINGTON, SC 29071

056

Customer#	Rental Agreement	Amount	GPBR
[redacted]	[redacted]	110.99	2649

02/14

TIRE TREAD DEPTH*	LABOR OP CODE	GREEN/YELLOW/RED
8/32" or greater	TIRE8	Green
7/32"	TIRE7	Yellow
6/32"	TIRE6	Yellow
5/32"	TIRE5	Yellow
4/32"	TIRE4	Yellow
3/32" or less	TIRE3	Red

* If tires are replaced this visit, measure and record the new parts readings.

BRAKE LINING** MEASUREMENT	LABOR OP CODE	Brake Gauge to backing plate – FRONT PADS	Brake Gauge to backing plate – REAR PADS	Tire Gauge/to rivets or backing plate – REAR SHOES
7mm or greater	BK7	Green	Green	Green
6mm	BK6	Yellow	Green	Green
5mm	BK5	Yellow	Green	Green
4mm	BK4	Yellow	Yellow	Yellow
3mm	BK3	Red	Red	Yellow
2mm	BK2	Red	Red	Red
1mm or less	BK1	Red	Red	Red

** Since front pads wear faster, only enter rears as lowest readings if they measure yellow or red.

Name: [redacted] Year/Model: 05 / Trailblazer Date: 2/2

Repair Order #: [redacted] VIN (last 8 digits): _____ Odometer: 13160 MI: _____ MII: _____

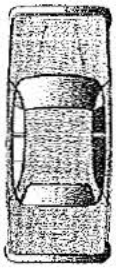
Checked and OK — May Require Attention Soon — Requires Immediate Attention

INTERIOR

☐ ☐ OnStar Subscription activated

☐ ☐ ☐ Remaining engine oil life: _____ % Not applicable: _____

CHECK TIRES AND TREAD DEPTH



LF ☑ 8/32 or Greater ☐ 7/32 to 4/32 ☐ 3/32 or Less
Front PSI set to: _____

LR ☑ 8/32 or Greater ☐ 7/32 to 4/32 ☐ 3/32 or Less
Rear PSI set to: _____

(Check lamps)

RF ☐ 8/32 or Greater ☐ 7/32 to 4/32 ☐ 3/32 or Less
Front PSI set to: _____

RR ☑ 8/32 or Greater ☐ 7/32 to 4/32 ☐ 3/32 or Less
Rear PSI set to: _____

☐ Rotation needed ☐ Alignment needed ☐ Wheel balance needed

LF ☐ LR ☐ Wear Pattern/Damage RF ☐ RR ☐

WIPER BLADES



LF ☐ ☐ ☐ RF ☐ ☐

☑ ☐ ☐ Rear (if applicable)

☐ ☐ ☐ Windshield condition Cracks _____ Chips _____

CHECK FLUID LEVELS

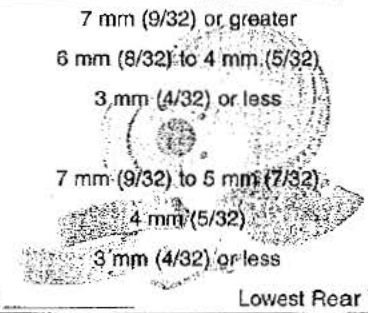
OK	FILLED	REQUIRES ATTENTION
☐	☐ Engine oil	☐
☐	☐ Brake fluid reservoir	☐
☐	☐ Transmission (if equipped w/dipstick)	☐
☐	☐ Coolant recovery reservoir	☐
☐	☐ Power steering	☐
☑	☐ Windshield washer	☐

CHECK BATTERY

☐ ☐ ☐ Battery condition

☐ ☐ ☐ Battery cables and connections

CHECK BRAKES/MEASURE FRONT AND REAR LININGS



LF ☐ 7 mm (9/32) or greater ☐ 6 mm (8/32) to 4 mm (5/32) ☐ 3 mm (4/32) or less ☐ RF

LR ☐ 7 mm (9/32) to 5 mm (7/32) ☐ 4 mm (5/32) ☐ 3 mm (4/32) or less ☐ RR

Lowest Front Lining _____ Lowest Rear Lining _____

☐ ☐ ☐ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

☐ ☐ ☐ Fuel system (also including gas cap seating)

☐ ☐ ☐ Engine, transmission, drive axle, transfer case

☐ ☐ ☐ Engine cooling system

☐ ☐ ☐ Shocks and struts – also check operation

Inspect visual condition:

☐ ☐ ☐ Belts: engine, accessory, serpentine, and/or V-drive

☐ ☐ ☐ Hoses: engine, power steering and HVAC

☐ ☐ ☐ Engine air filter and cabin air filters

☐ ☐ ☐ Steering components and steering linkage

☐ ☐ ☐ CV drive axle boots or driveshafts and U-joints

☐ ☐ ☐ Exhaust system components

COMMENTS

Consultant: _____

Technician: _____

MAINTENANCE VISIT RECOMMENDATION

Date: _____ Time: _____

Reason for Maintenance: _____

057

SIMPLIFIED MAINTENANCE

MI ☐ Required ☐ Performed

MII ☐ Required ☐ Performed

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Diagnostic Information on Headlamps Flicker or Momentarily Dim While Driving #05-08-42-001 - (Mar 7, 2005)

1468053
1468059

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

058

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

Important:

- Keep in mind high current draw items may cause a noticeable dimming of lights and a fluctuation in the voltmeter may be noted and is a normal operating characteristic of the vehicle.
- For 2004-2005 TrailBlazer, Envoy, Rainier and Bravada with the LL8 4.2L engine only, the Secondary Air Injection (AIR) pump activation is thought to be the main contributor to this high current draw condition and is a normal operating characteristic of the vehicle. Refer to Secondary Air Injection System Description (SI Document ID [redacted]

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

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

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

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

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

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

Generators replaced and returned to the Warranty Parts Center (WPC) for review have been tested with

No Trouble Found (NTF).

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

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

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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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 :	1GNDS13S9[redacted]

VEHICLE INFORMATION

Merchandising Model :	CS15506 -2005 TRAILBLAZER LS 2WD	**Warranty Start Date :**	09/20/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON , SC 29071-0339 (803) 359-2504	**Selling Source :**	13 - CHEVROLET
		Site Code :	16355
		Business Associate Code :	114008

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/20/2005	1000 miles	09/20/2008	37000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/20/2005	1000 miles	09/20/2011	101000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/20/2005	1000 miles	09/20/2013	81000 miles
36/36000 FEDERAL EMISSION	09/20/2005	1000 miles	09/20/2008	37000 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/03/2006	[redacted]	#	R0760 - RECEIVER, RADIO - REMOVE, REPAIR, AND REPLACE	9838 miles

12/05/2005	[redacted]	#	D2109 - HEATER/AIR DISTRIBUTION CASE, PASSENGER COMPARTMENT (AIR C	8452 miles
12/05/2005	[redacted]	#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	8452 miles
03/22/2005	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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062

HERNDON CHEVROLET

Tag # 893

Customer Name _____

Address _____

City _____ State _____ Zip _____

Home Phone _____ Work Phone _____

Cell Phone ( ) _____ [redacted]

Email _____ @ _____

Make _____ Model _____

Color 309418 Vin _____

Mileage 11316 Advisor # _____ P/U Time _____

Other Serviceable Vehicles: _____

Remarks:

Customer Signature: _____

I hereby authorize the repair work listed to be done along with the necessary material and agree that you are not responsible for loss or da 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 unavailable par delays in parts shipments by the supplier or transporter. I hereby grant you and /or your employees permission to operate the vehicle here described on streets, highways or elsewhere for the purpose of testing and/or inspections. An express mechanic's lien is hereby acknowle on above vehicle to secure the amount of repairs thereto.

16355

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

Other
4
#464

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/03/06	[redacted]	9838	53	227	W	45CVZ	RADIO & SOUND SYSTEM
				227	W	36CVZ	BODY ELECTRICAL
				227	W	24CVZ	DRIVEABILITY
12/05/05		8452	53	49	C	03CVZ1	* LUBE, OIL & FILTER
				49	W	36CVZ	BODY ELECTRICAL
				49	W	45CVZ	RADIO & SOUND SYSTEM

SERVICE

SALESPERSON NO. 141 J GREGORY PRITCHETT

VEHICLE ID NO. 1GNDS13S952[redacted]

[redacted]
GASTON, SC [redacted]

YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR

STOCK NO. [redacted] | LICENSE NO. 5[redacted] | R.O. NO. [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE 09/20/05 | DELIVERY MILES 4,116 | SELLING DEALER NO. | P.O. DATE 02/08/06

COLOR: SILVERSTONE MET/L | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 893

TURBO	M / MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	11,316	53	

RESIDENCE PHONE [redacted] | TIME RECEIVED 01:20pm | LABOR RATE

[redacted] | PRIORITY 4

02/08/06 05:24pm

APPOINTMENT [X] Yes [ ] No

Advisor: MACKEY D. MONTS

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES

TERMS: CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for 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 _____
CUSTOMER SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
02CVZ1	QUICKLUBE ROTATE	MI	15.00

110.99

ORIGINAL ESTIMATE (PARTS & LABOR) $ _____

AUTHORIZED BY _____ TIME _____ DATE _____

NOTICE OF ARBITRATION

THIS CONTRACT IS SUBJECT TO ARBITRATION UNDER THE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE FOLLOWING AGREEMENT TO ARBITRATE SETS FORTH THE EXCLUSIVE METHOD UNDER WHICH DISPUTES OR CONTROVERSIES DESCRIBED THEREIN SHALL BE DECIDED. ANY DISPUTE OR CONTROVERSY BETWEEN HERNDON CHEVROLET, INC. AND YOU OR WHOM YOU REPRESENT OR ANY OF YOUR OFFICERS, DIRECTORS, AGENTS OR EMPLOYEES, ARISING OUT OF OR RELATING TO THIS CONTRACT OR THE FORMATION, PERFORMANCE, OR BREACH OF THIS CONTRACT, OR ANY OTHER CONTRACT OR AGREEMENT BETWEEN HERNDON CHEVROLET, INC. AND YOU WHETHER ENTERED INTO PRIOR TO, ON OR SUBSEQUENT TO THE DATE OF HEREOF, SHALL BE SETTLED IN ACCORDANCE WITH THE APPLICABLE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE AWARD OF THE ARBITRATOR OR ARBITRATORS SHALL BE FINAL AND JUDGMENT UPON THE AWARD RENDERED MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THE AGREEMENT TO ARBITRATION MADE BY AND BETWEEN THE PARTIES SHALL BE USED FOR ANY AND ALL CONTROVERSIES, INCLUDING BUT NOT LIMITED TO CLAIMS ARISING OUT OF ALLEGED FRAUD FRAUDULENT INDUCEMENT, FRAUD IN THE FORMATION, BREACH OF CONTRACT, BREACH OF EXPRESSED AND/OR IMPLIED WARRANTIES, DISPUTES INVOLVING SERVICE CONTRACTS, WARRANTY OF MECHANICAL PARTS, DISPUTES INVOLVING REPRESENTATIONS BY AGENTS, SERVANTS, AND/OR EMPLOYEES TO THE CUSTOMER, ALLEGED VIOLATIONS OF THE MAGNUSON-MOSS ACT AND ALLEGED VIOLATIONS OF ANY STATE AND/OR FEDERAL LAW AND/OR STATUTE. I HAVE READ THE ABOVE AND AGREE TO THE TERMS AND CONDITIONS THEREOF.

X _____ DATE: _____

ERA/TWICE

JOB LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

T.A.C. # 8755377

X _____

FEB 10 AM 8:56

1 W * 36CVZ BODY ELECTRICAL

CUSTOMER STATES WHEN DRIVING AT NITE THE HEADLITES WILL GO OUT AND THE AMP GAUGE WILL DROP DOWN, AND THEN THE HEADLITES WILL COME BACK ON AND AMP GAUGE WILL GO BACK UP AT TIMES Road tested 20 miles. Ran OBD CKt Check found no DTC's Performed bulletin search - Called T.A.C no concerns found - Installed data recorder

FEB 10 PM 3:19

2 I 01CVZMULTI GM MULTI-POINT INSP

PERFORM GM GOODWRENCH MULTI-POINT INSPECTION. COURTESY INSPECTION OF FLUIDS,BELTS,HOSES,BATTERY,TIRES, BRAKES,ETC..

GAS
6 GAL.
5 GAL.

FEB 14 AM 8:21

064

JOB 1

Parts

Labor

Total Est. $

Advisor:

Est. Okd By (Customer Name) Date: TIME:

TECH #

JOB 2

Parts

Labor

Total Est. $

Advisor:

Est. Okd By (Customer Name) Date: TIME:

TECH #

JOB 3

Parts

Labor

Total Est. $

Advisor:

Est. Okd By (Customer Name) Date: TIME:

TECH #

JOB 4

Parts

Labor

Total Est. $

Advisor:

Est. Okd By (Customer Name) Date: TIME:

TECH #

JOB 5

Parts

Labor

Total Est. $

Advisor:

Est. Okd By (Customer Name) Date: TIME:

TECH #

FLAG

FLAG

FLAG

FLAG

FLAG

TIME CLOCK

OFF FEB 9 AM 8:35

ON

OFF

ON

OFF

ON

OFF

ON

065

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. M[redacted] 53	177	02/27/06	[redacted]
	LABOR RATE [redacted]	MILEAGE 11,880	COLOR SILVERSTONE	STOCK No. [redacted]
GASTON, SC [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1GNDS13S952309418		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 02/20/06	
RESIDENCE PHONE [redacted] BUSINESS PHONE	COMMENTS			

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.157
02/27/2006 WARRANTY NEW CLAIM
1605

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	02/20/2006	1GNDS13S952[redacted]	3	16355	11880	XXX-XX-3200

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OL	1	12450251	22.43	6D	N2328	.7			49.88
LN-TOT:	72.31	TECH SSN: XXX-XX-8544	AUTH CODE:		AUTH. AUTHOR.:							
2	01		MJ				98	Z7903			126.00	
LN-TOT:	126.00	TECH SSN: XXX-XX-8544	AUTH CODE:		AUTH. AUTHOR.:							

R.O. TOTAL: 198.31

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	177	02/24/06	[redacted]
[redacted]	LABOR RATE / LICENSE No. [redacted]	MILEAGE 11,880	COLOR SILVERSTONE	[redacted]
GASTON, SC [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1 G N D S 1 3 S 9 5 2 3 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 02/20/06	
RESIDENCE PHONE [redacted] / BUSINESS PHONE [redacted]	COMMENTS			

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

J# 1 36CVZ BODY ELECTRICAL UNITS: 0.70 TECH(S):464 WARRANTY

CUSTOMER STATES AT TIMES HEADLITES WILL GO OUT WHEN DRIVING
AT NITE AND AMP GAUGE WILL DROP DOWN ON SCALE, AND EVENT-
UALLY LITES WILL COME BACK ON AND AMP GAUGE WILL GO BACK
UP
IGNITION SWITCH FAILED
OL-6D
ROAD TEST TRUCK 60 MOILES AND FOUND NO CODES STORED
AND UNABLE TO DUPLICATE CUSTOMER CONCERN. REPLACE IGN
SWITCH FOR CUSTOMER SATISFACTION AFTER PERFORMING
BULLETIN SEARCH AND CALLING TAC - ELECTRIC FAILURE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	12450251	SWITCH 2.188		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	WARRANTY
JOB # 1	37138			RENTAL CAR	
				TOTAL - SUBLET	0.00

TOTALS- MJ - 98 Z7903 $126.00

CASH[] CHECK[] CREDIT CARD[] CHARGE[]

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

Arms Closed
RENTAL
$168.01

```
*****************************************
*   NOW OPEN FOR YOUR CONVENIENCE       *
* ------------------------------------- *
*  NEW PARTS AND SERVICE DEPARTMENTS    *
*  MON-FRI 7:30-6PM   SATURDAYS 8-5     *
*                                       *
*      GOODWRENCH QUICK LUBE PLUS       *
*       MON - FRI 8AM UNTIL 6PM         *
*       SATURDAYS 8AM UNTIL 5PM         *
* ------------------------------------- *
*  PARTS WITH AN ASTERIK INDICATES A    *
*        GM LIFETIME GUARANTEE          *
*****************************************
```

CUSTOMER SIGNATURE

LM
EBC

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 :	1GNDS13S9[redacted]

VEHICLE INFORMATION

Merchandising Model :	CS15506 -2005 TRAILBLAZER LS 2WD	**Warranty Start Date :**	09/20/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON , SC 29071-0339 (803) 359-2504	**Selling Source :**	13 - CHEVROLET
		Site Code :	16355
		Business Associate Code :	114008

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/20/2005	1000 miles	09/20/2008	37000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/20/2005	1000 miles	09/20/2011	101000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/20/2005	1000 miles	09/20/2013	81000 miles
36/36000 FEDERAL EMISSION	09/20/2005	1000 miles	09/20/2008	37000 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/03/2006	[redacted]	#	R0760 - RECEIVER, RADIO - REMOVE, REPAIR, AND REPLACE	9838 miles

12/05/2005	[redacted]	#	D2109 - HEATER/AIR DISTRIBUTION CASE, PASSENGER COMPARTMENT (AIR C	8452 miles
12/05/2005		#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	8452 miles
03/22/2005		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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069

HERNDON CHEVROLET

Tag # 177

Customer Name [redacted]

Address

City State Zip

Home Phone Work Phone

Cell Phone ( )

Email @

Make Model Trail Blazer

Color 309418 Vin

Mileage 118440 Advisor # P/U Time

Other Serviceable Vehicles:

Remarks: 10

Customer Signa [redacted]

"I hereby authorize the repair work listed 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 unavailable 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 inspections. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/03/06	[redacted]	9838	53	227	W	45CVZ	RADIO & SOUND SYSTEM
				227	W	36CVZ	BODY ELECTRICAL
				227	W	24CVZ	DRIVEABILITY
12/05/05		8452	53	49	C	03CVZ1	* LUBE, OIL & FILTER
				49	W	36CVZ	BODY ELECTRICAL
				49	W	45CVZ	RADIO & SOUND SYSTEM

SERVICE

SALESPERSON NO. 141 J GREGORY PRITCHETT

VEHICLE ID NO.: 1GNDS13S9[redacted]
[redacted]
GASTON, SC [redacted]

YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR
STOCK NO.: [redacted]
LICENSE NO.: [redacted]
R. O. NO.: [redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
		09/20/05	4,116		02/20/06

COLO [redacted] SILVERSTONE MET/L

CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
			177

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	11,880	53	

RESIDENCE PHONE: [redacted]
BUSINESS PHONE: [redacted]
TIME RECEIVED: 03:31pm
LABOR RATE:
DATE / TIME PROMISED: 02/21/06 05:00pm
PRIORITY: 4
APPOINTMENT [X] Yes [ ] No
Advisor: MACKEY D. MONTS

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TERMS: CASH UNLESS ARRANGEMENTS MADE.

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

X _____

JOB	LABOR INSTRUCTIONS	ACTUAL
	ORIGINAL CUSTOMER ESTIMATE: TOTAL [redacted]	
1	W * 36CVZ BODY ELECTRICAL	
	CUSTOMER STATES AT TIMES HEADLITES WILL GO OUT WHEN DRIVING AT NITE AND AMP GAUGE WILL DROP DOWN ON SCALE, AND EVENTUALLY LITES WILL COME BACK ON AND AMP GAUGE WILL GO BACK UP	
	Road tested 60 miles - Ran OBD diag check found no DTC's or as/r to duplicate reported Ign switch for customer satisfaction after running bulletin search & call to T.A.C	FEB 21 AM 8:17 FEB 21 PM 12:46

071

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTALS
04CVZ4	12,000 MILE SERVICE	MI	0.00
02CVZ1	QUICKLUBE ROTATE RECOMMENDED	MI	0.00

WARRANTY PARTS

ORIGINAL ESTIMATE (PARTS & LABOR)
$ _____

AUTHORIZED BY
TIME _____ DATE _____

NOTICE OF ARBITRATION

THIS CONTRACT IS SUBJECT TO ARBITRATION UNDER THE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE FOLLOWING AGREEMENT TO ARBITRATE SETS FORTH THE EXCLUSIVE METHOD UNDER WHICH DISPUTES OR CONTROVERSIES DESCRIBED THEREIN SHALL BE DECIDED. ANY DISPUTE OR CONTROVERSY BETWEEN HERNDON CHEVROLET, INC. AND YOU OR WHOM YOU REPRESENT OR ANY OF YOUR OFFICERS, DIRECTORS, AGENTS OR EMPLOYEES, ARISING OUT OF OR RELATING TO THIS CONTRACT OR THE FORMATION, PERFORMANCE, OR BREACH OF THIS CONTRACT, OR ANY OTHER CONTRACT OR AGREEMENT BETWEEN HERNDON CHEVROLET, INC. AND YOU, WHETHER ENTERED INTO PRIOR TO, ON OR SUBSEQUENT TO THE DATE HEREOF, SHALL BE SETTLED IN ACCORDANCE WITH THE APPLICABLE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE AWARD OF THE ARBITRATOR OR ARBITRATORS SHALL BE FINAL AND JUDGMENT UPON THE AWARD RENDERED MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THE AGREEMENT TO ARBITRATION MADE BY AND BETWEEN THE PARTIES SHALL BE USED FOR ANY AND ALL CONTROVERSIES INCLUDING BUT NOT LIMITED TO CLAIMS ARISING OUT OF ALLEGED FRAUD, FRAUDULENT INDUCEMENT, FRAUD IN THE FORMATION, BREACH OF CONTRACT, BREACH OF EXPRESSED AND/OR IMPLIED WARRANTIES, DISPUTES INVOLVING SERVICE CONTRACTS, WARRANTY OR MECHANICAL PARTS, DISPUTES INVOLVING REPRESENTATIONS BY AGENTS, SERVANTS, AND/OR EMPLOYEES TO THE CUSTOMER, ALLEGED VIOLATIONS OF THE MAGNUSON-MOSS ACT AND ALLEGED VIOLATIONS OF ANY STATE AND/OR FEDERAL LAW AND/OR STATUTE. I HAVE READ THE ABOVE AND AGREE TO THE TERMS AND CONDITIONS THEREOF.

X _____ DATE: _____

ERA-NEWCOLE

Job 1 | Parts | TECH #

Labor

Total Est. $ | Advisor:

Est. OK'd By | (Customer Name) | Date: | TIME:

Job 2 | Parts | TECH #

Labor

Total Est. $ | Advisor:

Est. OK'd By | (Customer Name) | Date: | TIME:

Job 3 | Parts | TECH #

Labor

Total Est. $ | Advisor:

Est. OK'd By | (Customer Name) | Date: | TIME:

Job 4 | Parts | TECH #

Labor

Total Est. $ | Advisor:

Est. OK'd By | (Customer Name) | Date: | TIME:

Job 5 | Parts | TECH #

Labor

Total Est. $ | Advisor: | TIME:

Est. OK'd By | (Customer Name) | Date:

		TIME CLOCK
FLAG		OFF
		ON
FLAG		OFF
		ON
FLAG		OFF
		ON
FLAG		OFF
		ON
FLAG		OFF
		ON

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	91.	04/11/06	[redacted]
[redacted]	LABOR RATE / LICENSE No.	MILEAGE	COLOR	STOCK No.
GASTON, SC [redacted]	[redacted]	14,062	SILVERSTONE	[redacted]
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		09/20/05	4,116
	VEHICLE I.D. No.		SELLING DEALER NO.	PRODUCTION DATE
	1 G N D S 1 3 S 9 5 [redacted]			
	F. T. E. No.	P.O. No.	R.O. DATE	
			04/03/06	
[redacted]	COMMENTS			

LABOR & PARTS

J# 1 36CVZ BODY ELECTRICAL UNITS: TECH(S):464 WARRANTY

CUSTOMER STATES AT TIMES WHEN DRIVING AT NITE, THE HEADLITES WILL DIM DOWN AND AMP GAUGE WILL DROP DOWN ON GAUGE SCALE AND THE LITES WILL BRIGHTEN BACK UP AND AMP GAUGE WILL GO BACK UP
RUN DIAGNOSTIC CHECKS AND INSPECT AND UNABLE TO DUPLICATE CUSTOMER CONCERN. ROAD TEST TRUCK 54 MILES AND UNABLE TO DUPLICATE CUSTOMER CONCERN. GM REGIONAL FIELD SERVICE ENGINEER ALSO INSPECTED AND FOUND NO FAULTS AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 01CVZMULTI GM MULTI-POINT INSP UNITS: 0.00 TECH(S):320 INTERNAL

PERFORM GM GOODWRENCH MULTI-POINT INSPECTION.
COURTESY INSPECTION OF FLUIDS,BELTS,HOSES,BATTERY,TIRES, BRAKES,ETC..
PERFORMED GM MULTI-POINT INSPECTION.
SEE ATTACHED INSPECTION SHEET.

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

J# 3+03CVX10C GOODWRENCH LOF UNITS: 0.20 TECH(S):320 15.88

CHANGE OIL & FILTER. LUBE IF NEEDED.
COMPLETED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	89017342	FILTER 1.836	5.75	5.75
			JOB # 3 TOTAL PARTS		5.75
			JOB # 3 TOTAL LABOR & PARTS		21.63

J# 4+03CVZ2 TIRE ROTATION UNITS: TECH(S):320

PERFORM TIRE ROTATION
ROTATED TIRES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
JOB # 1	37864			RENTAL CAR		WARRANTY
					TOTAL - SUBLET	0.00

G.O.G. & SUPPLIES

JOB # 3	7.0	1 QT OF GM OIL	@	1.390	/UNIT	9.73
					TOTAL - GOG	9.73

No Claim
No Survey

Closed
RENTAL
D32765
$240.02

073

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	91.	04/11/06	[redacted]
[redacted]	LABOR RATE / LICENSE No. [redacted]	MILEAGE 14,062	COLOR SILVERSTONE	STOCK No. [redacted]
GASTON, SC [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1 G N D S 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 04/03/06	
[redacted]	COMMENTS			

MISC-----CODE--------DESCRIPTION----------CONTROL NO--------		
JOB # A ENVIR ENVIRONMENTAL COMPLIANCE FEE		1.26
	TOTAL - MISC	1.26

TOTALS

CASH[] CHECK[] CREDIT CARD[] CHARGE[]

TOTAL LABOR....	15.88
TOTAL PARTS....	5.75
TOTAL SUBLET...	0.00
TOTAL G.O.G....	9.73
TOTAL MISC CHG.	1.26
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.93
TOTAL INVOICE $	**33.55**

```
*****************************************
*    NOW OPEN FOR YOUR CONVENIENCE      *
* ------------------------------------- *
*   NEW PARTS AND SERVICE DEPARTMENTS   *
*   MON-FRI 7:30-6PM   SATURDAYS 8-5    *
*                                       *
*       GOODWRENCH QUICK LUBE PLUS      *
*         MON - FRI 8AM UNTIL 6PM       *
*         SATURDAYS 8AM UNTIL 5PM       *
* ------------------------------------- *
*   PARTS WITH AN ASTERIK INDICATES A   *
*         GM LIFETIME GUARANTEE         *
*****************************************
```

CUSTOMER SIGNATURE

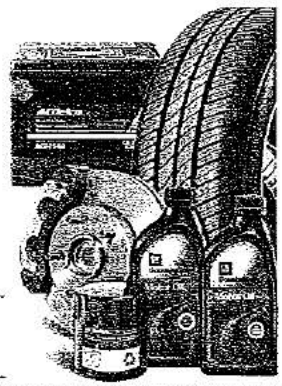
Eddie -
8 days @ $30-
$240.02
* No WARR ?
Charges
Internal check
w/invoice about 955 Acct

VP says
No on
955 —

074

GM Goodwrench

MULTI-POINT VEHICLE INSPECTION



Name: [redacted] Year/Model: 05 Trailblazer Date: 4/13

Repair Order #: [redacted] VIN (last 8 digits): [redacted] Odometer: 14662 MI: ____ MII: ____

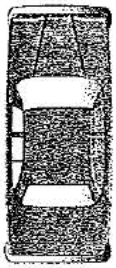
Checked and OK | May Require Attention Soon | Requires Immediate Attention

INTERIOR

OnStar Subscription activated

Remaining engine oil life: ____% Not applicable: ____

CHECK TIRES AND TREAD DEPTH



	LF	RF
8/32 or Greater	☐	☐
7/32 to 4/32	☐	☐
3/32 or Less	☐	☐
Front PSI set to:	____	____
8/32 or Greater	☐	☐
7/32 to 4/32	☐	☐
3/32 or Less	☐	☐
Rear PSI set to:	____	____

(Check lamps)

☐ Rotation needed ☐ Alignment needed ☐ Wheel balance needed

LF ☐ LR ☐ Wear Pattern/Damage RF ☐ RR ☐

WIPER BLADES



LF RF

☐ ☐ Rear (if applicable)

☐ ☐ Windshield condition Cracks ____ Chips ____

CHECK FLUID LEVELS

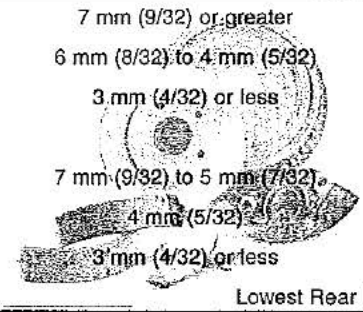
OK	FILLED	REQUIRES ATTENTION
☐	☐ Engine oil	☐
☐	☐ Brake fluid reservoir	☐
☐	☐ Transmission (if equipped w/dipstick)	☐
☐	☐ Coolant recovery reservoir	☐
☐	☐ Power steering	☐
☐	☐ Windshield washer	☐

CHECK BATTERY

☐ ☐ Battery condition

☐ ☐ Battery cables and connections

CHECK BRAKES/MEASURE FRONT AND REAR LININGS



	LF	RF
7 mm (9/32) or greater	☐	☐
6 mm (8/32) to 4 mm (5/32)	☐	☐
3 mm (4/32) or less	☐	☐
7 mm (9/32) to 5 mm (7/32)	☐	☐
4 mm (5/32)	☐	☐
3 mm (4/32) or less	☐	☐

LR RR

Lowest Front Lining ____ Lowest Rear Lining ____

☐ ☐ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

	Inspect for visible leaks:
☐	☐ Fuel system (also including gas cap seating)
☐	☐ Engine, transmission, drive axle, transfer case
☐	☐ Engine cooling system
☐	☐ Shocks and struts – also check operation
	Inspect visual condition:
☐	☐ Belts: engine, accessory, serpentine, and/or V-drive
☐	☐ Hoses: engine, power steering and HVAC
☐	☐ Engine air filter and cabin air filters
☐	☐ Steering components and steering linkage
☐	☐ CV drive axle boots or driveshafts and U-joints
☐	☐ Exhaust system components

COMMENTS

Consultant: ____

Technician: ____

MAINTENANCE VISIT RECOMMENDATION

Date: ____ Time: ____

Reason for Maintenance: ____

075

SIMPLIFIED MAINTENANCE

MI	☐ Required	☐ Performed	MII	☐ Required	☐ Performed

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HERNDON CHEVROLET

Tag # 91

Customer Name [redacted]

Address

City State Zip

Home Phone Work Phone

Cell Phone ( )

Email @ 568 NMF

Make Model

Color 309418 Vin

Mileage 14062 Advisor # P/U Time

Other Serviceable Vehicles:

Remarks: at times during head tiles will dim and any gauge will drop down

Customer Signature [redacted]

"I hereby authorize the repair work listed 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 unavailable 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 inspections. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

14 1/16

808 781-8586

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/20/06	[redacted]	11880	53	464	W	36CVZ	BODY ELECTRICAL
02/08/06		11316	53	464	W	36CVZ	BODY ELECTRICAL
				464	I	01CVZMULTI	GM MULTI-POINT INSP
01/03/06		9838	53	227	W	45CVZ	RADIO & SOUND SYSTEM
				227	W	36CVZ	BODY ELECTRICAL
				227	W	24CVZ	DRIVEABILITY

SERVICE

SALESPERSON NO. 141 J GREGORY PRITCHETT

VEHICLE ID NO.	YEAR / MAKE / MODEL	STOCK NO.	LICENSE NO.	R. O. NO.
1GNDS13S95[redacted]	05/CHEVROLET TRUCK/TRAILBLAZER/4DR	[redacted]	[redacted]	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]		09/20/05	4,116		04/03/06

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
SILVERSTONE MET/L				91.

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	14,062	53	

[redacted]
GASTON, SC [redacted]

RESIDENCE PHONE [redacted] TIME RECEIVED 04:26pm

BUSINESS PHONE [redacted] LABOR RATE

DATE PROMISED 04/04/06 12:30pm PRIORITY 4

APPOINTMENT ☐ Yes ☒ No

Advisor: MACKEY D. MONTS

DISCLAIMER OF WARRANTIES

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TERMS: CASH UNLESS ARRANGEMENTS MADE.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for 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 _____ CUSTOMER SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
02CVZ1	QUICKLUBE ROTATE	MI	15.00

ORIGINAL ESTIMATE (PARTS & LABOR)

$ _____

AUTHORIZED BY

TIME _____ DATE _____

NOTICE OF ARBITRATION

THIS CONTRACT IS SUBJECT TO ARBITRATION UNDER THE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE FOLLOWING AGREEMENT TO ARBITRATE SETS FORTH THE EXCLUSIVE METHOD UNDER WHICH DISPUTES OR CONTROVERSIES DESCRIBED THEREIN SHALL BE DECIDED; ANY DISPUTE OR CONTROVERSY BETWEEN HERNDON CHEVROLET, INC. AND YOU OR WHOM YOU REPRESENT OR ANY OF YOUR OFFICERS, DIRECTORS, AGENTS, OR EMPLOYEES, ARISING OUT OF OR RELATING TO THIS CONTRACT OR THE FORMATION, PERFORMANCE, OR BREACH OF THIS CONTRACT, OR ANY OTHER CONTRACT OR AGREEMENT BETWEEN HERNDON CHEVROLET, INC. AND YOU, WHETHER ENTERED INTO PRIOR TO, ON, OR SUBSEQUENT TO THE DATE OF HEREOF, SHALL BE SETTLED IN ACCORDANCE WITH THE APPLICABLE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE AWARD OF THE ARBITRATOR OR ARBITRATORS SHALL BE FINAL AND JUDGMENT UPON THE AWARD RENDERED MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THE AGREEMENT TO ARBITRATION MADE BY AND BETWEEN THE PARTIES SHALL BE USED FOR ANY AND ALL CONTROVERSIES INCLUDING BUT NOT LIMITED TO CLAIMS ARISING OUT OF ALLEGED FRAUD, FRAUDULENT INDUCEMENT, FRAUD IN THE FORMATION, BREACH OF CONTRACT, BREACH OF REPRESSED AND/OR IMPLIED WARRANTIES, DISPUTES INVOLVING SERVICE CONTRACTS, WARRANTY OF MECHANICAL PARTS, DISPUTES INVOLVING REPRESENTATIONS BY AGENTS, SERVANTS, AND/OR EMPLOYEES TO THE CUSTOMER, ALLEGED VIOLATIONS OF THE MAGNUSON-MOSS ACT AND ALLEGED VIOLATIONS OF ANY STATE AND/OR FEDERAL LAW AND/OR STATUTE. I HAVE READ THE ABOVE AND AGREE TO THE TERMS AND CONDITIONS THEREOF.

X _____ DATE: _____

JOB [redacted] LABOR INSTRUCTIONS FC / CC / OR LABOR TIME

8755377

1 W * 36CVZ BODY ELECTRICAL $4

CUSTOMER STATES AT TIMES WHEN DRIVING AT NITE, THE HEADLITES WILL DIM DOWN AND AMP GAUGE WILL DROP DOWN ON GAUGE SCALE AND THE LITES WILL BRIGHTEN BACK UP AND AMP GAUGE WILL GO BACK UP

APR 7 PM 1:46

2 I * 01CVZMULTI GM MULTI-POINT INSP

PERFORM GM GOODWRENCH MULTI-POINT INSPECTION. COURTESY INSPECTION OF FLUIDS,BELTS,HOSES,BATTERY,TIRES, BRAKES,ETC..

APR 7 PM 2:37

4 LOF LOF

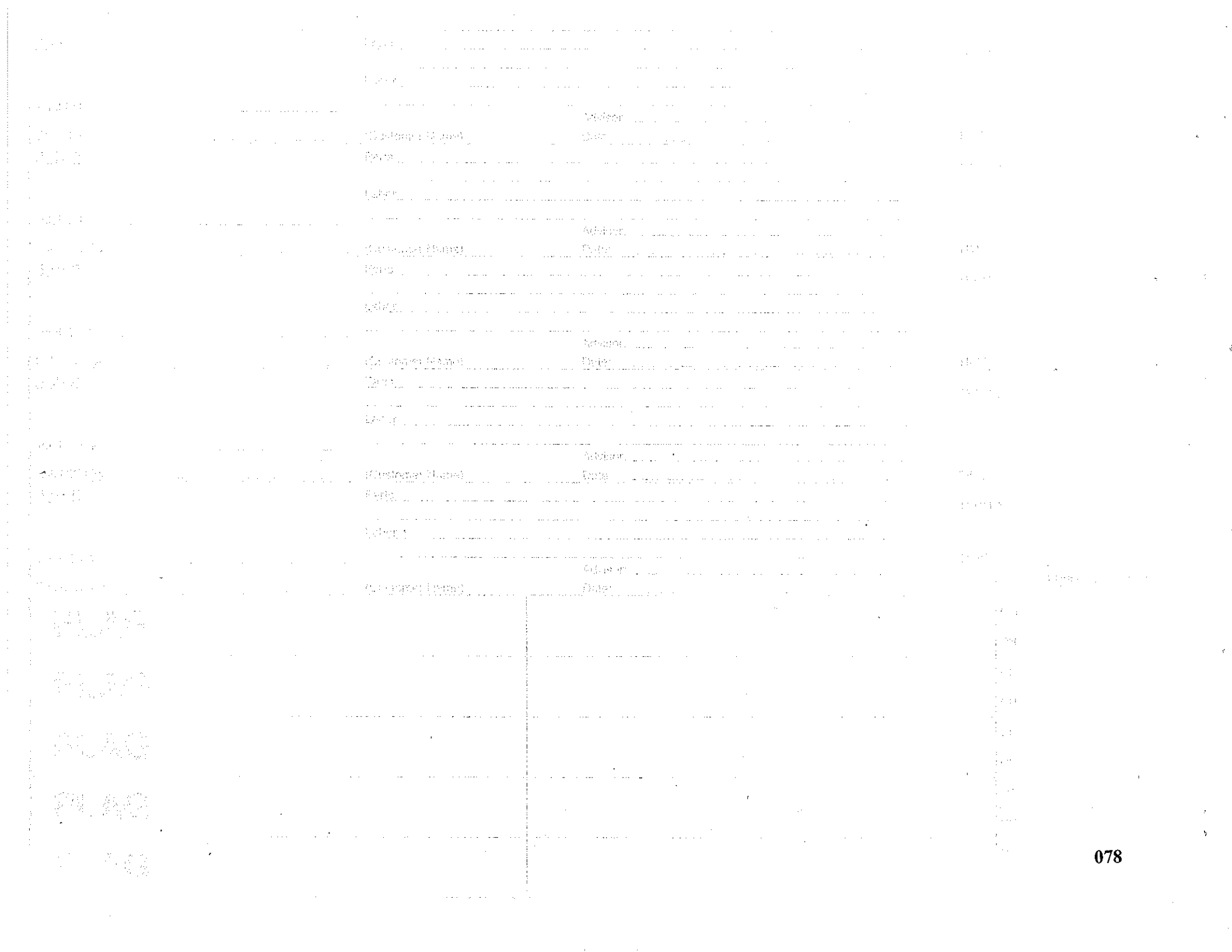
4 Rotate Rotated tires

GAS 6 GAL.

077

PAGE 1 OF 1 233319 CUSTOMER COPY

Reynolds and Reynolds - CP2231 O (12/04)
ERMWYOLE



[redacted]

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	984	07/27/07	[redacted]
[redacted] GASTON, SC [redacted]	LABOR RATE [redacted]	MILEAGE 37,522	COLOR SILVERSTONE	STOCK No. [redacted]
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1 G N D S 1 3 S 9 5 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 07/23/07	
RESIDENCE PHONE [redacted] BUSINESS PHONE	COMMENTS			

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

J# 1 36GVZ BODY ELECTRICAL UNITS: TECH(S): 512 INTERNAL

CUSTOMER STATES AT TIMES, HEADLITES WILL DIM DOWN WHEN DRIVING
TEST DROVE VEHICLE FOR SEVERAL DAYS(244 MILES). LIGHTS SLIGHTLY DIMMED TWICE. ONCE ON 7-23-07 AT 9:48PM AND ONCE 7-25-07 AT 9:15PM THIS CONDITION IS NOTED PER BULLETIN# 02-06-03-008C. FOUND THAT BATTERY DID NOT HAVE FULL AMPERAGE STATED ON BATTERY(515 AMPS TESTED AT 12.54 VOLTS. REPLACED BATTERY AMPERAGE SHOWED 715 AMPAT 12.75 VOLTS. TEST DROVE VEHICLE AGAIN ON 7-26-07 AT 9:30PM AND NO DIMMING.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	19001632	BATTERY		INTERNAL
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
JOB # 1	44912			RENTAL CAR		INTERNAL
				TOTAL - SUBLET		0.00

TOTALS----------

CASH[] CHECK[] CREDIT CARD[] CHARGE[]

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

Closed
RENTAL
D340006

****
* NEW SERVICE DEPARTMENT HOURS *
* ---------- *
* PARTS AND SERVICE DEPARTMENT *
* MON-FRI 7:30-6PM CLOSED SAT & SUN *
*
* GOODWRENCH QUICK LUBE PLUS *
* MON - FRI 8AM UNTIL 6PM *
* SATURDAYS 8AM UNTIL 2PM *
* ---------- *
* PARTS WITH AN ASTERIK INDICATES A *
* GM LIFETIME GUARANTEE *
****

CUSTOMER SIGNATURE

079

SERVICE FILE COPY

[END OF INVOICE] 01:35pm

Subject: **Low Voltage Display on IP Gauge, Lights Dim at Stop Lights, Battery Discharged, No Start, Slow Cranking, Dim Lights at Idle, Low Generator Output #02-06-03-008C - (05/30/2007)**

Models: **1990-2008 Passenger Cars and Light Duty Trucks (including Saturn)**
2003-2008 HUMMER H2, H3
2005-2008 Saab 9-7X

This bulletin is being revised to add the 2008 model year. Please discard Corporate Bulletin Number 02-06-03-008B (Section 06 -- Engine).

Any vehicle may have a low voltage display (if equipped with gauges), lights that dim at stop lights, slow cranking, no start, low generator output at idle or dim lights at idle when electrical loads are heavy at idle or under slow driving or infrequent usage conditions. These characteristics may be more noticeable with customer added electrical accessories, or with a discharged battery. These are normal operating characteristics of a vehicle electrical system and no repairs should be attempted unless a proven fault has been diagnosed.

During normal driving conditions, when engine speed is above 1000 RPM, the generator is designed to do two things:

- Supply the current necessary to operate the vehicle's originally equipped electrical devices (loads).
- Recharge/ maintain the battery's state of charge.

The following factors may affect generator and battery performance:

- Non-usage of the vehicle for extended periods of time. The vehicle's computers, clocks and the like will cause the battery state of charge to drop (For example; 30 days in a parking lot and the vehicle may not start because of a dead battery or a vehicle which is driven only a short distance once a week may end up with a discharged battery to the point where the vehicle may not start). This would be considered abnormal usage of the vehicle and the normally expected result for the vehicle battery, generator and electrical systems.
- At idle, vehicle electrical loads may exceed the low speed current (amperage) output of the generator and when this happens the shortfall comes from the battery. This will result in a drop in the electrical system voltage as the battery delivers the additional electrical current to meet the

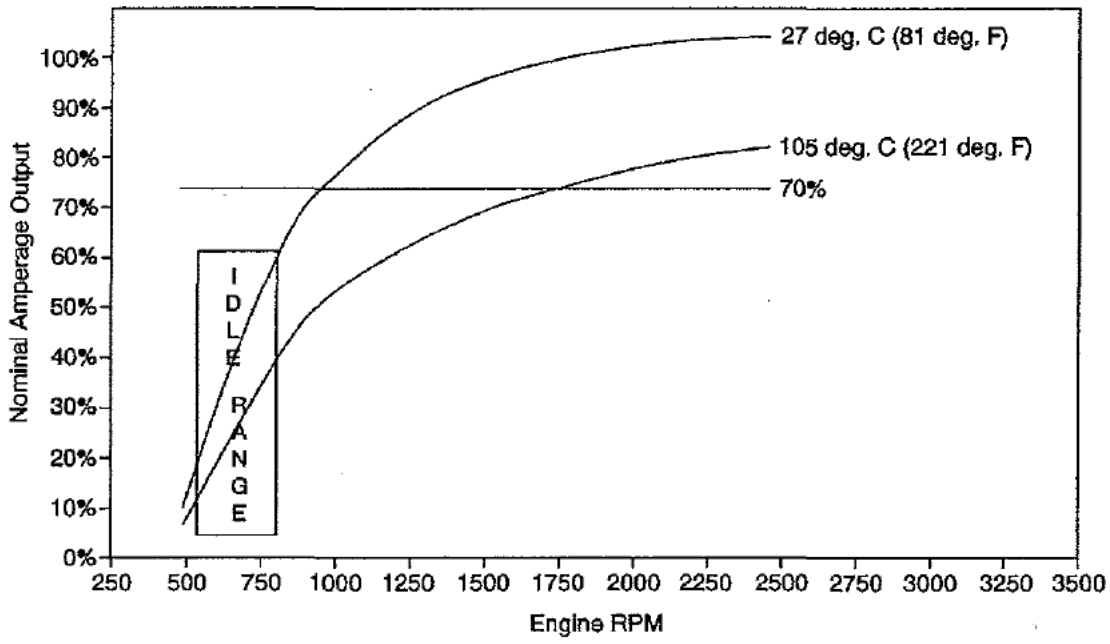
demand. This is equivalent to the brown outs experienced by homes and businesses when the electrical demand is more than the supply. See Figure 1.

- Extended periods of engine idling, with high electrical loads, may result in a discharged battery. Attempting to recharge a battery by letting the engine run at idle may not be beneficial unless all electrical loads are turned "OFF".
- Increased internal generator temperatures from extended idling can also contribute to lower electrical system voltage. As the generator's internal temperature rises, the generator's output capability is reduced due to increased electrical resistance.

The following are some typical examples of electrical loads:

System	Amperage Load
Rear Window defogger	25
Electric AIR Pump	25
Heated Seats	5 Amps per seat
Headlamps (high)	20
Blower Motor (High)	20
Headlamps (low)	15
Brake Lights	6
Windshield Wipers	6
Ignition	6

Typical Generator Performance for Cold and Operating Temperatures



081

7-19-07 10:00 pm

75-80 Degrees outside

The car had been running for about 15 minutes. We drove about 1 mile stopped and left the car running for about 5 minutes a put back in gear. We were driving at about 30-35 mph getting ready to turn when the lights went dim & the amp gauge dropped & after about 5 seconds the lights got brighter & the amp gauage went back up.

7-20-07 9:55pm

around 80 Degrees

Only in car about 3 mins. going about 10-15mph down a dirt road when the same problem happened.

7-20-07 9:59 pm

We were going about 45mph on a paved road, started mashing on the brake to slow down when it happened.

Herndon Write-up Form

Wednesday, June 15, 2005
9:46 AM

HERNDON CHEVROLET

Tag # 984 [redacted]

Customer Name _____

Address _____

City _____ State _____ Zip _____ [redacted]

Home Phone _____ Work Phone _____

Cell Phone (___) _____

Email _____ @ _____

Make _____ Model _____

Color 309418 Vin _____

Mileage 37522 Advisor # _____ P/U Time _____

Other Serviceable Vehicles: _____

Remarks:

_____

_____

_____

_____

_____

_____

_____

Customer Signature: _____

"I hereby authorize the repair work listed 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 unavailable 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 inspections. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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 :	1GNDS13S95[redacted]

VEHICLE INFORMATION

Merchandising Model :	CS15506 -2005 TRAILBLAZER LS 2WD	**Warranty Start Date :**	09/20/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON , SC 29071-0339 (803) 359-2504	**Selling Source :**	13 - CHEVROLET
		Site Code :	16355
		Business Associate Code :	114008

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
SB	[redacted]	ONSTAR H/W IS DIGITAL-CAPABLE. NO UPGRADE IS NEEDED. SEE TSB 06-08-46-008.	02/22/2007	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Inactive	Refer to Help page for details or: http://www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271. In Canada, http://onstar.enrollment.ca or (877)438-9677.		
XM Equipped	No	**XM Radio ID**	N/A	**XM Status**	N/A	Refer to Help page for details or: http://www.gm.xmradio.com or (800)556-3600. In Canada, http:// xmradio.ca or (877) 438-9677.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/20/2005	1000 miles	09/20/2008	37000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/20/2005	1000 miles	09/20/2011	101000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/20/2005	1000 miles	09/20/2013	81000 miles
36/36000 FEDERAL EMISSION	09/20/2005	1000 miles	09/20/2008	37000 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
02/20/2006	[redacted]	#	N2328 - SWITCH - IGNITION/KEY WARNING - REPLACE	11880 miles
02/20/2006		#	Z7903 - 3-DAY COURTESY TRANSPORTATION	11880 miles
02/08/2006		#	Z7903 - 3-DAY COURTESY TRANSPORTATION	11316 miles
01/03/2006		#	R0760 - RADIO, REMOVE AND REPLACE	9838 miles
12/05/2005		#	D2109 - HEATER/AIR DISTRIBUTION CASE, PASSENGER COMPARTMENT (AIR C	8452 miles
12/05/2005		#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	8452 miles
03/22/2005		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/03/06	[redacted]	14062	53	464	W	36CVZ	BODY ELECTRICAL
				320	I	01CVZMULTI	GM MULTI-POINT INSP
				320	C	03CVX10C	GOODWRENCH LOF
				320	C	03CVZ2	TIRE ROTATION
02/20/06		11880	53	464	W	36CVZ	BODY ELECTRICAL
02/08/06		11316	53	464	W	36CVZ	BODY ELECTRICAL

SERVICE

SALESPERSON NO. 141

VEHICLE ID NO.	YEAR / MAKE / MODEL	STOCK NO.	LICENSE NO.	R. O. NO.
1GNDS13S95[redacted]	05/CHEVROLET TRUCK/TRAILBLAZER/4DR	[redacted]	[redacted]	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	R. O. DATE
[redacted]		09/20/05	4,116	07/23/07

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
SILVERSTONE MET/L				984

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	37,522	53	

[redacted] GASTON, SC [redacted]

TIME RECEIVED 08:02am
LABOR RATE
DATE / TIME PROMISED 07/23/07 05:00pm
PRIORITY 4

APPOINTMENT [X] Yes [ ] No
Advisor: MACKEY D. MONTS

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TERMS: CASH UNLESS ARRANGEMENTS MADE.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for 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 listing and/or inspections. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X _____ CUSTOMER'S SIGNATURE

JOB LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE - TOTAL

X [redacted]

086

1 W 36CVZ BODY ELECTRICAL

CUSTOMER STATES AT TIMES, HEADLITES WILL DIM DOWN WHEN DRIVING

512

test drive Vehicle for several days
244 miles. Lights slightly dimmed
twice. Once 7/23/07 at 9:48 pm
and once 7/25/07 at 9:15 pm
found the condition to be normal
for Vehicle per Bulletin 02-06-03-008c
found that Battery did not have
full amperage stated on Battery
515 amps tested at 12.54 Volts
Replaced Battery amperage showing 715 amps
at 12.75 Volts test drove again
7/26/07 at 9:30 and no dimming of that
Vehicle working as designed

JUL 24 PM 4:46
JUL 24 AM 7:55
JUL 25 AM 10:31
JUL 25 AM 7:36

RECOMMENDED SERVICES

• OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
02CVZ1	*QUICKLUBE ROTATE	MI	15.00

ORIGINAL ESTIMATE (PARTS & LABOR)
$ _____

AUTHORIZED BY
TIME _____ DATE _____

NOTICE OF ARBITRATION

THIS CONTRACT IS SUBJECT TO ARBITRATION UNDER THE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE FOLLOWING AGREEMENT TO ARBITRATE SETS FORTH THE EXCLUSIVE METHOD UNDER WHICH DISPUTES OR CONTROVERSIES DESCRIBED THEREIN SHALL BE DECIDED. ANY DISPUTE OR CONTROVERSY BETWEEN HERNDON CHEVROLET, INC. AND YOU OR WHOM YOU BECOME OR ANY OF YOUR OFFICERS, DIRECTORS, AGENTS, OR EMPLOYEES ARISING OUT OF OR RELATING TO THIS CONTRACT OR THE FORMATION, PERFORMANCE, OR BREACH OF THIS CONTRACT, OR ANY OTHER CONTRACT OR AGREEMENT BETWEEN HERNDON CHEVROLET, INC. AND YOU, WHETHER ENTERED INTO PRIOR TO, ON OR SUBSEQUENT TO THE DATE OF HEREOF, SHALL BE SETTLED IN ACCORDANCE WITH THE APPLICABLE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE AWARD OF THE ARBITRATOR OR ARBITRATORS SHALL BE FINAL AND JUDGMENT UPON THE AWARD RENDERED MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THE AGREEMENT TO ARBITRATION MADE BY AND BETWEEN THE PARTIES SHALL BE USED FOR ANY AND ALL CONTROVERSIES INCLUDING BUT NOT LIMITED TO CLAIMS ARISING OUT OF ALLEGED FRAUD, FRAUDULENT INDUCEMENT, FRAUD IN THE FORMATION, BREACH OF CONTRACT, BREACH OF EXPRESSED AND/OR IMPLIED WARRANTIES, DISPUTES INVOLVING SERVICE CONTRACTS, WARRANTY OF MECHANICAL PARTS, DISPUTES INVOLVING REPRESENTATIONS BY AGENTS, SERVANTS, AND/OR EMPLOYEES TO THE CUSTOMER, ALLEGED VIOLATIONS OF THE MAGNUSON-MOSS ACT AND ALLEGED VIOLATIONS OF ANY STATE AND/OR FEDERAL LAW AND/OR STATUTE. I HAVE READ THE ABOVE AND AGREE TO THE TERMS AND CONDITIONS THEREOF.

X _____ DATE: _____

Reynolds and Reynolds - CC2213(1) O (12/04)

PAGE 1 OF 1 266229 CUSTOMER COPY

675 amp CCA
613 amp CCA #20.00 gas

Battery

9:48 Monday

9:55 wed
9:30 Thursday

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	WADE KAISER 248	4233	04/13/05	[redacted]

HERNDON CHEVROLET
P.O. BOX 339
LEXINGTON, SC 29071

LABOR RATE	LICENSE No.	MILEAGE	COLOR	STOCK No.
	[redacted]	2	SILVERSTONE	4233T

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2	09/20/05	4,116

VEHICLE I.D. No.	SELLING DEALER NO.	PRODUCTION DATE
1GNDS13S952 [redacted]		

F. T. E. No.	P.O. No.	R.O. DATE
32-06243-7		04/11/05

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
	803-359-2504	

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

J# 1 01CVZ INSPECTIONS HOURS: 0.20 TECH(S):320 15.40
INSTALL PLATES AND STICKER

JOB # 1 TOTAL LABOR & PARTS 15.40

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

JOB # A SHOP-INT INTERNAL-SHOP SUPPLIES 1.08

TOTAL - MISC 1.08

TOTALS----------

CONTROL#	ACCOUNT#	AMOUNT..
4233T	237	16.48

TOTAL LABOR....	15.40
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	1.08
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**16.48**

APPROVED BY SIGNATURE

********** DUPLICATE INVOICE **********

088

PAGE 1 OF 1 SERVICE FILE COPY-I [END OF INVOICE] 08:40am

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	
[redacted]	WADE KAISER 248	T	08/31/05	[redacted]
HERNDON CHEVROLET P.O. BOX 339 LEXINGTON, SC 29071	LABOR RATE / LICENSE No. [redacted]	MILEAGE 4,116	COLOR SILVERSTONE	STOCK No. [redacted]
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1 G N D S 1 3 S 9 5 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No. 32-06243-7	P.O. No.	R.O. DATE 08/30/05	
RESIDENCE PHONE	BUSINESS PHONE 803-359-2504	COMMENTS		

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

J# 1 02CVZ QUICKLUBE PLUS HOURS: TECH(S):426 12.71

PERFORM EXPRESS LUBE, CHECK ALL FLUIDS.
RESET CHANGE OIL LIGHT INDICATOR. NA/Y
CHANGED OIL AND FILTER, LUBE CHASSIS
CHECK FLUID LEVELS.

JOB # 1 TOTAL LABOR & PARTS 12.71

MISC------CODE--------DESCRIPTION----------CONTROL NO--------			
JOB # 1	0	QUICK LUBE OIL	6.70
JOB # 1	F	FILTER FOR QUICK LUBE PLUS	5.75
JOB # 1	T	OIL WASTE TAX	0.10
JOB # 1	99	QUICK LUBE SHOP SUPPLIES	1.00
		TOTAL - MISC	13.55

COMMENTS----------

GOLF COACHES DEMO.

TOTALS----------

CONTROL#	ACCOUNT#	AMOUNT..
4233T	237	26.26

TOTAL LABOR....	12.71
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	13.55
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**26.26**

APPROVED BY SIGNATURE

********** DUPLICATE INVOICE **********

PAGE 1 OF 1 SERVICE FILE COPY-I [END OF INVOICE] 08:40am

1GNDS13S952309418

WHITLARK & BALLOU

TRIAL ATTORNEYS

J. MARCUS WHITLARK
PAUL C. BALLOU

1708 MAIN STREET
WALKER BUILDING
P.O. BOX 7702
COLUMBIA, SOUTH CAROLINA 29202
(803) 799-1011
(803) 799-1211
TOLL FREE 1-877-799-1011
FAX (803) 799-1016

April 28, 2006

CERTIFIED MAIL
Herndon Chevrolet, Inc.
5617 Sunset Boulevard
Lexington, SC 29072
ATTN: General Manager

Re: Benjamin & Angela Livingston

Dear Sir:

Please be advised that I represent the Livingston's in a matter regarding a new Chevrolet Trailblazer purchased from your store on September 7, 2005. The Livingston's are loyal and devoted customers of yours, having bought a new vehicle from you each of the last three years. They would like to remain your customers, as Mr. [redacted] committed to ensuring that his wife and children drive a new, reliable vehicle without fear of breaking down unexpectedly.

As you are probably aware, this vehicle has been in your shop 5 times since September 2005 for the same problem. This malfunction affects the basic safety and integrity of the vehicle, as the vehicle will suddenly lose power and the headlights will shut off without warning.

Your service department has been unable to fix this defect, despite their numerous attempts to do so. Based upon this history, this vehicle falls squarely within the definition of the Lemon Law and we would, therefore, respectfully request that your dealership stand behind it's commitment to customer satisfaction and replace this defective vehicle with a comparable reliable one. I look forward to your prompt response and if you have any questions or need any additional information, please call me.

With kind regards, I am

Sincerely,

Paul C. Ballou

Paul C. Ballou

PCB:sdj

cc: [redacted] 150 Johnson Court, Gaston, SC [redacted]

[redacted]

[redacted]

CUSTOMER	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	WADE KAISER 248	4233	04/12/05	[redacted]

HERNDON CHEVROLET
P.O. BOX 339
LEXINGTON, SC 29071

LABOR RATE	LICENSE No.	MILEAGE	COLOR	STOCK No.
		2	SILVERSTONE	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		

VEHICLE I.D. No.	SELLING DEALER NO.	PRODUCTION DATE
1 G N D S 1 3 S 9 5 2 [redacted]		

F. T. E. No.	P.O. No.	R.O. DATE
32-06243-7		04/11/05

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
	803-359-2504	

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

J# 1 05CVZ PDI HOURS: 1.30 TECH(S):320 89.23

PERFORM PDI
MG-99
PERFORMED PDI

CLAIM # A09418_N

JOB # 1 TOTAL LABOR & PARTS 89.23

R/O TAX 0.00
R/O TOTALS 89.23

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG.....	MISC....	TAX....	TOTAL....
A09418_N	89.23	0.00	0.00	0.00	0.00	0.00		89.23
CLAIM TOTALS	89.23	0.00	0.00	0.00	0.00	0.00	0.00	89.23

APPROVED BY SIGNATURE

091

WARRANTY COPY-W

[END OF INVOICE] 10:44am

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

PDI

SALESPERSON NO.

VEHICLE ID. NO. 1GNDS13S9[redacted]	YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR					STOCK No. [redacted]	LICENSE No. [redacted]		
HERNDON CHEVROLET P.O. BOX 339 LEXINGTON, SC 29071	CUSTOMER No. 1000	SERVICE CONTRACT		DELIVERY DATE		DELIVERY MILES	SELLING DEALER	R.O. DATE 04/11/05	
	COLOR SILVERSTONE MET/L			CONTRACT No.		EXPIRATION DATE	EXPIRATION MILES	[redacted]	
	TURBO	M/MC	A/C	P.S.	TRANS	MILEAGE 2	ADVISOR No. 248	PRODUCTION DATE	

RESIDENCE PHONE	TIME RECEIVED 11:03am
BUSINESS PHONE 803-359-2504	LABOR RATE
DATE/TIME PROMISED 04/11/05 07:00pm	PRIORITY
APPOINTMENT [ ] YES [X] NO	
Advisor: WADE KAISER	

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MC/MI	TOTAL

JOB	LABOR INSTRUCTIONS
1 W 05CVZ PDI	PERFORM PDI

320

092

SILVER

Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number [redacted] Dealer/BAC Code [redacted] Stock # [redacted] r Order # _____

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____ RF____ LR____ RR____

- ☐ Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- ☐ Leave door edge protection and other shipping/storage materials on until customer delivery

Accessories:

- ☐ Verify RPO and RPA options
- ☐ Install all accessories; check fit, finish and operation

Road Test:

ODOMETER: Before _____ After _____

Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

During Road Test:

Drive on a legal roadway with road conditions permitting evaluation of the following:

- ☐ Engine Performance: Cold start, idle quality
- ☐ HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- ☐ Radio, cassette and CD player (regular, steering wheel and rear controls)
- ☐ Steering wheel – center position
- ☐ Steering for leads, pulls, vibration at idle, vibration while driving
- ☐ Wipers, delay and washers (front and rear)
- ☐ Brakes for noise, pulls, vibration or shudder at both high and low speeds
- ☐ Unusual wind noise
- ☐ Unusual noises/vibrations
- ☐ Squeaks and rattles
- ☐ Transfer case or TAPshift function (if equipped)
- ☐ Cruise/adaptive cruise (if equipped)
- ☐ OnStar for connectivity (if equipped)
- ☐ Transmission shifter, clutch, noise, shift smoothness
- ☐ Engine performance: Hot start, idle quality
- ☐ Check for MIL, SES, SVS, and warning lights

Under Hood:

- ☐ Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts

VOLTAGE_____

DATE _____ **INITIAL** _____

- ☐ Remote hood release, latch and hood safety latch
- ☐ Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- ☐ Hoses, pipes, fittings, seals, gaskets and plugs for seepage
- ☐ Fluid levels: Add as required

Body/Chassis:

- ☐ Doors, locks, keys and keyless entry system
- ☐ Check child safety door/window locks are in normal (unlocked) position (if equipped)
- ☐ Neutral start safety switch (if equipped)
- ☐ Power mirrors (if equipped)
- ☐ Horn
- ☐ Electronic compass/temperature for function. Set compass to correct zone (if equipped)
- ☐ Seat belts: material, operation and latches
- ☐ Child Comfort Guide – elastic cord visible (if equipped)
- ☐ Removable top/panel, convertible top
- ☐ Displays, gauges and lights (head, driving/fog tail, parking, turning, reverse, running, brake, and hazard)
- ☐ Trunk safety release (if equipped)
- ☐ Fit/function/retention of parts such as bumpers, molding, grille, emblems, doors, deck lid, hood, fuel door and locking cap, tailgate, tire carrier and hatches (if equipped)

Under Vehicle:

- ☐ Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages and hoses
- ☐ Brake/fuel lines secured in clips
- ☐ Check all fluid systems for leaks

Final Inspection & Preparation:

Perform just prior to delivery.

- ☐ Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- ☐ Install floor mats (if equipped)
- ☐ Thorough exterior wash and dry; check for water leaks
- ☐ Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- ☐ Erase all messages on voice recorder (if equipped)
- ☐ Reset fuel economy readings
- ☐ Set clock/calendar to local time
- ☐ Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- ☐ Thoroughly clean all glass surfaces

Certification: I certify that this Pre-Delivery Inspection has been completed by:

093

Technician (Print Name) Service Manager (Signature) Date

General Motors Corporation
Legal Staff

Facsimile
248/267-4570

Telephone
512/386-0750

September 15, 2008

Keith Rose, Esq.
Rose Law Firm PLLC - NY
501 New Karner
Albany, NY 12205

Dear Mr. Rose:

Re: GM Case No [redacted]
[redacted]r. 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)

510683

10/12/08

Service of Process Transmittal

09/12/2008
CT Log Number 513852460

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

RE: **Process Served in South Carolina**

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: [redacted], Pltfs. vs. Herndon Chevrolet, Inc. and [redacted]

DOCUMENT(S) SERVED: Letter, Coversheet, Summons, Complaint

COURT/AGENCY: Lexington County Court of Common Pleas, SC
Case [redacted]

NATURE OF ACTION: Product Liability Litigation - Lemon Law - Breach of Warranty with regard to 2005 Chevrolet Trailblazer (Vin 1GNDS13S85[redacted] which is alleged to have defects in material and workmanship

ON WHOM PROCESS WAS SERVED: C T Corporation System, Greenville, SC

DATE AND HOUR OF SERVICE: By Certified Mail on 09/12/2008 postmarked on 09/11/2008

APPEARANCE OR ANSWER DUE: Within 30 days after the service hereof, exclusive of the day of such service

ATTORNEY(S) / SENDER(S): Paul C. Ballou, Esquire
Whitlark & Ballou Law Firm
P.O. Box 7702 (Zip Code 29202)
1708 Main Street
Columbia, SC 29201
803 799-1011

ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex 2 Day
Image SOP - Page(s): 10
Fax Transmittal, Rosemarie Williams 313-665-7572
CC Recipient(s)
Rosemarie Williams, via Regular Mail

SIGNED: C T Corporation System
ADDRESS: 75 Beattie Place
Greenville, SC 29602
TELEPHONE: 864-240-3302

ER - Elizabeth Booth

Rose Law Firm
Keith Rose

CT web
9/15/08
9:59am

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.

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

VIA FAX ONLY

October 3, 2008

Keith Rose, Esq.
Rose Law Firm
501 New Karner Rd
Albany, NY 12205-3838

RE: [redacted] v. General Motors Corporation
Service Request [redacted]
GM Legal Staff Case: 510683
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S9523[redacted]
Customer Relationship Specialist: Daniel Villela

Dear Mr. Rose:

Enclosed is a copy of our file regarding the above referenced case. It is being removed from the Early Resolution Program and turned over to you for further handling. Please see the □Reason for Removal□ section of the □Case Assessment□form.

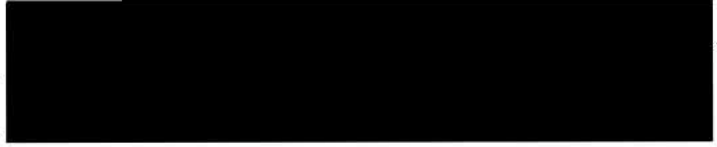
In case you need to contact the District Service Manager, his name is, Curtis Laudick, on PH: (800) 248-0178, Mailbox #8184.

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

LG0037
V07092007



Sherrie or Bob Rapp

936-8158

1-800
574 5116
FAX

800-526
5840

Citifinancial
dealer Rep
Nelie Green
803 316 3256
Gap Cancellation Form

DEAL RECAP

- ☐ Truth In Lending
- ☐ Check in Slip ☐ Bank
- ☐ Appraisal Slip ☐ Other
- ☐ Odometer Certs
- ☐ Power Sheet
- ☐ Insurance
- ☐ Cash Receipts:
  - Amt. No.
  - Amt. No.
  - Amt. No.
- ☐ Trade: Disc. Lic. Lic.
  - ☐ P.O. Amt.
  - ☐ Good Till
  - ☐ Verified By
- ☐ Registration
  - Title In Due
  - Source

SELLING PRICE (Inc. all Acc.)	24925.33
SALES TAX	300.00
TRADE ALLOWANCE	18800.00
PAY-OFF	29402.95
LIENHOLDER	
CASH DEPOSIT	2500.00
C.O.D.	1556.17
DEFERRED DOWN No. 1.	N/A
DEFERRED DOWN No. 2.	N/A
DEFERRED DOWN No. 3.	N/A
TOTAL CASH DOWN PAYMENT	4056.17
NUMBER OF PAYMENTS/PAYMENT	72 @ 652.85
NO. DAYS BEFORE 1st PMT./DATE	45 10/22/05
NUVELL CREDIT CORPORATION	
ADD-ON INTEREST RATE/APR	7.39 12.95
LICENSE AND REGISTRATION	25.00

AMOUNT FINANCED 32390.11 DISCOUNT RATE: 12.95 FINANCE RESERVE: 200.00

	PREMIUM	COST	RESERVE
CREDIT LIFE	N/A	N/A	N/A
CREDIT A & H	N/A	N/A	N/A
VVVVVVVVVVVVV	N/A	N/A	N/A
PHYSICAL DAMAGE GAP	395.00	260.00 ~~220~~	~~135.00~~ 175
SERVICE CONTRACTS	N/A	N/A	N/A
OTHER CAR CARE	N/A	N/A	N/A

STOCK # [redacted] DESCRIPTION 2005 CHEVROLET TR TRAILBLA

DEAL # 51639 I.D. # 1GNDS13S952[redacted]

CUSTOMER [redacted] DATE 09/07/05

ADDRESS [redacted] ASTON SC [redacted]

SALESMAN 1 J GREGORY PRITCHETT MGR. ROBERT RAPP

SALESMAN 2 WILLIAM WADE WARDLAW

PRICE OF VEHICLE	24925.33	
COST OF VEHICLE	24850.33	
PACK	848.60	95 to NCV.
TRADE ALLOWANCE	18800.00	(PAYABLE GROSS)
A.C.V. OF TRADE	19500.00	-73.60
OVER-ALLOWANCE	N/A	
UNDER-ALLOWANCE	700.00	
COMMISSION No. 1/BONUS	N/A	N/A
COMMISSION No. 2/BONUS	N/A	N/A
MANAGER COMM.	N/A	
PROFIT OF SALE	-73.60	

APPROVED

TOTAL INSURANCE RESERVE: 135.00

TOTAL F & I RESERVE: 335.00

FINANCE COMMISSION: N/A

LAH INSURANCE COMMISSION: N/A

SERVICE CONTRACT COMMISSION: N/A

PDI COMMISSION: N/A

NET F & I RESERVE: 335.00

TRD LIEN:

096

GROSS PROFIT: 251.40

NUVELL CREDIT CORPORATION
00000
Date:September 15, 2005
To: HERNDON CHEVROLET, INC
8033595884
RE: Customer Name [redacted]
[redacted]

The above mentioned contract has been purchased.
A detail of the proceeds is included below:

Amount Financed:		32,390.11
Discount Amount	20	.00
FLorida Doc Stamps	37	.00
Invoice Overage	38	.00
Term Ext/Buy Rate	33	195.00-
NY Lienholder Fee	5	.00
Loan Processing Fee	6	50.00-
Bonus Cash	41	300.00
Marketing Program 3	3	.00
GM Financing Allowance	34	.00
		.00
		.00
		.00
		.00
		.00
		.00
		.00
		.00
		.00
		.00
		.00
		.00
		.00
		.00
		.00
		.00
		.00
Dealer Proceeds:		32,445.11
Past Funds Amount:		.00
Dealer Finance Income:		200.00

We appreciate the opportunity to serve you!

CHEVROLET WE'LL BE THERE

HERNDON CHEVROLET

Trade-In Appraisal Form

Date: 8/3/05 **Time:** _____ **Stock Number** _____

Customer: [redacted] **Salesperson** Wade

Yr: 04 **Make:** Chevy **Model:** Tahoe **Series:** LS **Color:** Pewter

Odometer Reading: 19512 **Accurate?** ✓ **If No, please explain** _____

VIN: 1GNEC13Z14R[redacted]

Please have Customer answer the following questions:

Was the vehicle purchased new?	Yes	No
Any body/paint work?	Yes	No
Are all Safety related items functional? (air bags, seat belts, etc)	Yes	No
Does car have any Salvage history?	Yes	No
Has car ever been flooded?	Yes	No

Comments: _____

_____

May an interested buyer call you to discuss This vehicle?

Yes _____ No _____

Printed Name: _____

Phone Number ( ) _____

Signature: _____

19,500 9-3

DD

Style: ___2 Dr. ___3 Dr. ___4 Dr
___Reg Cab ___Ext Cab ___SportSide
___Crew ___SWB ___LWB
___Van - ___STD ___Ext

Engine: 4 5 6 8 Cylinder
Diesel Displacement _____

Trans: 4 Spd 5 Spd 6 Spd Auto

Drive Train: ___2WD ___4WD ___AWD

Power?: ___Windows ___Locks
___Mirrors ___Sunroof
___Dr. Seat ___Pass Seat
___Cruise ___Tilt Wheel
___Heated Seats

Air Cond: ___Manual ___Electronic
___Rear ___Multi Zone

Stereo: ___AM/FM ___Cassette
___CD ___Mult. CD
___Premium? ___DVD/Video

Seating: ___Leather ___Bench ___3rd Row
___Bucket ___Quad ___15 Pass
___Captain's Chairs

Other: ___Bedliner ___Alloy Wheels
___Tool Box ___Remote Entry
___Tow Pkg ___Winch
___Roll Bar ___Camper
___Lug. Rack ___Running Bds

_____

_____

2005 TRAILBLAZER LS 2WD — CHEVROLET MOTOR DIVISION
GAZ — SILVERSTONE METALLIC — 21.69 — GENERAL MOTORS ACCEPTANCE CORP
2WH — LIGHT GRAY — 100 GENERALSMART CENTER
ORDER NO. M2105Z/IKE — STOCK NO. — DETROIT MI 48243-7154
VIN 1GN DW13 X5 S2[redacted] — 4233T — VEHICLE INVOICE [redacted]

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CS15306 TRAILBLAZER LS 2WD	26465.00	23950.83
C49 GVW RATING - 5550 LBS	N/C	N/C
DL4 ASHTRAY AND LIGHTER	30.00	25.80
FE9 50-STATE EMISSIONS	N/C	N/C
GU6 REAR AXLE 3.42 RATIO	N/C	N/C
LL8 VORTEC 4200 SFI I6	0.00	0.00
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C
1SN LS PREFERRED EQUIPMENT GROUP 2	1185.00	1019.10
* POWER MIRRORS, HEATED		
* FLOOR MATS, FRONT & REAR		
* REAR WINDOW DEFOGGER		
* DEEP TINTED GLASS		
* BODY SIDE MOLDING		
* LUGGAGE RACK CROSS BARS		
* TRAILER WIRING CONNECTOR		
* REMOTE KEYLESS ENTRY		
* THEFT DETERRENT SYSTEM		

RETAIL - STOCK
INVOICE 03/24/05
SHIPPED 03/22/05
EXP L/I 04/03/05
INT LOK 04/04/05
PRC EFF 03/22/05
KEYS 3278A 3278A
MFR-S DTR UPT-1
BANK: GMAC - 023
CHG-TO IA-350

SHIP WT: 4777
MPG: 32.1
GVWR: 5550
GAWR_FT: 2950
GAWR_RR: 3200
GMS: 24925.33
SUGPLR$: 26043.59
MSRP: 28365.00
NTR: 1/2
DAM: NOR
MEMO 1309.09

[redacted]

TOTAL MODEL & OPTIONS	27680.00	24995.73	ACT 237	24850.33	53.60
DESTINATION CHARGE	685.00	685.00	H/M 261	830.40	
JAM DEALER CONTRIBUTION		276.80	ADV 261	276.80	
LGH GROUP CONTRIBUTION		276.80	EXP 650	276.80	
TOTAL	28365.00	26234.33	PAY 310	26234.33	
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		23006.75			

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

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

HUNTSMAN CHEVROLET, INC.

REMIT TO GMAC NO. 023
VIN 1GNDW13Z35R[redacted]
* 24850.33 INV [redacted]
DUE 04/03/05 DEALER 1[redacted]

SEP 26, 2005 SCHEDULE NUMBER INQUIRIES Store 01 ACCTG01 PORT 5020 0519

BANK CODE WA WACHOVIA(1ST UNION) CHECK ROXANNE 5022 09/19/2005 14:33
CHECK# 111983 DATE 09/19/2005 STOCK# 42331B
VENDOR# M CUST# 46437
NAME CITIFINANCIAL BENJAMIN LIVINGSTON
ADDRESS PO BOX 183036 VIN 1GNEC13Z14F[redacted]
CITY,STATE COLUMBUS OH YEAR 04
ZP/PC 43218 PHONE MAKE CHEVROLET TRUCK
LOAN# [redacted] CARLINE TAHOE
ACCOUNT# 202W CHECK AMOUNT 29491.75

LINE	ACCOUNT	AMOUNT....	CONTROL#.....	DESCRIPTION.....
1	300P	29491.75	42331B	1GNEC13Z14F[redacted]04 CHEV

PAGE 1
(L#)(P#=PAGE#)(I=CUC INQ)(C=CONT)(R=REM)(J=JRNL DTL)(E=END)

THE FACE OF THIS DOCUMENT HAS A COLORED BACKGROUND ON WHITE PAPER

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504
www.herndonchevy.com

First Union National Bank
67-147
539

CHECK# 111983
[redacted]

PAY **TWENTY NINE THOUSAND FOUR HUNDRED NINETY ONE DOLLARS AND 75/100**

DATE	AMOUNT
09/19/05	$29,491.75

TO THE ORDER OF
CITIFINANCIAL
PO BOX 183036
COLUMBUS OH 43218

HERNDON CHEVROLET, INC.

SECURITY FEATURES INCLUDED DETAILS ON BACK

MP

MP

AUTHORIZED SIGNATURE

[redacted]

NAME	NUMBER	DATE
CITIFINANCIAL	M	09/19/05

[redacted]

ACCT#	STOCK#	AMOUNT	VIN	LOAN#	YR
VEH	MAKE	CARLINE		CUSTOMER	
300P		42331B	29491.75	1GNEC13Z14R[redacted]	[redacted] 04
CHEVROLET	TRUCK	TAHOE		BENJAMIN LIVINGSTON	

SEND TITLE TO: HERNDON CHEVROLET
P.O. BOX 339
LEXINGTON SC 29071

101

REMITTANCE ADVICE DETACH AND RETAIN	HERNDON CHEVROLET, INC. P.O. BOX 339 LEXINGTON, S.C. 29071	CHECK NO. 111983	NET AMOUNT	$29,491.75

69865
42331B

HERNDON CHEVROLET
Makes Your Smile

PAYOFF VERIFICATION

DATE: 9/3/05
FINANCE SOURCE Citi Financial Auto
PHONE # 1888 350 9061
MAILING ADDRESS P.O Box 183036
Columbus, OH. 43218-3036
ATTENTION _____

CUSTOMER NAME [redacted]
CUSTOMER ADDRESS [redacted]
Gaston SC [redacted]
VEHICLE TYPE 2004 Chevrolet Tahoe
VIN# 1GNEC13Z14R[redacted]
ACCOUNT# [redacted]

~~20~~ DAY PAYOFF AMOUNT ~~29,402.95~~ 29491.75 GOOD THRU Sept 18th

SPOKE WITH [redacted]
DATE OF LAST PAYMENT Aug 31st
NEXT PAYMENT DUE Sept 1st 605.94
SECOND LIENS? _____ IF SO, TO: _____
AMOUNT _____ GOOD THRU _____
SALESPERSON SIGNATURE _____

8.88 Per Day After 18th

I (customer) [redacted] UNDERSTAND THAT IF MY PAYOFF IS MORE THAN THE ABOVE AMOUNT, I AM RESPONSIBLE TO PAY HERNDON CHEVROLET THE DIFFERENCE WITHIN 24 HOURS. IF MY PAYOFF IS LESS, I UNDERSTAND THAT THE FINANCE SOURCE WILL REBATE BACK TO ME THE DIFFERENCE.

102

CUSTOMER SIGNATURE [redacted]

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] TO:

ADDRESS [redacted] Gaston SC [redacted]

I certify to the best of my knowledge that the odometer reading is 4116 No Tenths

DEALER Herndon Chev In (3996 BY: [signature]
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

State of SC

County of Lexington

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20___

_____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2

NAME OF PURCHASER(S) _____

ADDRESS _____

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY: _____
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

State of _____

County of _____

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20___

_____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3

NAME OF PURCHASER(S) _____

ADDRESS _____

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY: _____
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

State of _____

County of _____

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20___

_____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4

NAME OF PURCHASER(S) _____

ADDRESS _____

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY: _____
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

State of _____

County of _____

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20___

_____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

ODOMETER DISCLOSURE FOR RETAIL SALE

Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment.

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading _____ 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

1st lien in favor of Nuvell Credit Corp

whose address is P.O. Box 242510 Little Rock AR 72223

2nd lien in favor of _____

whose address is _____

GM521 REV. 1-2000

CERTIFICATE OF ORIGIN FOR A VEHICLE

3180

RBLPD019

DATE
03/22/05

INVOICE NO.
[redacted]

VEHICLE IDENTIFICATION NO.
1GNDS13S952[redacted]

YEAR
2005

MAKE
CHEVROLET

BODY TYPE
TRAILBLAZER LS 2WD

SHIPPING WEIGHT
4279

H.P. (S.A.E.)	G.V.W.R.	NO. CYLS.	SERIES OR MODEL
32.1	5550	06	CS15506

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.

16355 HZTH5Z

HERNDON CHEVROLET, INC.
PO BOX 339
LEXINGTON SC 29071-0339

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 *
****

G40723516

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION

BY: _____
(SIGNATURE OF AUTHORIZED REPRESENTATIVE) (AGENT)

DETROIT MI 48243-1114
CITY - STATE

GM 521 REV. 7-95

SECTION 6 - SATISFACTION OF LIEN

SATISFACTION OF FIRST LIEN
THIS IS TO CERTIFY THAT THE LIEN AGAINST THE VEHICLE HAS BEEN FULLY SATISFIED ON:

DATE _____

NAME OF LIEN HOLDER _____

CERTIFIED BY _____

TITLE _____

SATISFACTION OF SECOND LIEN
THIS IS TO CERTIFY THAT THE LIEN AGAINST THE VEHICLE HAS BEEN FULLY SATISFIED ON:

DATE _____

NAME OF LIEN HOLDER _____

CERTIFIED BY _____

TITLE _____

SECTION 7 - SALES TAX EXEMPTION

Complete this section if you are entitled to a sales tax exemption.

VEHICLE PURCHASED FROM INDIVIDUALS AND TITLED IN SOUTH CAROLINA ARE SUBJECT TO SALES TAX UNLESS EXEMPT. THE TAX IS 5% OF THE SALES PRICE UP TO A MAXIMUM OF $300.00. (MOBILE HOMES ARE CALCULATED DIFFERENTLY.)

☐ THE VEHICLE WAS TRANSFERRED FROM: ○ MY PARENT ○ MY SPOUSE ○ MY CHILD ○ MY BROTHER/SISTER ○ MY GRANDPARENT ○ MY GRANDCHILD

☐ THE VEHICLE WAS TRANSFERRED TO ME AS: ○ LEGAL HEIR ○ BENEFICIARY ○ DISTRIBUTEE

☐ I AM NON-RESIDENT MILITARY PERSONNEL ☐ THE VEHICLE WAS A BONAFIDE GIFT

SECTION 8 - ADDITIONAL INFORMATION

DATE OF PURCHASE	DATE FIRST OPERATED IN S.C.	ENERGY EFFICIENT MANUFACTURED/MOBILE HOME?
9/7/05		☐ YES ☐ NO
NEW OR USED?	**PRIOR TITLE NUMBER**	**PRIOR TITLE STATE**
N		

THE VEHICLE DESCRIBED ON THIS APPLICATION IS: ☐ REBUILDABLE ☐ NON-REBUILDABLE

THE VEHICLE SUSTAINED THE FOLLOWING DAMAGE: ☐ COLLISION ☐ FIRE ☐ WATER ☐ STOLEN (RECOVERED) ☐ STOLEN (UNRECOVERED)

AGENCY REFERENCE NUMBER	SALVAGE%	Calculate the Salvage Percentage:	
		Predamaged Value	
		Estimate for Repairs	
		Percentage	

SECTION 9 - SELLER INFORMATION

SELLER	SC DEALER/WHOLESALER NUMBER	SC SALES TAX NUMBER	SALES PRICE
HERNDON CHEVROLET INC.	3976		
ADDRESS	**CITY**	**STATE**	**ZIP CODE**
5617 SUNSET BLVD. LEXINGTON, SC 29072			

SECTION 10 - INSURANCE CERTIFICATION

A VEHICLE MUST BE INSURED WITH LIABILITY INSURANCE COVERAGE WHEN IT IS REGISTERED AND IT MUST REMAIN INSURED WHILE REGISTERED, WHETHER OR NOT IT IS OPERATED, OR THE UNINSURED MOTORIST FEE MUST BE PAID. PENALTIES ARE SEVERE FOR VIOLATION OF THIS REQUIREMENT.

UNDER PENALTIES OF PERJURY, I (WE) DECLARE THAT THIS VEHICLE IS INSURED BY A LIABILITY INSURANCE POLICY ISSUED THROUGH AN INSURANCE COMPANY LICENSED TO DO BUSINESS IN SOUTH CAROLINA AND IT WILL REMAIN INSURED THROUGHOUT THE REGISTRATION PERIOD.

NAME OF INSURANCE COMPANY State Farm

SECTION 11 - GIFT OF LIFE TRUST FUND

DO YOU WISH TO DONATE AN ADDITIONAL $1.00 OR MORE TO THE GIFT OF LIFE TRUST FUND? ☐ YES ☐ NO AMOUNT $ _____

SECTION 12 - SIGNATURE OF OWNER

UNDE[redacted] AND REQUEST THAT A SOUTH CAROLINA CERTIFICATE OF TITLE AND/OR REGISTRATION BE ISSUED.
FUR[redacted] THE BEST OF MY KNOWLEDGE. THE VEHICLE IS SUBJECT TO THE LIENS NAMED AND NO OTHERS.

SIGN[redacted]ENT (ATTACH POWER OF ATTORNEY IF APPLICABLE) DATE

DISCLOSURE STATEMENT

56-3-240 (SOUTH CAROLINA CODE OF LAWS) - THE DEPARTMENT SHALL OBTAIN THE FEDERAL EMPLOYER IDENTIFICATION NUMBER OR SOCIAL SECURITY NUMBER WHEN A VEHICLE IS REGISTERED WITH A GROSS VEHICLE WEIGHT OF MORE THAN 26,000 POUNDS OR A BUS COMMON CARRIER. THE DRIVER PRIVACY PROTECTION ACT OF 1994 (DPPA), 18 USC SECTION 2721-2725 RESTRICT THE DISCLOSURE OF PERSONAL INFORMATION CONTAINED IN OUR RECORDS.

PENALTY FEES

FAILURE TO REGISTER WITHIN 45 DAYS OF THE DATE OF PURCHASE WILL RESULT IN PENALTY FEES IN ADDITION TO REGULAR TITLE AND/OR REGISTRATION FEES. THE LATE PENALTY FEE SCHEDULE IS AS FOLLOWS:

46 - 60 DAYS LATE - $10.00 61 - 75 DAYS LATE - $25.00 76 - 135 DAYS LATE - $50.00 OVER 135 DAYS LATE - $75.00

THIS SECTION FOR DMV USE ONLY

105

STAMP VEHICLE BRANDS

RATED BY	T	**TRANSACTION FEES**	
OFFICE/OFFICE NUMBER		EXPEDITED FEE	WEIGHT INCREASE
PLATE NUMBER	568NMF	LICENSE FEE	TRANSFER 10.00
EXPIRATION DATE	RP2106	UNINSURED FEE	TITLE 15.00
PLATE CLASS		USE OR SALES TAX	GIFT OF LIFE FUND
SUSPENSE REASON		PENALTY	TOTAL 25.00

VEHICLE INVOICE

HERNDON CHEVR[redacted]

5617 Sunset Boulevard
P.O. Box 339
Lexington, SC 29072
(803) 359-2504
www.herndonchevy.com

DEAL NO [redacted]

SOLD TO: [redacted]
ADDRESS: [redacted]
SALESPERSON: J GREGORY PRITCHETT GASTON SC

DATE 09/07/05
CUST # N/A

46437

	YEAR	MAKE	NEW OR USED	STOCK NUMBER	MODEL OR SERIES	VEHICLE IDENTIFICATION NO.	KEY NUMBER
VEHICLE SOLD	2005	CHEVROLET TRUCK	NEW	4233T	TRAILBLAZER	1GNDS13S9523[redacted]	S278A S278A
TRADE IN	2004	CHEVROLET TRUCK	TRUCK	42331B	TAHOE	1GNEC13Z14R2[redacted]	

SELLING PRICE	25123.33
	N/A
	N/A
GAP COVERAGE	395.00
	N/A
	N/A
SALES TAX	300.00
LICENSE AND TITLE	25.00
TOTAL CASH PRICE	25843.33
	N/A
FINANCING	14615.09
INSURANCE	N/A
TOTAL TIME PRICE	40458.42
SETTLEMENT REBATE	2500.00
DEPOSIT	N/A
CASH ON DELIVERY	1556.17
TRADE-IN $ 18800.00	
LESS LIEN $ 29402.95	-10602.95
PAYMENTS: 72 AT $ 652.85	
AT $ N/A	47005.20
TOTAL	40458.42

LIEN: NUVELL CREDIT CORPORATION
P.O. BOX 242510
LITTLE ROCK AR 72223-2510

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to this 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 to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

NOTICE OF ARBITRATION

THIS CONTRACT IS SUBJECT TO ARBITRATION UNDER THE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION.
THE FOLLOWING AGREEMENT TO ARBITRATE SETS FORTH THE EXCLUSIVE METHOD UNDER WHICH DISPUTES OR CONTROVERSIES DESCRIBED THEREIN SHALL BE DECIDED.
ANY DISPUTE OR CONTROVERSY BETWEEN HERNDON CHEVROLET, INC. AND YOU OR WHOM YOU REPRESENT OR ANY OF YOUR OFFICERS, DIRECTORS, AGENTS, OR EMPLOYEES ARISING OUT OF OR RELATING TO THIS CONTRACT OR THE FORMATION, PERFORMANCE, OR BREACH OF THIS CONTRACT, OR ANY OTHER CONTRACT OR AGREEMENT BETWEEN HERNDON CHEVROLET, INC. AND YOU WHETHER ENTERED INTO PRIOR TO, ON OR SUBSEQUENT TO THE DATE OF HEREOF SHALL BE SETTLED IN ACCORDANCE WITH THE APPLICABLE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE AWARD OF THE ARBITRATOR OR ARBITRATORS SHALL BE FINAL AND JUDGMENT UPON THE AWARD RENDERED MAY BE ENTERED IN ANY COURT HAVING JURISDICTION.
THE AGREEMENT TO ARBITRATION MADE BY AND BETWEEN THE PARTIES SHALL BE USED FOR ANY AND ALL CONTROVERSIES INCLUDING BUT NOT LIMITED TO CLAIMS ARISING OUT OF ALLEGED FRAUD, FRAUDULENT INDUCEMENT FRAUD IN THE FORMATION, BREACH OF CONTRACT, BREACH OF EXPRESSED AND OR IMPLIED WARRANTIES, DISPUTES INVOLVING SERVICE CONTRACTS, WARRANTY OF MECHANICAL PARTS, DISPUTES INVOLVING REPRESENTATIONS BY AGENTS, SERVANTS, AND OR EMPLOYEES TO THE CUSTOMER, ALLEGED VIOLATIONS OF THE MAGNUSON-MOSS ACT AND ALLEGED VIOLATIONS OF ANY STATE AND/OR FEDERAL LAW AND OR STATUTE.
I HAVE READ THE ABOVE AND AGREE TO THE TERMS AND CONDITIONS THEREOF.

X _____ DATE: _____

Reynolds and Reynolds CC250502 (02/05)

IMPORTANT
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT US IMMEDIATELY. THANK YOU.

HERNDON CHEVROLET

5617 SUNSET BOULEVARD
LEXINGTON, SC 29072
TELEPHONE 359-2504

S 1639

REACH US AT...
WWW.HERNDONCHEVY.COM

NEW VEHICLE RECORD OF PURCHASE

NAME [redacted] STOCK NO. [redacted]
STREET [redacted] MAKE Chevrolet MODEL TrailBlazer
CITY Gaston STATE SC ZIP [redacted] SERIAL NO. 1GNDS135952 [redacted]
COUNTY Lexington WK PHONE [redacted] YEAR 2005 MILES 4116
CERTIFICATION New HM PHONE [redacted] BIRTH DATE [redacted]
WHAT'S YOUR E-MAIL Cel [redacted]

SELLING PRICE	29369	00
	24925	33
OnStar		
TOTAL SELLING PRICE	24925	33
S.C. SALES TAX	300	60
ADMINISTRATIVE FEE	198	00
LICENSE PLATE FEE ☐ NEW ☐ TRANSFER	30	00
TOTAL PRICE INCLUDING TAX	25453	33

GROSS TRADE-IN ALLOWANCE	18800	00	
BAL. DUE ON TRADE IN	29402	95	Citifinancial
NET TRADE-IN ALLOWANCE	10602	95	
CASH Est. Warranty Ref.	1400	00	R# Warranty Est. (1556.17)
GM REBATE	2500	00	
REBATE			
TOTAL DOWN PAYMENT	16702	95	
UNPAID BALANCE	32156	28	
MECHANICAL INSURANCE			
TOTAL UNPAID BALANCE			

I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THIS AGREEMENT. FURTHER, I UNDERSTAND THAT ONLY THE "OTHER OPTIONS" LISTED ABOVE ARE PART OF THIS AGREEMENT.

"ALL WARRANTIES ON THIS PRODUCT, OR PRODUCTS, ARE THOSE OF THE MANUFACTURERS. THE SELLER, HERNDON CHEVROLET COMPANY, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND HERNDON CHEVROLET COMPANY 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 EFFECTS THE PROVISION OF THE MANUFACTURER'S WARRANTIES: OR A SPECIFIED USED CAR WARRANTY."

"THE INFORMATION YOU SEE ON THE WINDOW FORM (BUYERS GUIDE) FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISION IN THE CONTRACT OF SALE."

DESCRIPTION OF TRADE-IN 1 STK# [redacted]
YEAR 2004 MILES 19512
MAKE Chevrolet MODEL Tah[redacted]
SERIAL NO. 1GNEC13Z14R[redacted]
COLOR TRIM
BODY STYLE
ACV. APPRAISER

DESCRIPTION OF TRADE-IN 2 STK#
YEAR MILES
MAKE MODEL
SERIAL NO.
ACV. APPRAISER

SALESMAN Greg / Wade 355
APPROVED

ONSTAR PACKAGES

Safe & Sound Direction & Connections

"Purchaser certifies that information about my trade-in is correct including odometer information and the year of the vehicle and that the trade-in is not now and never has had a "rebuilt" or "salvage" title. Purchaser further certifies that he/she will pay the difference in cash within three days of demand if the payoff information is incorrect and all outstanding liens are satisfied.

_____ (customer initials)

NOTICE OF ARBITRATION

THIS CONTRACT IS SUBJECT TO ARBITRATION UNDER THE RULES AND GUIDELINES OF THE NATIONAL ARBITRATION FORUM. THE FOLLOWING AGREEMENT TO ARBITRATE SETS FORTH THE EXCLUSIVE METHOD UNDER WHICH DISPUTES OR CONTROVERSY BETWEEN HERNDON CHEVROLET AND YOU OR WHOM YOU REPRESENT OR ANY OF YOUR OFFICIALS, DIRECTORS, AGENTS, OR EMPLOYEES ARISING OUT OF OR RELATING TO THIS CONTRACT OR ANY OTHER CONTRACT OR AGREEMENT BETWEEN HERNDON CHEVROLET AND YOU WHETHER ENTERED PRIOR TO, ON, OR SUBSEQUENT TO THE DATE HEREOF, SHALL BE SETTLED BY ARBITRATION IN ACCORDANCE WITH THE APPLICABLE RULES AND GUIDELINES IN THE NATIONAL ARBITRATION FORUM. THE AWARD OF THE ARBITRATOR OR ARBITRATORS SHALL BE FINAL AND JUDGEMENT UPON THE AWARD RENDERED MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THE AGREEMENT TO ARBITRATION MADE BY AND BETWEEN THE PARTIES SHALL BE USED FOR ANY AND ALL CONTROVERSIES INCLUDING BUT NOT LIMITED TO CLAIMS ARISING OUT OF ALLEGED FRAUD, FRAUDULENT INDUCEMENT, FRAUD IN THE FORMATION, BREACH OF CONTRACTS, WARRANTY OF MECHANICAL PARTS, DISPUTES INVOLVING REPRESENTATIONS BY AGENTS, SERVANTS, AND OR EMPLOYEES TO THE CUSTOMER ALLEGED VIOLATIONS OF THE MAGNUSON-MOSS ACT, AND ALLEGED VIOLATIONS OF ANY STATE AND/OR FEDERAL LAW AND/OR STATUTE, ANY CLAIM OR DISPUTE, WHETHER IN CONTRACT, TORT, PURSUANT TO STATUTE, OR OTHERWISE (INCLUDING ANY DISPUTE OVER THE INTERPRETATION, SCOPE, OR VALIDITY OF THIS CONTRACT, THE ARBITRATION CLAUSE OR THE ARBITRABILITY OF ANY ISSUE), BETWEEN YOU AND HERNDON CHEVROLET, INC., INCLUDING EMPLOYEES OR AGENTS OF BOTH, WHICH ARISE OUT OF OR RELATE TO THIS CONTRACT OR ANY RESULTING TRANSACTION OR RELATIONSHIP SHALL BE RESOLVED BY A NUETRAL, BINDING ARBITRATION IN ACCORDANCE WITH THE RULES AND GUIDELINES OF THE NATIONAL ARBITRATION FORUM, AND NOT BY A COURT ACTION. ANY CLAIM OR DISPUTE IS TO BE ARBITRATED ON AN INDIVIDUAL BASIS AND NOT AS A CLASS ACTION. I HAVE READ THE ABOVE AND AGREE TO THE TERMS AND CONDITIONS THEREOF.

SIGNATURE [redacted] DATE 9-3-05
SIGNATURE [redacted] DATE 9-3-05

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

108

Dealer Number | Contract Number

[redacted]
GASTON SC [redacted] LEXINGTON

Creditor (Seller name and address)
HERNDON CHEVROLET, INC.
5617 SUNSET BLVD.
LEXINGTON SC 29072

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2005	CHEVROLET TRUCK TRAILBLAZER	1GNDS13S952[redacted]	☐ personal, family, or household ☐ agricultural ☐ business ☐

Your trade-in is a: Year 2004 Make CHEVROLET TRUCK Model TAHOE

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 $ N/A
12.95 %	$ 14615.09	$ 32390.11	$ 47005.20	$ 47005.20

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	$ 652.85	Monthly beginning 10/22/2005	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of $5.60. The charge will not exceed $14 if you bought the vehicle primarily for personal, family, or household use.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes)		$ 25225.31 (1)
2 Total downpayment = (If negative enter "0" and see line 4H below)		
Gross trade-in $ 18600.00 − payoff by seller $	29402.95	
= net trade-in $ -10802.95 + cash $	1556.17	
+ other (describe) MFG REBATE $	2500.00	$ 0.00 (2)
3 Unpaid balance of cash price (1 minus 2)		$ 25225.31 (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		$ 15.00
F Government certificate of title fees		$ 10.00
G Other charges (Seller must identify who is paid and describe purpose.)		
to HERNDON CHEV. for DOC FEE		$ 198.00
to GMAC RISK for GAP CARE		$ 395.00
to for		$ N/A
to for		$ N/A
to for		$ N/A
to for		$ N/A
H Net trade-in payoff to		$ 6546.78
Total other charges and amounts paid to others on your behalf		$ 7164.78 (4)
5 Amount financed (3 + 4)		$ 32390.11 (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

(Insurance Company)

(Home Office Address)

CONSUMER CREDIT INSURANCE IS NOT REQUIRED TO OBTAIN CREDIT AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL COST. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.

☐ _____ _____
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 b[redacted] the contract must be [redacted].

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] e to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X [redacted] 9-1-05 Co-Buyer Sign[redacted] Date 09/07/2005

Co-Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

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. **You may refinance a balloon payment.** A balloon payment is a scheduled payment that is more than twice as large as the average of your earlier scheduled payments. If you are buying the vehicle primarily for personal, family, or household use, you may refinance the balloon payment when due 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.

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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 Annual Percentage Rate shown on the front of this contract.

   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.

---

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.

2. You start a proceeding in bankruptcy or one is started against you or your property, or you break any agreements in this contract, except that if you bought the vehicle primarily for personal, family, or household purposes, we will only treat these events as defaults if they significantly impair the prospect of payment, performance, or realization of the collateral.

   The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.

c. **You may have to pay collection costs.** If we hire an attorney who is not our salaried employee to collect what you owe, you will pay the attorney's reasonable fee and court costs the law permits. The maximum attorney's fee you will pay will be 15% of the amount you owe.

d. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you after we give you any notice the law requires. We may only take the vehicle if we do so peacefully without entering into a dwelling used as a current residence and the law allows it. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.

e. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). We will tell you how much to pay to redeem. Your right to redeem ends when we sell the vehicle.

f. **We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.

   We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us unless the law provides otherwise. If you do not pay this amount when we ask, we may charge you interest at the highest lawful rate until you pay.

g. **What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we repossess the vehicle, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

h. **Dishonored Check Charge.** If you try to pay any portion of an amount you owe with a check that is dishonored, you will pay a service charge of $30.

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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.

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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 South Carolina 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.

TOTAL LOSS PROTECTION PROGRAM

TLP-6
(01/04)

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 Creditor/Lessor pursuant to the terms and conditions below.

VEHICLE INFORMATION:

	Inception Date: 09/07/2005	Term: (Months) 72	
Year: 2005	Make: CHEVROLET TRUCK	Model: TRAILBLA	Mileage: 4116
VIN#: 1GNDS13S952[redacted]		Amount Financed: 32390.11	

DEALER INFORMATION:

Name: HERNDON CHEVROLET, INC.	Dealer #: 39661	Phone: (803)359-2504
Address: 5617 SUNSET BLVD.		
City: LEXINGTON	State: SC	Zip: 29072

GAP (GAP) ☐ XX GAP PLUS (GPP) ☐ ENROLLMENT CHARGE $ 395.00

CREDITOR/LESSOR INFORMATION:

Name: NUVELL CREDIT CORPORATION		Phone:
Address: P.O. BOX 242510		
City: LITTLE ROCK	State: AR	Zip: 72223-2510

PURCHASER/LESSEE INFORMATION:

Name: [redacted]		Phone: [redacted]
Address: [redacted]		
City: GASTON	State: SC	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. You agree to purchase Total Loss Protection for the additional Enrollment Charge set forth above.

PURCHASER/LESSEE MAY CANCEL THIS TLP RETAIL INSTALLMENT SALES CONTRACT/LEASE AGREEMENT ADDENDUM AT ANY POINT DURING THE ORIGINAL TERM OF THE RETAIL INSTALLMENT SALES CONTRACT/LEASE AGREEMENT. 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 REFUND ANY ENROLLMENT CHARGE TO THE CREDITOR/LESSOR LISTED ABOVE.

PURCHASER/LESSEE AUTHORIZES THE CREDITOR/LESSOR TO RELEASE TO PROGRAM ADMINISTRATOR A DETAILED PAYMENT HISTORY UPON REQUEST IN THE EVENT OF A LOSS.

PURCHASER/LESSEE UNDERSTANDS THAT THIS ADDENDUM IS NOT REQUIRED IN ORDER TO OBTAIN FINANCING OR TO PURCHASE OR LEASE THIS VEHICLE.

[redacted] 09/07/2005

[redacted] E

09/07/2005 - [redacted] 9/07/2005

DEALER DATE [redacted] E

JM&A GROUP

Program Administrator:
Jim Moran and Associates, Inc. • P. O. Box 9410 • Deerfield Beach, FL 33443
(800) 722-4603

110

C/S# 8634

PLEASE SEE THE TERMS AND CONDITIONS ON THE BACK.

WHITE-Administrator PINK-Creditor/Lessor CANARY-Dealer GOLDENROD - Purchaser

CONFIRMATION OF ACCIDENTAL PHYSICAL DAMAGE INSURANCE

To provide protection against serious financial loss should an accident or damage occur, I understand that my instalment contract requires that the vehicle be continuously covered with insurance against the risks of fire, theft and collision. Accordingly, I have arranged for the required insurance through the insurance company shown below and have requested that the policy contain a loss payable endorsement in favor of the holder of my contract located at:

P.O. Box 5378
Timonium, MD 21094-5378

BR # _____

NAMED INSURED:	FIRST	MIDDLE	LAST	GMAC ACCOUNT NUMBER
ADDRESS	NUMBER / STREET	CITY / STATE	ZIP CODE	
TEL. NO.	( )	DRIVERS LICENSE #		

NAMED PURCHASER:	FIRST	MIDDLE	LAST
ADDRESS	NUMBER / STREET	CITY / STATE	ZIP CODE
TEL. NO.	( )		

VEHICLE INSURED:

YEAR	MAKE	BODY	MODEL	VEHICLE IDENTIFICATION NUMBER

VEHICLE USE: ☐ Private Passenger, ☐ Commercial Auto and Trailer

INSURANCE AGENT *PLEASE PRINT CLEARLY FULL AND EXACT ADDRESS TO APPEAR IN WINDOW ENVELOPE*

NAME	G.N. Wallace
MAILING ADDRESS	1101 Knox Abbott
CITY	Cayce STATE SC ZIP CODE 29033
AGENT'S TELEPHONE NUMBER	(803) 796-7920

INSURANCE CARRIER *PLEASE PRINT CLEARLY FULL AND EXACT NAME OF INSURANCE CARRIER*

NAME	State Farm
POLICY NUMBER	C45-8450-C08-40E
DATE THIS VEHICLE COVERED	FROM: 9-8-05 TO: 3-8-06
	COVERAGE

☐ Collision $ 250 Deductible
Type: ☐ BROAD FORM OR STANDARD
☐ LIMITED (NOT ACCEPTABLE)
☐ Comprehensive $ 250 Deductible
☐ Fire-Theft

AGENTS COMMENT

NAMED INSUR[redacted]
SIGNS [redacted]

9-7-05
DATE

DEALER CONFIRMATION:

( ) AGENCY ( ) INSURANCE CARRIER

NAME OF PERSON CONTACTED: Pam.

Confirmed By [signature] 9-12-05 DATE

LOSS PAYEE
LOSS PAYEE CONFIRMED ( )Yes ( ) No
☐ GMAC; ☐ GMACAB
☐ _____;
and in each case its successors and assigns.

DEALER SIGNS [redacted] _____ DEALER _____

111

GMAC 288G 8/2004 (1)
Copyright 2001. General Motors Acceptance Corporation. All Rights Reserved.

DEALER'S COPY

CONFIRMATION OF ACCIDENTAL PHYSICAL DAMAGE INSURANCE

To provide protection against serious financial loss should an accident or damage occur, I understand that my instalment contract requires that the vehicle be continuously covered with insurance against the risks of fire, theft and collision. Accordingly, I have arranged for the required insurance through the insurance company shown below and have requested that the policy contain a loss payable endorsement in favor of the holder of my contract located at:

P.O. Box 5378
Timonium, MD 21094-5378

BR # _____

NAMED INSURED: (FIRST / MIDDLE / LAST)					GMAC ACCOUNT NUMBER
ADDRESS (NUMBER / STREET / CITY / STATE / ZIP CODE)					
TEL. NO. ( )		DRIVERS LICENSE #			

NAMED PURCHASER: (FIRST / MIDDLE / LAST)				
ADDRESS (NUMBER / STREET / CITY / STATE / ZIP CODE)				
TEL. NO. ( )				

VEHICLE INSURED:

YEAR	MAKE	BODY	MODEL	VEHICLE IDENTIFICATION NUMBER

VEHICLE USE: ☐ Private Passenger, ☐ Commercial Auto and Trailer

INSURANCE AGENT

NAME	E.N. Wallace
MAILING ADDRESS	1101 Knox Abbott
CITY / STATE / ZIP CODE	Cayce SC 29033
AGENT'S TELEPHONE NUMBER	(803) 796-7920

AGENTS COMMENT

NAMED INSURED SIGNS ☛ Angela Turrington

INSURANCE CARRIER

NAME	State Farm
POLICY NUMBER	145-8450-L08-40E
DATE THIS VEHICLE COVERED	FROM: 9-8-05 TO: 3-8-06
COVERAGE	

☐ Collision $ 250 Deductible
Type: ☐ BROAD FORM OR STANDARD
☐ LIMITED (NOT ACCEPTABLE)
☐ Comprehensive $ 250 Deductible
☐ Fire-Theft

9-7-05
DATE

112

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PURCHASER COPY

549

GMAC FINANCIAL SERVICES

Business Type: ○ Corp ○ Part ○ LLC ○ Prop

BRANCH NUMBER: 532 | CSG NUMBER: 652 | DEALER NUMBER:

APPLICANT COMPLETES THIS SECTION

LAST NAME OR BUSINESS NAME: [redacted] | DATE OF BIRTH (MMDDYY): [redacted]

FIRST NAME: [redacted] | MI: [redacted] | SOCIAL SEC: 248717197

PO BOX NUMBER: | CURRENT STREET NUMBER: [redacted] | CURRENT STREET NAME (MAIL[redacted]): [redacted]

CITY: Gaston | STATE: SC | [redacted]

(AREA CODE) HOME PHONE: [redacted] | ○ Own ○ Other ○ Rent ○ Family | MTG PAYMENT OR RENT: ,987 | TIME AT ADDRESS: 4 YRS MOS

EMPLOYED BY or TYPE OF BUSINESS (if business application): Blanchard Machinery | OCCUPATION: Painter

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: 803-791-7100 | GROSS ANNUAL INCOME (ALL SOURCES): 43,000 | TIME EMPLOYED: 8 YRS MOS

DEALER USE ONLY

○ Car ○ Light Truck ○ Med. Duty Truck ○ Conversion Van

○ Demo ○ Off-Lease

○ College Grad Plan ○ Lease Loyalty ○ Single Pmt. Lease ○ SmartBeginnings ○ Custom Pmt. Plan ○ Lease to Retail

○ Finance ○ SmartLease ○ SmartBuy ○ ComTRAC | ○ New ○ Used ○ Certified Used ○ Auction

PRODUCT USE: ○ Personal ○ Commercial | ○ Credit Line

CASH SELLING PRICE | MSRP | TERM | EST PAYMENT | SEC DEP

NET TRADE | (yr) TRADE-IN (make) | MILEAGE (thousands) | UPFIT COST

CASH/CAP RED/REBATE | VEHICLE YR | MAKE | CYL | # of UNITS | COST OF CHASSIS

CAP COST OR UNPAID BAL | MODEL CODE | MODEL DESCRIPTION

USED VEHICLE OPTIONS: ○ W/O Air ○ Sunroof ○ Tape/Disc ○ Cruise ○ Pwr Windows ○ Pwr Seats ○ Leather Seats ○ 4 WD ○ Manual Trans ○ Alum/Wire Wheels ○ TTops ○ Third Door

CO-APPLICANT COMPLETES THIS SECTION

LAST NAME OR BUSINESS NAME: [redacted] | DATE OF BIRTH (MMDDYY): [redacted]

FIRST NAME: [redacted] | [redacted] | SOCIAL SEC: [redacted]

PO BOX NUMBER: | CURRENT STREET NUMBER: 150 | CURRENT STREET NAME (MAILING ADDRESS): [redacted]

CITY: Gaston | STATE: SC | ZIP CODE: [redacted]

(AREA CODE) HOME PHONE: [redacted] | ~~○ Own~~ ○ Other ○ Rent ○ Family | MTG PAYMENT OR RENT: , | 4 YRS MOS

EM[redacted]: Lex Med Ctr. | OCCUPATION: LaB Spr.

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: 803-936-8758 | GROSS ANNUAL INCOME (ALL SOURCES): 29,000 | TIME EMPLOYED: 3 YRS MOS

SIGNATURES

This application will be submitted to GMAC (GMAC North America for Ohio Dealers), GMAC Automotive Bank, and C.O.L. Trust (if this is a lease application), all at P.O. Box 5192, Southfield, MI 48086, and (if this is a purchase application) to Nuvell Credit Corp. (a GMAC affiliate) at P.O. Box 242510, Little Rock, AR 72223, so that they may decide whether or not to purchase the transaction.

Your Opt-Out Right: If you want GMAC's and GMAC Automotive Bank's vehicle financing operations not to share non-public personal information about you related to this application with *affiliates* and *non-affiliated third parties*, **you may opt out of information sharing**, that is, you may direct us not to share information (other than as permitted by law). See the GMAC Privacy Notice for more information.

○ To opt-out now -- Fill in this circle to *opt out* of information sharing related to this application with affiliates and nonaffiliated third parties (other than sharing permitted by law). This opt-out covers applicant and any co-applicant.

We intend to apply for joint credit. Applicant_____ Co-Applicant_____ [redacted]

See the other side for important notices. By signing below, I certify that (1) I have read and agree[redacted]r side, and (2) I have rec[redacted]

[redacted] Date 9-3-05 [redacted] Date 9/3/0[redacted]

Applicant's Signature | C[redacted]

3071 Joint 6/2004 (Joint Express Application) Copyright 2004 General Motors Acceptance Corpora[redacted]

GAP Protection (Debt Cancellation) Rider

Contract Number _____

New or Used	Year	Description of Property	Identification Number
N	05	Chevy Trailblazer	1GNDS13595 [redacted]

This Rider is part of the contract for the credit sale of the motor vehicle described above ("Contract") dated 9/7/05, between Herndon Chevrolet (Creditor), [redacted] (Buyer), and [redacted] Co-Buyer). All references to "this contract" in the Contract include this Rider.

Optional Gap Protection (Debt Cancellation) Agreement. A gap protection or debt cancellation agreement is not required to obtain credit. Neither will be provided unless you sign and agree to pay the extra cost. If you choose to buy a gap protection or debt cancellation agreement, the cost is shown in _____ of the itemization in the Contract.

Premium $ 295 Jun 3 A.

(Name of Gap Protection (Debt Cancellation) Agreement)

I want this gap protection (debt cancellation) agreement.

[redacted]

_____ Date

_____ Date

The Creditor agrees to provide this gap protection (debt cancellation) agreement.

_____ Date

Creditor Signature

By Robert A. Rags Its _____

STATE FARM INSURANCE COMPANIES

State Farm Mutual Automobile Insurance Company

11350 Johns Creek Parkway
Duluth GA 30098

554Q -1591 A

[redacted]

GASTON SC [redacted]

AUTO RENEWAL

POLICY NUMBER [redacted]

MAR 08 2005 to SEP 08 2005

DATE DUE — PLEASE PAY THIS AMOUNT

THIS IS NOT A BILL.

	Coverages and Limits	Premiums
A	Liability	
	Bodily Injury 100,000/300,000	
	Property Damage 50,000	138.85
P1	Personal Injury Protection 1,000	10.27
D	250 Deductible Comprehensive	59.58
G	250 Deductible Collision	131.76
H	Emergency Road Service	2.20
U	Uninsured Motor Vehicle	
	Bodily Injury 100,000/300,000	
	Property Damage 50,000	14.42
W	Underinsured Motor Vehicle	
	Bodily Injury 100,000/300,000	
	Property Damage 50,000	55.77
	Total Premium	**$412.85**

Your premium is based on the following . . .If not correct, contact your agent.

2004 CHEVROLET TAHOE VIN 1GNEC13Z14[redacted]

Class 1F3H40F

Drivers of vehicle in your household...
There are no male or unmarried female drivers under age 25.

Ordinary use of vehicle...
To and from work or school, over 100 miles weekly.
Driven over 7,500 miles annually. (National average is 12,000 miles annually.)

Additional Information...
Your State Farm Payment Plan number is 0371593110.

Your premium has already been adjusted by the following:

Premium Reductions

Multiple Line	60.11
Multicar	77.07
Vehicle Safety	4.41
Accident Free	61.67

Your Vehicle Safety Discount has been reduced for your personal injury protection and medical payments coverage. Please see the premium adjustment message on the back of this notice for an explanation.

Please read the enclosed News & Notes article entitled "Liability Coverage premiums now vary by make/model."

Your Multiple Line Discount has increased. For additional information, please refer to the enclosed News & Notes article or contact your agent.

The following list of drivers is shown for informational purposes only and does not extend or expand coverage beyond that

PERSONAL REFERENCES

NAME: [redacted]
ADDRESS:
CITY, STATE, ZIP: Gaston SC [redacted]
PHONE: [redacted]

NAME: [redacted]
ADDRESS:
CITY, STATE, ZIP: Gaston SC [redacted]
PHONE: [redacted]

NAME: [redacted]
ADDRESS:
CITY, STATE, ZIP: Gaston SC [redacted]
PHONE: [redacted]

NAME:
ADDRESS:
CITY, STATE, ZIP:
PHONE:

NAME:
ADDRESS:
CITY, STATE, ZIP:
PHONE:

NAME:
ADDRESS:
CITY, STATE, ZIP:
PHONE:

NAME:
ADDRESS:
CITY, STATE, ZIP:
PHONE:

NOTICE TO COSIGNER

You are being asked to guarantee this debt. Think carefully before you do. If the borrower doesn't pay the debt, you will have to. Be sure that you can afford to pay if you have to, and that you want to accept this responsibility.

You may have to pay up to the full amount of the debt if the borrower does not pay. You may also have to pay late fees or collection costs, which increase this amount.

The bank can collect this debt from you without first trying to collect from the borrower. The bank can use the same collection methods against you that can be used against the borrower, such as suing you, etc. If this debt is ever in default, that fact may become part of your credit record.

This notice is not the contract that makes you liable for the debt.

FURTHER NOTICE

You agree to pay the debt identified below although you may not personally receive any property, services, or money. You may be sued for payment although the person who receives the property, services, or money is able to pay. This notice is not the contract that obligates you to pay the debt. Read the contract for the exact terms of your obligation.

IDENTIFICATION OF DEBT YOU MAY HAVE TO PAY

_____

(Name of Debtor)

CAROLINA FIRST, A SOUTH CAROLINA BANKING INSTITUTION

(Name of Creditor)

_____

(Date)

_____

(Kind of Debt)

I have received a copy of this notice.

_____ [redacted]

(Date)

Insurance Verification Sheet

Agent _____

Address _____

City _____

State _____

Zip _____

Phone _____

Contact _____

Policy # _____

Term _____

Effective Date _____

Expiration Date _____

Comp Deductible _____

Coll Deductible _____

Salesperson _____

Nuvell

APPROVED
FIVE STAR RETAIL
Buy Rate: 12.95%

The following applicants have been approved by Nuvell:

Application Number: [redacted]

Applicant Name: [redacted]

Co-Applicant Name: Livingston, Angela

Dealer: Herndon Chevrolet

App Date: September 06, 2005

APPLICATION RECEIVED FROM DEALERTRACK

Decisioned By: Marlena Wisner

Phone: (800) 553-2149 Ext: 19463

Dealer ID: 03416

Contact: Bob Rapp / Kevin Igoe

Vehicle Information:

New/Used: New Year: 2005 Make: CHEVROLET Model: TRAILBLAZER 2WD Mileage: 4116

Financing Information:

Payment:	$660.97	Term: 72 Months		AWV/Inv:	$26,234.00
Sale Price:	$36,995.00	Cash Down / Rebate:	$1,400.00 / $2,500.00	Trade:	$1,500.00
Vehicle Adv:	$31,595.00	Other:	$523.00	Total Amount Financed:	$32,118.00

Stipulations:

Need to Trade Open Vehicle Loan

Comments:

Trade and Payoff Must Appear on Contract-BOB - TRADE OPEN CITI AUT[redacted]NVOICE $26,234 - OK 72 MONS W/FEE - NO POI - THANK YOU! MARLE

Extended Term Fee's will apply for ALL programs with 66 and 72 months contracts

All Standard Requirements Apply **Thank you for considering Nuvell**

1 through 6 Star Programs:

Please refer to the Rate Card, Effective Date: **March 2005**
Also refer to Underwriting and Funding Guidelines, Effective Date: **March 2005**

Special Rate Programs:

Also refer to Underwriting and Funding Guidelines, Effective Date: **March 2005**

Note:

We suggest this form be included with the funding package. Funding packages must be received within 30 days of the approval date.

Please submit the funding package to: Nuvell Credit Corp, Attn: Funding Dept, 16101 LaGrande, Little Rock, AR 72223.

Contract Cancellation Quote Information

Help

Contract# [redacted] [redacted] VIN 1GNEC13Z14[redacted] 04 CHEVROLET TAHOE

Reason	Cancellation Effective Date	Mileage	Lien Holder
General	09 / 07 / 05 (mm / dd / yy)	19512 (Time of Cancellation)	(Enter only if applicable)

Select All	Contract Coverage	Status	Purchase Date	Mileage (Time of Sale)	Quote Cancellation Percentage	Quote Cancellation Fee
☐	SRV - Service 06 / 100000 PNP		07/23/04	000027	80.51%	$50
☐	MNT - Maintenance 03 / 037500 MNV		07/23/04	000027	48.04%	$0

Get Quote | Clear | Next Quote

Promo-

pd. 1995.00

1606.17

1556.17 To Dear

1,995• x
80•51 %
1,606•1745 +

••0••

1,606•17 +
50• -
1,556•17 *

Contract Cancelled

Help

Contract [redacted] VIN # 1GNEC13Z14R[redacted]04 CHEVROLET TAHOE

Reason	Cancellation Effective Date	Mileage	Lien Holder
General	09/07/05	19512	

Contract Coverage	Status	Purchase Date	Mileage (Time of Sale)	Cancellation Percentage	Cancellation Fee
SRV - Service 06 / 100000 PNP	Cancelled	07/23/04	000027	80.51%	$50
MNT - Maintenance 03 / 037500 MNV	Cancelled	07/23/04	000027	48.04%	$0

Next Cancel

AMERICREDIT

AMERICREDIT FINANCIAL SERVICES

DEPARTMENT 300 284 STATE ROUTE NORTH 72
REESVILLE, OH
BRANCH (803)988-7404 FUNDING PHONE (800)920-0477
FUNDING FAX (877)912-9660



[redacted]

To: Herndon Chevrolet, Inc
Attention: TERRY GRAHAM

Date: 9/6/2005
Time: 11:12 AM

CREDIT DECISION: DECLINE

Applicant(s) and Collateral

Application Number: [redacted]
Applicant: [redacted]
Co-Applicant:

Collateral: Pending
Value: $0.00
Mileage: 0

Credit Program and Structure

CREDIT APPLICATION DECLINED.

An assignment fee will be assessed on all contracts. Analyst: @ (803)988-7404

Track all of your decisions and contracts at www.DealerTrack.com. Contact us to get on track!

local relationships - fast funding - quality service

citi financial auto

DEALERSHIP.: HERNDON CHEVROLET COMPANY 9/06/05
ATTENTION..: Bob Rapp

APPLICANT..: [redacted]

APPLICATION: [redacted]
LENDER.....: GREGORY MACPEEK
PHONE......: 704-586-7760 x7760

CO-APP(S)..: [redacted]

DECISION...: Approved 9/06/2005 APPROVED $.: 32,118.00
VEHICLE....: 2005 CHEVROLET TRUCKS TRAILBLAZER 2WD
Mileage....: 4,116

COMMENTS...: $32118 INCLUDES TT&L. INV = 26234. POI = 6083/MONTH.
MUST TRADE CITI AUTO ACCT. LINE 5 CALL, NO SOFT ADDS.
THANKS, GREG

STIPULATION: Proof of income
Proof of trade

TERM.....: 72
RATE.....: 18.990% Eligible for 1.00 % max dealer spread or $200 flat.
* Contract Rate May Not Exceed Applicable State Usury Limit
FEES. . . .: A $95.00 acquisition fee will be charged to the dealer.

EFFECTIVE MAY 12TH!
** OUR NAME HAS CHANGED TO CITIFINANCIAL AUTO **
WHILE OUR NAME IS CHANGING OUR RELATIONSHIP WITH
YOU IS NOT. YOU CAN CONTACT CITIFINANCIAL AUTO AT
THE SAME ADDRESS AND PHONE NUMBERS YOU USE TODAY!

700 Forest Pt Circle, Charlotte, NC 28273

Telephone Numbers
(704)586-7740 or (800)619-0042
Facsimile Numbers
(800)729-0102 (Applications)
(704)586-7790 or (888)315-7031 (Other Documents)

Thank you for your business. It is greatly appreciated!

SC DOCUMENT OF REGISTRATION
S.C. DEPARTMENT OF MOTOR VEHICLES

MARCIA S. ADAMS
EXECUTIVE DIRECTOR

VIN	ISSUE DATE	PLATE NUMBER	PLATE CLASS	VEHICLE NO.
1GNEC13Z14R[redacted]	02/18/2005	[redacted]	RP	17689650

YEAR	MAKE	BODY STYLE	MODEL	PLATE EXPIRATION	EMPTY WEIGHT
2004	CHEV	SU	TAHOE	02/2006	5040

COUNTY	SCHOOL DIST.	DECAL EXPIRATION	GVW
32		02/2006	0

MUNICIPALITY	TITLE	VEHICLE TYPE	EQUIPMENT NO.
0	[redacted]3A	1	

[redacted]

GASTON SC [redacted]

Please note that if you have changed your address through the county, you must contact DMV to correct other documents.

[redacted]

SOUTH CAROLINA INSURANCE CARD

State Farm Mutual Automobile Insurance [redacted]

INSURED [redacted] MUTL VOL

POLICY NU[redacted] EFFECTIVE

YR 2004 MAKE CHEVROLET MAR 08 2005 TO SEP 08 2005

MODEL TAHOE VIN 1GNEC13Z14R2[redacted]

AGENT G N WALLACE INS AGCY INC 1591-344

PHONE (803)796-7920

A BODILY INJURY/PROPERTY DAMAGE LIABILITY
P1 PERSONAL INJURY PROTECTION
D 250 DEDUCT COMPREHENSIVE
G 250 DEDUCT COLLISION
H, U, W
SEE REVERSE SIDE FOR ADDITIONAL COVERAGE INFORMATION

796-7925
"Mary"

[redacted]
SOUTH CAROLINA
DEPARTMENT OF MOTOR VEHICLES
[redacted]'S LICENSE
DL#: [redacted]
Expires [redacted]
GASTON SC [redacted]
Class: D Hgt: 6-00 Wgt: 205
Sex: M DOB [redacted]
Issued: 08-23-2005 32053 RI 4
[redacted]
Restrictions: None
Governor
[redacted]

[redacted]
SOUTH CAROLINA
[redacted] OF PUBLIC SAFETY
[redacted]'S LICENSE
UNDER 21 UNTIL [redacted]
DL#: [redacted]
Expir[redacted]
GASTON, SC, [redacted]
Class: D Hgt: 5-06 Wgt: 130
Sex: F DOB [redacted]
Issued: 06-18-2001 32032 RI 2
[redacted]
Restrictions: None
Governor
[redacted]

OFAC IQ Search Results

Search Type: Individual
You Entered: [redacted]
Memo:
Preformed by: Billy Wingard
Number of Records Found: 1

Current files as of 9/3/2005

Return To Search

Match	Name	AKA	Address	Title	Remarks	Program
Partial	ARELLANO FELIX BENJAMIN ALBERTO	-0-	-0-	-0-	DOB 12 MAR 52; ALT DOB 8 NOV 53; ALT DOB 11 AUG 55; POB MEXICO	SDNTK

WHAT TO DO?

1) Closely compare the name, company or country in your search to the search results (SDN List or targeted countries). Matches should be against first and last name for an "Individual Search" not just a last name or first name. For targeted countries, please make sure you perform a "Country Search".

2) Compare any other information you may have such as passport numbers, driver's licenses, addresses, aliases, or other pertinent pieces of information to your search results. An "ID Number Search" may give you another way to determine a match.

3) If you believe you have a valid match after your due diligence, please call the OFAC hotline at (800) 540-6322.

4) Further information can be found at the United States Department of the Treasury's website at **www.treas.gov/ofac** .

NOTE

Please be aware that Integra Systems Queensborough has procedures in place to insure that the most recent file provided by the Office of the Treasury is available for your search. However, Integra Systems Queensborough can't be responsible for technical issues affecting the availability of the website or functionality.

OFAC IQ Search Results

Search Type: Individual
You Entered: [redacted]
Memo:
Preformed by: Billy Wingard
No records found

Current files as of 9/3/2005

Return To Search

WHAT TO DO?

1) Closely compare the name, company or country in your search to the search results (SDN List or targeted countries). Matches should be against first and last name for an "Individual Search" not just a last name or first name. For targeted countries, please make sure you perform a "Country Search".

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Initial Privacy Notice

Dealership (We)

Dealership Name: Herndon Chevrolet
Address: 5617 Sunset Blvd Lexington SC 29072
Telephone: 359 2504

Customer (You)

Customer Name: [redacted]
Address: Gaston SC. [redacted]
Telephone: [redacted]

In connection with your transaction we may obtain nonpublic personal information about you and that information is handled as stated in this notice.

1. We collect personal nonpublic information about you from the following sources:
   a. Information we receive from you on an application for credit or other similar forms;
   b. Information about your transactions with us and others; and,
   c. Information we receive from a consumer-reporting agency.
2. Please be aware that it is our policy to disclose the above nonpublic personal information to **only** those companies that perform marketing services on our behalf or to other financial institutions with which we have joint marketing agreements.
3. We do not disclose any nonpublic personal information about you to anyone except as permitted by law.
4. Further, we restrict access to your nonpublic personal information to **only** those employees who need to know that information to provide products or services to you. Employees cannot use your information for any other purpose. For your safety, we maintain physical, electronic and procedural safeguards that comply with federal regulations to further guard your nonpublic personal information.

CUSTOMER ACKNOWLEDGEMENT: The undersigned customer(s) acknowledge that they received a copy of this notice on the date indicated below.

[redacted] 9-3-05
Date

[redacted] 9-305
Date

HERNDON
CHEVROLET

5617 Sunset Boulevard
P.O. Box 339
Lexington, SC 29071
(803) 359-2504

Items owed to the customer

128

Date 8/3/05
Customer Name [redacted]
Stock # [redacted]
Charge repairs to _____
Client Manager Wade Wardlaw
Item _____
Clean & Gas
Item _____
Item _____

A copy of this ITEMS OWED form will be filed in your sales file

No items are owed to this customer _____ **mgr. initials**

Customer signature [redacted] Mgr signature _____

Appointments may be necessary for certain repairs or the installation of accessories.
Please contact our Service Advisors so your ITEMS OWED will be
replaced/repaired in a timely manner convenient to you

Greg

[redacted]

The Rapp Sheet
Herndon Chevrolet F&I C

(✓) Buyers Order
(✓) Invoice
(✓) Down Payment
(✓) Incentive Acknowledgement
(✓) Due Bill
( ) Insurance Verification
(✓) Privacy Statement
(✓) Factory Invoice
(–) Service Contract
(–) Car Care Contract
(✓) GAP Contract
(–) First Place Finish Contract
(–) GM Certified/Big Lot Certification

(✓) Contract
(✓) Credit Application
(✓) Co Signer Notice
( ) Life Policy
( ) Bailment
(✓) F&I Recap
( ) Lender NUV

(✓) Form 400
(✓) PTO Sold
(✓) PTO Trade
(✓) Appraisal
( ) Title
(✓) Registration
(✓) Pay Off Verification
( ) Buyers Guide

( ) Military Tax Exemption
( ) Out of State Tax Form
(✓) Drivers License (Both)
(✓) Power of Attorney (2)
( ) Proof of Income
(–) PO Residence
(–) Lease Worksheet
(✓) Insurance Card
(✓) References

DEAL COVER

1995.00

Customer [redacted] Stock # [redacted] Deal#

Salesperson [redacted] Vehicle Trailblazer Date

BANK TERM	COMMENTS	
BANK TERM	COMMENTS	
BANK TERM	COMMENTS	
BANK TERM	COMMENTS	
BANK TERM	COMMENTS	

INSURANCE INFO	PAYOFF INFO Phone#
Agent _____ Company _____ Phone# _____ Address _____ _____ Policy # _____	Bank _____ Acct# _____ Amount _____ Per Diem _____ Good Until _____ Spoke To
Comments	Quotes for Deliver Person

HERNDON CHEVROLET
Makes Your Smile

CUSTOMER [redacted] STOCK# [redacted]
SALESMAN [redacted] VEHICLE Trailblazer

- [ ] GM EMPLOYEE FORM
- [ ] GM SUPPLIER FORM [ ] COPY OF PAY STUB
- [ ] PATRIOT ACT
- [x] PRIVACY ACT
- [ ] ONSTAR FORM
- [ ] FIRST PLACE FINISH
- [x] RECORD OF PURCHASE SIGNED OFF
- [x] CREDIT APPLICATION
- [ ] COLLECT DOWN PAYMENT [ ] STAPLED IN DEAL
- [x] DRIVERS LICENSE [ ] MILITARY IDENTIFICATION
- [ ] INSURANCE CARD [ ] INSURANCE COMPLETED
- [ ] REGISTRATION TO TRANSFER [ ] NEW TAG
- [x] DUE BILL
- [x] TRADE APPRAISAL
- [x] SIGNED PAYOFF
- [ ] TITLE
- [x] COPY OF INVOICE
- [ ] GM CERTIFIED
- [ ] BUYERS GUIDE/AS IS FORM
- [ ] USED CAR BOOKOUT SHEET
- [ ] VEHICLE DELIVERY CHECKLIST
- [ ] EMAIL ADDRESS

131

MANAGERS SIGNATURE _____

NOTES AND COMMENTS _____

_____

2005 TRAILBLAZER LS 2WD
67U SILVERSTONE METALLIC /L6G
28H LIGHT GRAY
ORDER NO. HZTH5Z/TRE STOCK NO.
VIN 1GN DS13 S9 [redacted]

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

**********13*16355S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CS15506 TRAILBLAZER LS 2WD	26465.00	23950.83
C4D GVW RATING - 5550 LBS	N/C	N/C
DT4 ASHTRAY AND LIGHTER	30.00	25.80
FE9 50-STATE EMISSIONS	N/C	N/C
GU6 REAR AXLE 3.42 RATIO	N/C	N/C
LL8 VORTEC 4200 SFI I6	0.00	0.00
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C
1SB LS PREFERRED EQUIPMENT GROUP 2	1185.00	1019.10
* POWER MIRRORS, HEATED		
* FLOOR MATS, FRONT & REAR		
* REAR WINDOW DEFOGGER		
* DEEP TINTED GLASS		
* BODY SIDE MOLDING		
* LUGGAGE RACK CROSS BARS		
* TRAILER WIRING CONNECTOR		
* REMOTE KEYLESS ENTRY		
* THEFT DETERRENT SYSTEM		

RETAIL - STOCK	
INVOICE	03/22/05
SHIPPED	03/22/05
EXP I/T	04/03/05
INT COM	04/04/05
PRC EFF	03/22/05
KEYS	XXXXX XXXXX
WFP-S QTR	OPT-1
BANK: GMAC	- 023
CHG-TO	16-355
SHIP WT:	4279
HP:	32.1
GVWR:	5550
GAWR.FT:	2950
GAWR.RR:	3200
GMS:	24925.33
SUPPLR:	26043.59
MRM:	28365.00
NTR:	1/2
DAN:	NBB
MEMO	1309.00

- 24,925.33 GMS
- 2,500 Rebate
22,425.33
Trade - 18,800.
3,625.33 plus tax, tag, fees

Thanks

TOTAL MODEL & OPTIONS	27680.00	24995.73	ACT 237	24850.33
DESTINATION CHARGE	685.00	685.00	H/B 261	830.40
LAM DEALER CONTRIBUTION		276.80	ADV 261	276.80
LAM GROUP CONTRIBUTION		276.80	EXP 65A	276.80
TOTAL	28365.00	26234.33	PAY 310	26234.33
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		25006.95		

****

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

****

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

HERNDON CHEVROLET, INC.

REMIT TO GMAC NO. 023
VIN 1GNDS13S952[redacted]
$ 26234.33 INV [redacted]
DUE 04/04/05 DEALER 16-355

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

CUSTOMER NAME: [redacted]

VIN: 1/G/N/D/5/1/3/S/9/5/2/3 [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 availabl customer incentive(s) be applied: (a) ✓ to the down payment of this vehicle, (b) ___ where permissible b law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive and final price wit incentive applied), or (c) ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
	$ 2500	CSE
	$	
	$	
	$	
	$	
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 9/7/05 I [redacted] in Item A and release the GM Division from any future claim or oblig[redacted]

Purchaser/Lessee Signature: [redacted] Date: 9/7/05

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

Authorized Dealer Signature: [signature] Date: 9/7/05

Dealership Name: Herndon Chevrolet Dealer Code: 16355

* List must include VIN, Delivery Date and Program Reference

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

Copy #1 - Dealer Copy #2 - Customer CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC

SCADA

AFFIDAVIT & NOTIFICATION OF
SALE OF MOTOR VEHICLE
(Entire Form Must Be Typed or Printed)

No [redacted]

Personally appeared before me HERNDON CHEVROLET, INC. (Seller) (Dealer Retail Tax #) [redacted]

5617 SUNSET BLVD. LEXINGTON SC 29072
(Address)

who being duly sworn, deposes and says that on the 7th day of SEPTEMBER 20 05

he sold the following motor vehicle: Make CHEVROLET TRUCK Model TRAILBLAZER

Year 2005 Identification (Serial) No. 1GNDS13S952[redacted]

License No. _____ to [redacted]
(Buyer)

[redacted] GASTON SC [redacted]
(Street) (City) (County) (State) (Zip)

Special Mailing Address

Deponent further states that there are no liens or encumbrances on the said vehicle except as listed below:

Lienholder NUVELL CREDIT CORPORATION Amount 47005.20

Address P.O. BOX 242510 LITTLE ROCK AR 72223-2510 Date 09/07/05

I certify that the odometer now reads 4116 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge, the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

(Signature of Seller)

HERNDON CHEVROLET, INC.
(Print Seller's Name)

[redacted]

BENJAMIN LIVINGSTON OR ANGELA LIVINGSTON
(Print Buyer's Name)

Property Tax Section

Check One:

_____ Purchase License Plate

D.L. Number 007635730

License Plate Issued _____

XX Transfer License Plate

_____
Signature of Buyer/if purchasing plates

Property taxes will be due in 120 days

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TOP COPY - TO DIVISION OF MOTOR VEHICLES WITH TITLE AND LICENSING APPLICATION. YELLOW COPY - FOR DEALER'S FILE.
PINK COPY - TO DIVISION OF MOTOR VEHICLES IF NEW TAGS ARE TO BE OBTAINED. GOLDENROD COPY - TO BUYER

S.C. DOCUMENT OF REGISTRATION
S.C. DEPARTMENT OF MOTOR VEHICLES

MARCIA S. ADAMS
EXECUTIVE DIRECTOR

PLATE NUMBER	[redacted]
PLATE CLASS	RP
ISSUE DATE	09/22/2005
PLATE EXP.	02/2006
DECAL EXP.	02/2006
VIN	1GNDS13S952[redacted]
YEAR	2005
MAKE	CHEV
BODY	SU
MODEL	TRAILB
VEHICLE TYPE	1
EMPTY / GVW	4279 /

TITLE	[redacted]
EQUIPMENT NO.	
COUNTY	32
VEHICLE NO.	18345219
FLEET NUMBER	

CUSTOMER NO. [redacted]

[redacted]

GASTON SC [redacted]

[redacted]

South Carolina Code of Law 23-3-460 requires a person convicted of a sex offense to register with the county sheriff within 10 days of establishing residency in this state.

491A

[redacted]

GASTON SC [redacted]

INSTRUCTIONS

WHEN TO USE THIS FORM

Use this form if you have a vehicle that is subject to odometer disclosure and the title is lost, destroyed or physically held by a security interest holder.

HOW TO COMPLETE THE FORM

Top Section

(1) Type or print year, make, model, body type and vehicle identification number in the spaces provided.

PART A - Power of attorney to disclose mileage

(1) PART A authorizes the buyer* to transfer the odometer disclosure to the title when the title is received. PART A also appoints the buyer as attorney-in-fact to sign the seller's* name to transfer the title.

(a) The seller* (transferor) needs to complete the odometer disclosure on the power or attorney and then sign.

(b) The buyer* (transferee) must transfer the odometer disclosure from the power of attorney to the title once it is received from the security interest holder or when a replacement title is received.

PART B - Power or attorney to review title document and acknowledge disclosure

(1) PART B is used only when PART A has been used and the vehicle is resold prior to receiving the title from the security interest holder or to receiving a replacement title.

(2) The new buyer* authorizes the seller-transferor* (Buyer/Transferee listed in PART A) to make the odometer disclosure on the title when it is received. The odometer disclosure made on the title must be exactly the same as the odometer disclosure made on PART B of this form. PART B also appoints the seller* as attorney-in-fact to sign the buyer's* name to transfer the vehicle's title.

PART C - Certification

(1) PART C is used when PART A or PARTS A and B of this form have been used.

(2) PART C is completed once the title is received from the security interest holder or a replacement title is received. The person* exercising power of attorney certifies that the title and any reassignment documents have been received and reviewed, and no mileage discrepancies exist.

*If the (buyer/transferee)/(seller/transferor) is a company, the person completing the assignment on behalf of the company must print and sign the name of the company as well as their own personal name.

FILING OF COPIES

This power if attorney form is a single original and may be copied for record keeping only.

Original - to be attached to the certificate of title when it is received, and to be submitted with that title when a new title is applied for.

First Copy - To be used in making a separate odometer filing with the state. If upon receipt of the title, the person who is granted the power of attorney does not submit the title and original power of attorney to the state, or submits them to a state other than South Carolina, a copy of the power of attorney must be submitted to the South Carolina DMV along with a copy of the front and back of the title, showing the odometer disclosure.

Second Copy - To be retained by the person (e.g. dealer, insurance company, etc.) who was granted power of attorney for a period of five (5) years.

Additional copies - Additional copies may be made of the completed power of attorney, such as to meet federal requirements that the buyer under PART B be given a copy. A copy may also be used to apply for a replacement title on behalf of the seller under PART A.

S.C. Department of Motor Vehicles
Form 5047 (8/04)

POWER OF ATTORNEY - ODOMETER DISCLOSURE FORM

NOTICE: This form may be used only when title is physically held by lienholder or has been lost. This form must be submitted to the DMV by the person exercising Power of Attorney. Failure to do so may result in fines and/or imprisonment.

VEHICLE DESCRIPTION: Year_____ Make _____ Model Type_____ Body Type _____

VIN (Vehicle Identification Number)_____

PART A. POWER OF ATTORNEY TO DISCLOSE MILEAGE 49 USC 327 (580.13)

Federal and State law requires that you state the mileage upon transfer of ownership (49 CFR Chapter 327/SC 56-19-240). Providing a false statement may result in fines and/or imprisonment (49 USC 32709/SC 56-19-240(4)).

PLEASE PRINT: I,_____ (Seller/Transferor's Name), appoint _____ (Dealer/Transferee's Name) as my attorney-in-fact, to sign all papers and documents required to secure the title and further grant the authority to endorse and transfer title thereto and to disclose the mileage on the title for the vehicle described above, exactly as stated in my following disclosure.

I state that the odometer now reads _____ (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described herein, 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**

(Transferor's Signature) (Printed Name) (Date of Statement)

Transferor's Address (Street, City, State Zip Code)

(Transferee's Signature) (Printed Name of Individual Signing as Transferee)

(Transferee's Name - Print or Type Name of Business or Company) Licensed Dealer, Transferee's Address (Street, City, State, Zip Code)

PART B. Power of Attorney to Review Title Documents and Acknowledge Disclosure 49 USC 327 (580.14)
(PART B IS INVALID UNLESS PART A HAS BEEN COMPLETED.)

PLEASE PRINT: I, _____ (Transferee's name), appoint _____ (Transferor's dealership name) as my attorney-in-fact, to sign the mileage disclosure on the title for the vehicle described above, only if the disclosure is exactly as the disclosure completed below.

(Transferee's Signature) (Printed Name)

(Transferee's Name - Print or Type Name of Business or Company)

(Transferee's Street Address, City, State, Zip Code)

Federal and State law requires that you state the mileage upon transfer of ownership (49 CFR Chapter 327/SC 56-19-240). Providing a false statement may result in fines and/or imprisonment (49 USC 32709/SC 56-19-240(4)).

I state that the odometer now reads _____ (no tenths) miles and to the best of my knowledge that it reflects the actual mileage unless one of the following statements is checked.

____ 1. I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

____ 2. I hereby certify that the odometer reading is **NOT** the actual mileage. **WARNING: ODOMETER DISCREPANCY**

(Transferor's Signature) (Printed Name) (Date of Statement)

Transferor's Address (Street, City, State Zip Code)

PART C. CERTIFICATION - To be completed when Part A or Parts A and B have been used) 49 USC 327 (580.15)

PLEASE PRINT: I, _____, (Person exercising above powers of attorney) hereby certify that the mileage I have disclosed on the title document is consistent with that provided me in the above power of attorney. Further, upon examination of the title and any reassignment documents for the vehicle described above, the mileage disclosure I have made on the title pursuant to the power of attorney is greater than that previously stated on the title and reassignment documents. This certification is not intended to create any new or additional liability under Federal or State Law.

(Signature) (Printed Name) (Date of Certification)

(Street Address) (City) (State) (Zip Code)

This document is void if any information entered hereon has been erased or altered by any means. Unauthorized printing or reproduction of this document is strictly prohibited. Photo copy may be made only as a completed document for record keeping purposes for the parties named herein.

SCDMV

Application for Certificate of Title and Registration for Motor Vehicle or Manufactured Home/Mobile Home
Form 400 (Rev.10/04)
For more information, visit our website at **www.scdmvonline.com** or call our Customer Call Center at (803)737-4000.

Check the box next to the type of transaction you need. Please enclose the required documents and fees with your completed and signed application. For expedited services (within 3 business days) include an additional $20.00 fee. Please print or type in black ink only. **DO NOT SEND CASH.**

[XX] **NEW TITLE & REGISTRATION** 1) Manufacturer Statement of Origin (MSO) or Title. 2) Paid Property Tax Receipt 3) $15.00 title fee and regular registration fee. 4) Sales Tax (5% of selling price or $300.00 max.) 5) Insurance Information	[ ] **TITLE AND PLATE TRANSFER** 1) Manufacturer Statement of Origin (MSO) or Title. 2) List Previous Tag # 568NMF 3) Previous registration in owner's name. 4) $15.00 title + $10.00 transfer fee 5) Sales Tax (5% of selling price or $300.00 max.) 6) Insurance Information	[ ] **MOBILE OR MANUFACTURED HOME** 1) Manufacturer Statement of Origin (MSO) or Title. 2) Consumer Insulation Report required for $300.00 sales tax cap, if mobile home is energy efficient. 3) $15.00 title fee	[ ] **TITLE ONLY** 1) Manufacturer Statement of Origin (MSO) or Title. 2) $15.00 title fee 3) Sales Tax (5% of selling price or $300.00 max.) [ ] **DUPLICATE TITLE** 1) ___ Lost ___ Stolen or ___ Destroyed Title 2) $15.00 title fee.	[ ] **LEASED VEHICLE** 1) Do not complete Section 3. Complete Section 4 and all other applicable sections. **MAIL YOUR APPLICATION TO:** SCDMV P.O. Box 1498 Blythewood, SC 29016 - 0024

SECTION 1 - VEHICLE INFORMATION

VEHICLE IDENTIFICATION NUMBER	MAKE	YEAR MAKE	BODY STYLE	MODEL	EMPTY WEIGHT	GVW
1 G N D S 1 3 S 9 5 2 [redacted]	CHEVROLE	2005	4DR	TRAILB	4279	

SECTION 2 - ODOMETER MILEAGE

FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

I STATE THAT THE ODOMETER NOW READS 4116 (NO TENTHS) AND TO THE BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED ABOVE UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED:

STOP **DO NOT CHECK ONE OF THE FOLLOWING UNLESS IT APPLIES.**

[ ] EXEMPT

[ ] I CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS.

[ ] I CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE. WARNING ODOMETER DISCREPANCY.

SECTION 3 - OWNER INFORMATION

Your complete legal name must be used on all title and registration documents.

OWNER COMPLETE LEGAL NAME (LAST, FIRST, MIDDLE) [redacted]		CUSTOMER NO., DRIVER LICENSE NO., SOC. SEC. OR FEIN NO. [redacted]		DATE OF BIRTH [redacted]
CO-OWNER COMPLETE LEGAL NAME (LAST, FIRST, MIDDLE) [redacted]	SHARED OWNERSHIP XX AND / OR	CUSTOMER NO., DRIVER LICENSE NO., SOC. SEC. OR FEIN NO. [redacted]		DATE OF BIRTH [redacted]
RESIDENCE STREET ADDRESS (APT. NO. IF APPLICABLE) [redacted]		CITY GASTON	STATE	ZIP CODE SC 29053	COUNTY
MAILING ADDRESS (IF DIFFERENT FROM ABOVE)		CITY	STATE	ZIP CODE	COUNTY
ADDRESS WHERE VEHICLE IS HOUSED (IF DIFFERENT FROM ABOVE)		CITY	STATE	ZIP CODE	COUNTY
DAYTIME TELEPHONE NUMBER [redacted]	TEMPORARY ADDRESS (IF APPLICABLE)			EXPIRATION OF TEMPORARY ADDRESS	

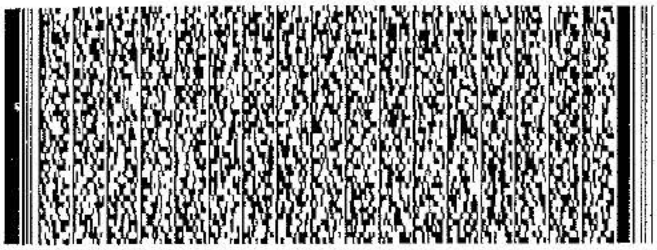
SECTION 4 - LEASING INFORMATION

Complete only for a leased vehicle.

LEASING COMPANY NAME	PHONE NO.	CONTACT PERSON		CUSTOMER NO.
ADDRESS	CITY	STATE	ZIP CODE	
NAME OF LEASEE (PERSON LEASING VEHICLE)	DRIVER LICENSE NO., SOC. SEC. NO. OR FEIN NO.	DATE OF BIRTH		
RESIDENCE STREET ADDRESS (APT. NO. IF APPLICABLE)	CITY	STATE	ZIP CODE	COUNTY
MAILING ADDRESS (IF DIFFERENT FROM ABOVE)	CITY	STATE	ZIP CODE	COUNTY
ADDRESS WHERE VEHICLE IS HOUSED (IF DIFFERENT FROM ABOVE)	CITY	STATE	ZIP CODE	COUNTY

SECTION 5 - LIEN INFORMATION

CUSTOMER NO. OR FEIN NO.	LIENHOLDER NAME (FIRST LIEN)	DATE OF LIEN	CONTACT PERSON	TELEPHONE NUMBER
N/A	NUVELL CREDIT CORPORATION	09/07/2005		
MAILING ADDRESS P.O. BOX 242510	CITY LITTLE ROCK	STATE AR	ZIP CODE 72223-2510	
CUSTOMER NO. OR FEIN NO.	LIENHOLDER NAME (SECOND LIEN)	DATE OF LIEN	CONTACT PERSON	TELEPHONE NUMBER
MAILING ADDRESS	CITY	STATE	ZIP CODE	



SC DMV PACKAGE COVER SHEET

Package Name:	**15 TTL APP - FRM 400**
Document Type:	**TL1**
Date of Record:	**09-07-2005**
Driver License # / Dealer #:	[redacted]
Customer #:	[redacted]
Last Name / Dealer Name:	[redacted]
Tag #:	[redacted]
Title #:	[redacted]
Type Code / Dealer Type:	
VIN:	**1GNDS13S952** [redacted]
Numeric Document Type:	**15**
Control Number:	[redacted]

Tag Pull/Transfer Request for HERNDON CHEVROLET

Control Number: 4233T
Owner: LIVINGSTON, BENJAMIN
Date/Time: 09/22/05 08:34:04

PURCHASED VEHICLE

Stock Number: 4233T
VIN/Make: 1GNDS13S952 [redacted] CHEV
Body Type: SU

TRANSFER TAG FROM VEHICLE

Tag Number: [redacted]

ISSUE NEW TAG

Tag Number:
Tag Type:

ISSUE DECALS

Year Decal:

FEES

MCO TITLE FEE	$15.00
TRANSFER PLATE FEE	$10.00
TOTAL FEES:	$25.00

CVR MESSAGES

SCADA

AFFIDAVIT & NOTIFICATION OF
SALE OF MOTOR VEHICLE
(Entire Form Must Be Typed or Printed)

No. [redacted]

Personally appeared before me HERNDON CHEVROLET, INC. [redacted]
(Seller) (Dealer Retail Tax #)

5617 SUNSET BLVD. LEXINGTON SC 29072
(Address)

who being duly sworn, deposes and says that on the 7th day of SEPTEMBER 20 05,

he sold the following motor vehicle: Make CHEVROLET TRUCK Model TRAILBLAZER

Year 2005 Identification (Serial) No. 1GNDS13S952[redacted]

License No. _____ to [redacted]
(Buyer)

[redacted] GASTON SC [redacted]
(Street) (City) (County) (State) (Zip)

Special Mailing Address

Deponent further states that there are no liens or encumbrances on the said vehicle except as listed below:

Lienholder NUVELL CREDIT CORPORATION Amount 47005.20

Address P.O. BOX 242510 LITTLE ROCK AR 72223-2510 Date 09/07/05

I certify that the odometer now reads 4116 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge, the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

(Signature of Seller)

HERNDON CHEVROLET, INC.
[redacted]
(Signature of Buyer)

[redacted]
(Print Buyer's Name)

Property Tax Section

Check One:

_____ Purchase License Plate

D.L. Number [redacted]

License Plate Issued _____

XX Transfer License Plate

_____
Signature of Buyer/if purchasing plates

Property taxes will be due in 120 days

141

TOP COPY - TO DIVISION OF MOTOR VEHICLES WITH TITLE AND LICENSING APPLICATION. YELLOW COPY - FOR DEALER'S FILE. PINK COPY - TO DIVISION OF MOTOR VEHICLES IF NEW TAGS ARE TO BE OBTAINED. GOLDENROD COPY - TO BUYER.

AFFIDAVIT & NOTIFICATION OF
SALE OF MOTOR VEHICLE
(Entire Form Must Be Typed or Printed)

No. [redacted]

Personally appeared before me HERNDON CHEVROLET, INC. [redacted]
(Seller) (Dealer Retail Tax #)

[redacted] LEXINGTON SC [redacted]
(Address)

who being duly sworn, deposes and says that on the 7th day of SEPTEMBER 20 05,

he sold the following motor vehicle: Make CHEVROLET TRUCK Model TRAILBLAZER

Year 2005 Identification (Serial) No. 1GNDS13S95[redacted]

License No. _____ to [redacted]
(Buyer)

[redacted] GASTON SC [redacted]
(Street) (City) (County) (State) (Zip)

Special Mailing Address

Deponent further states that there are no liens or encumbrances on the said vehicle except as listed below:

Lienholder NUVELL CREDIT CORPORATION Amount 47005.20

Address P.O. BOX 242510 LITTLE ROCK AR 72223-2510 Date 09/07/05

I certify that the odometer now reads 4116 (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.

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☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

[redacted]
(Signature of Seller)

HERNDON CHEVROLET, INC.
(Print Seller's Name)

[redacted]

[redacted]
(Print Buyer's Name)

Property Tax Section

Check One:

_____ Purchase License Plate

D.L. Number [redacted]

License Plate Issued _____

XX Transfer License Plate

_____
Signature of Buyer/if purchasing plates

Property taxes will be due in 120 days

142

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AFFIDAVIT & NOTIFICATION OF
SALE OF MOTOR VEHICLE
(Entire Form Must Be Typed or Printed)

N [redacted]

Personally appeared before me [redacted] (Seller) (Dealer Retail Tax #)

[redacted] GASTON SC [redacted]
(Address)

who being duly sworn, deposes and says that on the 7th day of SEPTEMBER 20 05,

he sold the following motor vehicle: Make CHEVROLET TRUCK Model TAHOE

Year 2004 Identification (Serial) No. 1GNEC13Z14F [redacted]

License No. _____ to HERNDON CHEVROLET, INC.
(Buyer)

[redacted] LEXINGTON SC [redacted]
(Street) (City) (County) (State) (Zip)

Special Mailing Address

Deponent further states that there are no liens or encumbrances on the said vehicle except as listed below:

Lienholder _____ Amount _____

Address _____ Date _____

I certify that the odometer now reads 19512 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge, the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

[redacted]
(Signature of Buyer)

HERNDON CHEVROLET, INC.
(Print Buyer's Name)

Property Tax Section

Check One:

_____ Purchase License Plate

D.L. Number [redacted]

License Plate Issued _____

_____ Transfer License Plate

_____
Signature of Buyer/if purchasing plates

Property taxes will be due in 120 days

TOP COPY - TO DIVISION OF MOTOR VEHICLES WITH TITLE AND LICENSING APPLICATION. YELLOW COPY - FOR DEALER'S FILE
PINK COPY - TO DIVISION OF MOTOR VEHICLES IF NEW TAGS ARE TO BE OBTAINED. GOLDENROD COPY - TO BUYER.

AFFIDAVIT & NOTIFICATION OF
SALE OF MOTOR VEHICLE
(Entire Form Must Be Typed or Printed)

No. [redacted]

Personally appeared before me [redacted] (Seller) (Dealer Retail Tax #)

[redacted] GASTON SC 2[redacted]
(Address)

who being duly sworn, deposes and says that on the 7th day of SEPTEMBER 20 05,

he sold the following motor vehicle: Make CHEVROLET TRUCK Model TAHOE

Year 2004 Identification (Serial) No. 1GNEC13Z14R2[redacted]

License No. _____ to HERNDON CHEVROLET, INC.
(Buyer)

[redacted] LEXINGTON SC [redacted]
(Street) (City) (County) (State) (Zip)

Special Mailing Address

Deponent further states that there are no liens or encumbrances on the said vehicle except as listed below:

Lienholder _____ Amount _____

Address _____ Date _____

I certify that the odometer now reads 19512 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge, the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

[redacted]
(Signature of Seller)

[redacted]
(Print Seller's Name)

[redacted]

HERNDON CHEVROLET, INC.
(Print Buyer's Name)

Property Tax Section

Check One:

_____ Purchase License Plate

D.L. Number [redacted]

License Plate Issued _____

_____ Transfer License Plate

_____
Signature of Buyer/if purchasing plates

Property taxes will be due in 120 days

144

TOP COPY - TO DIVISION OF MOTOR VEHICLES WITH TITLE AND LICENSING APPLICATION. YELLOW COPY - FOR DEALER'S FILE. PINK COPY - TO DIVISION OF MOTOR VEHICLES IF NEW TAGS ARE TO BE OBTAINED. GOLDENROD COPY - TO BUYER.

Progressive Basics, Inc.
P. O. Box 922
Orange Park, FL 32067

Salesman Nancy Date 1-8-02

Customer [redacted] Phone [redacted]

Address [redacted] Easton, S.C. [redacted]

Interested in: Make Chevy Model Tr Blaze LS Stock # 5342T

Trade In: Make Toyota Model Corolla VE Miles 37,341 Y [redacted]

Ser. # [redacted]

Body / Bumpers / Tires	Uph / Glass / Carpet / Trunk
Extra Tires	
Electrical Options Additions or Deletions	**Road Test Drive Train & Suspension**
Low Miles	

Retail Unit	Wholesale Unit	Recon-Cost	Radio Station
$ 5000	$	$	

S. Stone
Signature



General Motors Business Resource Center

FAX

To: [redacted]
Company:
Fax: 8662024310
Phone:

From: **Michael McCabe**
Fax: 1-866-202-4310
Phone: 1-800-231-1841 Ext 57480
E-mail:

cc:

NOTES:

DEALER INDEMNIFICATION REQUEST

CASE NO.: [redacted] RECEIVED: 5/8/06

LEGAL STAFF: BJH SJL

DIVISION: Chevrolet ZONE: SE

HERNDON CHEVROLET

For your review & response

[redacted]

Faxed from Tampa 5-15-06 SJL

TED: _____

YES: ____ NO: ✓ NOT SERVED: ____

VEHICLE: _____ VIN: _____

COMPLAINTS: _____

ALLEGATIONS: ____ FAILURE TO REPAIR; ____ NEGLIGENT REPAIRS;

____ FRAUD/MISREPRESENTATION; ____ UNFAIR/DECEPTIVE TRADE PRACTICES;

____ OTHER: _____

DIVISION CONTACTED: _____ DATE: _____

DISPOSITION:

____ ACCEPTED UNDER AGREEMENT

____ ACCEPTED OUTSIDE AGREEMENT

____ SUBMISSION INCOMPLETE

✓ PREMATURE (NO SUIT)

____ REQUEST MOOT (SETTLED)

____ REJECTED DUE TO INDEPENDENT ALLEGATIONS

GENERAL MOTORS LEGAL STAFF TAMPA MAY 1 2006

COMMENTS: Include optional paragraph. Send to Tampa - BPC.

LOCAL COUNSEL: None

APPROVED: S. Reeves 5-16-06

C: Rosemarie Williams EXT. 5-7571 LEGAL STAFF (DISPOSITION ONLY)

GM

General Motors Corporation
Legal Staff

Facsimile
(248) 267-4333

Telephone
(313) 665-1555

May 18, 2006

ATTN: Edwin B. Griffin
HERNDON CHEVROLET
5617 Sunset Boulevard
Lexington, SC 29071
Ph: (803) 359-2504
Fax: (803) 359-7042

Re INDEMNIFICATION REQUEST
GM Case No.: [redacted]
[redacted] Herndon Chevrolet, Inc.

Dear Mr. Griffin:

Your letter dated **May 2, 2006**, requesting indemnification of **Herndon Chevrolet** ("the dealership") in connection with the above-captioned matter has been referred to me for response.

Your request is premature since it appears no lawsuit has yet been filed against the dealership. For such reason, your request must be denied at this time. If and when a lawsuit is filed and a complaint served on the dealership, you may then request indemnification in accordance with Article 17.4 of the Dealer Sales and Service Agreement and the indemnification provisions set out in Section 7.1 of the Manual referred to therein.

Copies of this letter are being forwarded to the General Motors Customer Relationship Services Group to request that reasonable efforts be made to resolve this car owner's problem prior to the filing of suit.

Sincerely,

Sharon J. Ledoux

Sharon J. Ledoux, Legal Assistant

\rdm

cc: Brenda Horchler

HERNDON CHEVROLET
5617 Sunset Boulevard
P.O. Box 309
Lexington, SC 29071
(803) 359-2504

PRODUCT LITIGATION
MAY 08 2006
GM LEGAL STAFF

May 2, 2006

Office of the General Counsel
General Motors Corporation
400 Renaissance Center
Mail Code: #482-038-210
Detroit, MI 48265

"INDEMNIFICATION REQUEST"

To Whom It May Concern:

We received this service via Certified Mail on May 1, 2006 at our dealerships location. Copies of this file are included for your review.

Sincerely,

Edwin B. Griffin
Service Manager

(803) 359-7047

L17116

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

888
881-8586

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/20/06	[redacted]	11880	53	464	W	36CVZ	BODY ELECTRICAL
02/08/06		11316	53	464	W	36CVZ	BODY ELECTRICAL
				464	I	01CVZMULT	GM MULTI-POINT INSP
01/08/06		9838	53	227	W	45CVZ	RADIO & SOUND SYSTEM
				227	W	36CVZ	BODY ELECTRICAL
				227	W	24CVZ	DRIVEABILITY

SERVICE

SALESPERSON NO. 141 | GREGORY PRITCHETT

VEHICLE DESC: 1GNDS13S95[redacted]

VEHICLE MAKE/MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR

CUSTOMER NO.: [redacted] | SERV OR CONTRACT: | DELIVERY DATE: 09/20/05 | 4,116 | 04/03/06

COLOR: SILVERSTONE MET/L | CONTRACTING: | EXPIRATION DATE: | EXPIRATION MILES: | TAG NO.: 91.

TJ/MO	M.HG	JOB COND	P.S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	14,062	53	

RESIDENCE PHONE: [redacted] | TIME RECEIVED: 04:26pm

BUSINESS PHONE: [redacted] | LABOR RATE:

DATE/TIME PROMISED: 04/04/06 12:30pm | PRIORITY: 4

APPOINTMENT: [ ] Yes [X] No

Advisor: MACKEY D. MONTS

DISCLAIMER OF WARRANTIES

[illegible]

X _____ CUSTOMER SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CVZ1	QUICKLUBE ROTATE	MI	15.00

ORIGINAL ESTIMATE (PARTS & LABOR) $ _____

AUTHORIZED BY _____ TIME _____ DATE _____

NOTICE OF ARBITRATION

[illegible]

DATE: _____

LOG | LABOR INSTRUCTIONS | PO/CC/OP | TIME

[redacted] 8755311

1 W 36CVZ BODY ELECTRICAL 54
CUSTOMER STATES AT TIMES WHEN DRIVING AT NITE, THE HEADLITES WILL DIM DOWN AND AMP GAUGE WILL DROP DOWN ON GAUGE SCALE AND THE LITES WILL BRIGHTEN BACKUP AND AMP GAUGE WILL GO BACKUP

APR 7 PM 1:46

2 I 01CVZMULT GM MULTI-POINT INSP
PERFORM GM GOODWRENCH MULTI-POINT INSPECTION.
COURTESY INSPECTION OF FLUIDS,BELTS,HOSES,BATTERY,TIRES, BRAKES,ETC..

APR 7 PM 2:37

3 LOF LOF

4 Rotate Rotated tires

GAS 6 GAL.

PAGE 1 OF 1 233319 CUSTOMER COPY

MAY 23 2006 09:25 FR TO 918662024310 P [redacted]

[redacted]

CUSTOMER NO. [redacted]
[redacted]
[redacted]
GASTON, SC [redacted]

ADVISOR: MACKEY D. MONTS | TAC No.: 53 91. | INVOICE DATE: 04/11/06
LABOR RATE: [redacted] | MILEAGE: 14,062 | COLOR: SILVERSTONE
YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2 | DELIVERY DATE: 09/20/05 | DELIVERY MILES: 4,116
VEHICLE I.D. No.: 1 G N D S 1 3 S 9 5 [redacted] | BILLING DEALER NO. | PRODUCTION DATE
R.O. No. | P.O. No. | R.O. DATE: 04/03/06
COMMENTS: [redacted]

LABOR & PARTS---------- WARRANTY
J# [redacted] BODY ELECTRICAL UNITS: TECH(S):404
CUSTOMER STATES AT TIMES WHEN DRIVING AT NITE, THE HEADLITES
WILL DIM DOWN AND AMP GAUGE WILL DROP DOWN ON GAUGE SCALE
AND THE LITES WILL BRIGHTEN BACK UP AND AMP GAUGE WILL
GO BACK UP
RUN DIAGNOSTIC CHECKS AND INSPECT AND UNABLE TO DUPLICATE
CUSTOMER CONCERN. ROAD TEST TRUCK 54 MILES AND UNABLE TO
DUPLICATE CUSTOMER CONCERN. GM REGIONAL FIELD SERVICE
ENGINEER ALSO INSPECTED AND FOUND NO FAULTS AT THIS TIME.

PARTS QTY FP-NUMBER DESCRIPTION	UNIT PRICE	
	JOB # 1 TOTAL PARTS	0.00
	JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 01CVZMULTI GM MULTI-POINT INSP UNITS: 0.00 TECH(S):320 INTERNAL
PERFORM GM GOODWRENCH MULTI-POINT INSPECTION.
COURTESY INSPECTION OF FLUIDS,BELTS,HOSES,BATTERY,TIRES,
BRAKES,ETC..
PERFORMED GM MULTI-POINT INSPECTION
SEE ATTACHED INSPECTION SHEET.

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

J# 3103CVX10C GOODWRENCH LOF UNITS: 0.20 TECH(S):320 15.88
CHANGE OIL & FILTER. LUBE IF NEEDED.
COMPLETED.

PARTS QTY FP-NUMBER DESCRIPTION	UNIT PRICE	
JOB # 3 1 89017342 FILTER 1.036	5.75	5.75
	JOB # 3 TOTAL PARTS	5.75
	JOB # 3 TOTAL LABOR & PARTS	21.63

J# 4+03CVZ2 TIRE ROTATION UNITS: TECH(S):320
PERFORM TIRE ROTATION
ROTATED TIRES

PARTS QTY FP-NUMBER DESCRIPTION	UNIT PRICE	
	JOB # 4 TOTAL PARTS	0.00
	JOB # 4 TOTAL LABOR & PARTS	0.00

SUBLET PO# VEND INV# INV.DATE DESCRIPTION		WARRANTY
JOB # 1 37864 RENTAL CAR	TOTAL - SUBLET	0.00

G.O.G. & SUPPLIES----------
JOB # 3 7.0 1 QT OF GM OIL @ 1.390 /UNIT
TOTAL - GOG 9.73

No Claim
No Survey

Closed
RENTAL
D32765
$240.00

PAGE 1 OF 2 SERVICE FILE COPY (CONTINUED ON NEXT PAGE) 10/1/00

[redacted]

CUSTOMER No. [redacted]

[redacted]

GASTON, SC [redacted]

[redacted]

ADVISOR: MACKEY D. MONTS | TAC No.: 53 91

LABOR RATE: [redacted] | MILEAGE: 14,062

YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2

VEHICLE I.D. No.: 1GNDS13S952 [redacted]

P.T.E. No.: | P.O. No.:

COMMENTS:

INVOICE DATE: 04/11/06 | INVOICE No.: [redacted]

COLOR: SILVERSTONE [redacted]

DELIVERY DATE: 09/20/05 | DELIVERY MILES: 4,116

SELLING DEALER NO.: | PRODUCTION DATE:

R.O. DATE: 04/03/06

MISC. JOB #	CODE	DESCRIPTION	CONTROL NO.	
A	ENVIR	ENVIRONMENTAL COMPLIANCE FEE		1.26
			TOTAL - MISC	1.26

TOTALS

CASH[] CHECK[] CREDIT CARD[] CHARGE[]

TOTAL LABOR	15.88
TOTAL PARTS	5.75
TOTAL SUBLET	0.00
TOTAL G.O.G.	9.73
TOTAL MISC CHR.	1.26
TOTAL MISC DISC	0.00
TOTAL TAX	0.93
TOTAL INVOICE $	**33.55**

***

GM Goodwrench

MULTI-POINT VEHICLE INSPECTION



Name: [redacted] Year/Model: 05 [illegible] Date: 4/3

Repair Or[redacted]N (last 8 digits): [redacted] Odometer: 14062 MI: ____ ME: ____

INTERIOR

■ ■ OnStar Subscription activated	■ ■ Remaining engine oil life: ____ % Not applicable: ____

CHECK TIRES AND TREAD DEPTH



■ 8/32 or Greater		8/32 or Greater ■	
LF 7/32 to 4/32		7/32 to 4/32	RF
■ 3/32 or Less		3/32 or Less ■	
Front PSI set to: ____		Front PSI set to: ____	
■ 8/32 or Greater		8/32 or Greater ■	
LR 7/32 to 4/32		7/32 to 4/32	RR
■ 3/32 or Less		3/32 or Less ■	
Rear PSI set to: ____	(Check lamps)	Rear PSI set to: ____	

☐ Rotation needed ☐ Alignment needed ☐ Wheel balance needed

LF ☐ LR ☐ Wear Pattern/Damage RF ☐ RR ☐

WIPER BLADES



LF RF

■ ■ Rear (if applicable)

■ ■ Windshield condition Cracks ____ Chips ____

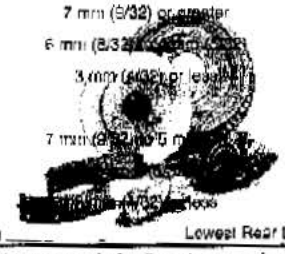
CHECK FLUID LEVELS

OK	FILLED		REQUIRES ATTENTION
■	■	Engine oil	■
■	■	Brake fluid reservoir	■
■	■	Transmission (if equipped w/dipstick)	■
■	■	Coolant recovery reservoir	■
■	■	Power steering	■
■	■	Windshield washer	■

CHECK BATTERY

■	■ Battery condition
■	■ Battery cables and connections

CHECK BRAKES/MEASURE FRONT AND REAR LININGS



LF RF

7 mm (9/32) or greater

6 mm (8/32) [illegible]

3 mm (4/32) or less

7 mm (9/32) or 5 m[illegible]

LR RR

[illegible] (4/32) or less

Lowest Front Lining ____ Lowest Rear Lining ____

■ ■ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

■	■ Fuel system (also including gas cap seating)
■	■ Engine, transmission, drive axle, transfer case
■	■ Engine cooling system
■	■ Shocks and struts – also check operation

Inspect visual condition:

■	■ Belts: engine, accessory, serpentine, and/or V drive
■	■ Hoses: engine, power steering and HVAC
■	■ Engine air filter and cabin air filters
■	■ Steering components and steering linkage
■	■ CV drive axle boots or driveshafts and U-joints
■	■ Exhaust system components

COMMENTS

Consultant: ____

Technician: ____

MAINTENANCE VISIT RECOMMENDATION

Date: ____ Time: ____

Reason for Maintenance: ____

SIMPLIFIED MAINTENANCE

MI ☐ Required ☐ Performed	MII ☐ Required ☐ Performed

HERNDON CHEVROLET

Tag # 91

Customer Name [redacted]

Address

City State Zip

Home Phone Work Phone

Cell Phone ( )

Email @ 56 6 NMF

Make Model

Color [redacted] Vin

Mileage 14062 Advisor # P/U Time

Other Serviceable Vehicles

Remarks: at times driving head tiles will [illegible] and gauge will drop down

Customer Signature [redacted]

"I hereby authorize the repair work named 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 unavailable 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."

MAY 23 2006 09:26 FR TO 918662024310 P.00 [redacted]

[redacted]

CUSTOMER No. [redacted]

[redacted]

GASTON, SX [redacted]

ADVISOR: MACKEY D. MONTS | TAG No: 53 177 | INVOICE DATE: 02/27/06

LABOR RATE: [redacted] | MILEAGE: 11,880 | CUSTOMER: SILVERSTONE

YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2 | DELIVERY DATE: 09/20/05 | [redacted] 4,116

VEHICLE I.D. No.: 1GNDS13S952 [redacted] | SELLING DEALER NO | PRODUCTION DATE

F.T.G No. | P.O. No. | R/O DATE: 02/20/06

COMMENTS [redacted]

DCS AUDIT SLIP

DCS DATA FILE: GNGMF.157 WARRANTY NEW CLAIM
02/27/2006
1605

RO NUMBER	RO DATE	VIN	DLR	DEALER	ODOMETER	SERVICE ADVISOR #
229949	02/20/2006	1GNDS13S95 [redacted]		16355	11880	XXX-XX-3200

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OL	1	12450251	22.43	6D	N2328	.7			49.88
LN-TOT:		72.31	TECH SSN: XXX-XX-8544		AUTH CODE:			AUTH. AUTHOR.:				

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	01		MI				98	Z7903			126.00	
LN-TOT:		126.00	TECH SSN: XXX-XX-8644		AUTH CODE:			AUTH. AUTHOR.:				

R.O. TOTAL: 198.31

PAGE 2 OF 2 SERVICE FILE COPY-W [redacted] END OF INVOICE 3:04:05pm

[redacted]

CUSTOMER NO. [redacted]

[redacted]

[redacted]
GASTON, SC [redacted]

[redacted]

ADVISOR: MACKEY D. MONTS
TAG No.: 53 127
LABOR RATE: [redacted]
MILEAGE: 11,880
YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2
VEHICLE I.D. No.: 1 G N D S 1 3 S 9 5 2 [redacted]
F.T.E. No.:
P.O. No.:
COMMENTS:

INVOICE DATE: 02/24/06
[redacted]
COLOR: SILVERSTONE
STOCK NO: [redacted]
DELIVERY DATE: 09/20/05
DELIVERY MILES: 4,118
SELLING DEALER NO.:
PRODUCTION DATE:
R.O. DATE: 02/20/06

LABOR & PARTS
J# 1 36CVZ: BODY ELECTRICAL UNITS: 0.70 TECH(S):454 — WARRANTY

CUSTOMER STATES AT TIMES HEADLITES WILL GO OUT WHEN DRIVING AT NITE AND AMP GAUGE WILL DROP DOWN ON SCALE, AND EVENTUALLY LITES WILL COME BACK ON AND AMP GAUGE WILL GO BACK UP
IGNITION SWITCH FAILED
01-60
ROAD TEST TRUCK 60 MOILES AND FOUND NO CODES STORED AND UNABLE TO DUPLICATE CUSTOMER CONCERN. RPPLACE IGN SWITCH FOR CUSTOMER SATISFACTION AFTER PERFORMING BULLETIN SEARCH AND CALLING TAC - ELECTRIC FAILURE

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	17450251	SWITCH 2.188		
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	WARRANTY
JOB # 1	37138			RENTAL CAR	
				TOTAL - SUBLET	0.00

TOTALS MJ - 98 #7903 — #126.00

CASH[] CHECK[] CREDIT CARD[] CHARGE[]

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

Rent Closed
RENTAL
+168.01

****
* NOW OPEN FOR YOUR CONVENIENCE *
* NEW PARTS AND SERVICE DEPARTMENTS *
* MON-FRI 7:30-6PM SATURDAYS 8-5 *
* GOODYEAR QUICK LUBE PLUS *
* MON - FRI 8AM UNTIL 6PM *
* SATURDAYS 8AM UNTIL 5PM *
* PARTS WITH AN ASTERIK INDICATES A *
* GM LIFETIME GUARANTEE *
****

CUSTOMER SIGNATURE

LM
GC

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 :	1GNDS13S95[redacted]		

VEHICLE INFORMATION

Merchandising Model :	CS15506 -2005 TRAILBLAZER LS 2WD	**Warranty Start Date :**	09/20/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON , SC 29071-0339 (803) 359-2504	**Selling Source :**	13 - CHEVROLET
		Site Code :	16355
		Business Associate Code :	114008

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/20/2005	1000 miles	09/20/2008	37000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/20/2005	1000 miles	09/20/2011	101000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/20/2005	1000 miles	09/20/2013	81000 miles
36/36000 FEDERAL EMISSION	09/20/2005	1000 miles	09/20/2008	37000 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/03/2006	[redacted]	#	R0760 - RECEIVER, RADIO - REMOVE, REPAIR, AND REPLACE	9838 miles

12/05/2005	[redacted]	#	D2109 - HEATER/AIR DISTRIBUTION CASE, PASSENGER COMPARTMENT (AIR C	8452 miles
12/05/2005		#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	8452 miles
03/22/2005		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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

HERNDON CHEVROLET

Tag # 177 [redacted]

Customer Name _____

Address _____

City _____ State _____ Zip _____

Home Phone _____ Work Phone _____

Cell Phone (____) _____

Email _____ @ _____

Make _____ Model Trail Blazer

Color 309419 Vin _____

Mileage 11840 Advisor # _____ P/U Time _____

Other Serviceable Vehicles: _____

Remarks: 10

Customer Signature [redacted]

"I hereby authorize the repair work listed 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 unavailable 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."

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/03/06	[redacted]	9838	53	227	W	45CVZ	RADIO & SOUND SYSTEM
				227	W	36CVZ	BODY ELECTRICAL
				227	W	24CVZ	DRIVEABILITY
12/05/05	[redacted]	8452	53	49	C	03CVZ1	* LUBE, OIL & FILTER
				49	W	36CVZ	BODY ELECTRICAL
				49	W	45CVZ	RADIO & SOUND SYSTEM

SERVICE SALESPERSON NO. 141 J GREGORY PRITCHETT

VEHICLE CODE: 1GNDS13S952[redacted]
[redacted]
GASTON, SC[redacted]

YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR
PROGRAM: 4233T
EXPENSE NO: 558NMF
R.O. NO: [redacted]
CUSTOMER: [redacted]
SERVICE CONTRACT:
DELIVERY DATE: 09/20/05
DEL VERY MILES: 4,116
DELIVERY CENTER NO: [redacted]
COLOR: SILVERSTONE MET/L
CONTRACT NO:
EXPIRATION DATE:
EXPIRATION MILES:
WG NO: 177
TURBO: N/A CVZZ; LAB CODE: Y; P.S.: Y; TRANS: A; MILEAGE: 11,880; ADVISOR NO.: 53; PRODUCTION DATE:

PRESENCE PHONE: [redacted]
TIME RECEIVED: 03:31pm
LABOR RATE:
DATE: 02/21/06 05:00pm
PRIORITY: 4
APPOINTMENT: X No ☐ No
Advisor: MACKEY D. MONTS

DISCLAIMER OF WARRANTIES

Tue
6

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
04CVZ4	12,000 MILE SERVICE	M1	0.00
02CVZ1	QUICKLUBE ROTATE		0.00

WARRANTY PARTS RETURNED

ORIGINAL ESTIMATE (SERVICE LABOR)

PROPOSED

TIME DATE

NOTICE OF ARBITRATION

DATE

JOB LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL
[redacted]

1 W * 36CVZ BODY ELECTRICAL
CUSTOMER STATES AT TIMES HEADLITES WILL GO OUT WHEN DRIVING AT NITE AND AMP GAUGE WILL DROP DOWN ON SCALE, AND EVENTUALLY LITES WILL COME BACK ON AND AMP GAUGE WILL GO BACK UP

Road tested 60 miles - Ran OBD ckt check found no DTC'S or as/p to duplicate replaced Ign switch for customer satisfaction after running bulletin search & call to T.A.C

FEB 21 AM 8:17

FEB 21 PM 12:46

PAGE 1 OF 1 225943 CUSTOMER COPY

[redacted]

[redacted]

CUSTOMER NO [redacted]

[redacted]

GASTON, SC [redacted]

ADVISOR: MACKEY D. MONTS 53 | TAG No: 982

LABOR RATE [redacted]

MILEAGE: 11,316

YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2

VEHICLE ID NO: 1 G N D S 1 3 S 9 5 2 [redacted]

P. I. S. NO

P.O. NA

INVOICE DATE: 02/22/06

COLOR: SILVERSTONE

DELIVERY DATE: 09/20/05

SELLING DEALER NO.

PRODUCTION DATE

R.O. DATE: 02/08/06

4,116

[redacted]

COMMENTS

LABOR & PARTS 21.38

J# 1 36CYZ BODY ELECTRICAL HOURS: 0.30 TECH(S):454

CUSTOMER STATES WHEN DRIVING AT NITE THE HEADLITES WILL GO OUT AND THE AMP GAUGE WILL DROP DOWN, AND THEN THE HEADLITES WILL COME BACK ON AND AMP GAUGE WILL GO BACK UP AT TIMES

NONE AT THIS TIME

OL 9Z

ROAD TEST EXTENSIVELY AND FOUND NO CODES STORED. PERFORM BULLETIN SEARCH AND CALL TAN AND NO CONCERNS FOUND. INSTALL DATA RECORDER AND UNABLE TO DUPLICATE DURING EXTENSIVE ROAD TESTS.

JOB # 1 TOTAL LABOR & PARTS 21.38

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	36965	264903265	02/13/06	RENTAL CAR	110.99

TOTAL - SUBLET 110.99

R/O TAX 0.00

R/O TOTALS 132.37

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
228996	132.37
CLAIM TOTALS	132.37

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GNGMMF.097

02/22/2006 WARRANTY NEW CLAIM

1006

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
228996	02/08/2006	1GNDS13S9[redacted]	[redacted]	16356	11316	XXX-XX-3200

CUSTOMER NAME - FIRST [redacted] MIDDLE

LAST [redacted] PHONE:WORK [redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OL				9Z	R9995	.3			21.38
LN-TOT:					21.38 TECH SSN: XXX-XX-8544 AUTH CODE:						AUTH. AUTHOR.:	
LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	01		MJ				08	Z7903			110.99	
LN-TOT:					110.99 TECH SSN: XXX-XX-8544 AUTH CODE:						AUTH. AUTHOR.:	

R.O. TOTAL: 132.37

PAGE 1 OF * SERVICE FILE COPY-W | END OF INVOICE | 10:09AM

* M/M Days @ "Unit Rental & bal to Policy
① Arms Rental
① Manual

[redacted]

CUSTOMER [redacted]

[redacted]

GASTON, SC [redacted]

[redacted]

ADVISOR: MACKEY D. MONTS 53 | TAG NO.: 982 | INVOICE DATE: 02/15/06 | INVOICE NO.: [redacted]

LABOR RATE: [redacted] | MILEAGE: 11,316 | COLOR: SILVERSTONE | STOCK NO.: 4233T

YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2 | DELIVERY DATE: 09/20/05 | DELIVERY MILES: 4,116

VEHICLE I.D. NO.: 1GNDS13S952 [redacted] | SELLING DEALER NO.: | PRODUCTION DATE:

F.T.E. No.: | P.O. [redacted] | R.O. DATE: 02/08/06

COMMENTS: [redacted]

LABOR & PARTS

OP 1:98CVZ BODY ELECTRICAL UNITS: 0.30 TECH(S):464 WARRANTY

CUSTOMER STATES WHEN DRIVING AT NITE THE HEADLITES WILL GO OUT AND THE AMP GAUGE WILL DROP DOWN, AND THEN THE HEADLITES WILL COME BACK ON AND AMP GAUGE WILL GO BACK UP AT TIMES
NONE AT THIS TIME
OL 9Z
ROAD TEST EXTENSIVELY AND FOUND NO CODES STORED. PERFORM BULLETIN SEARCH AND CALL TAN AND NO CONCERNS FOUND. IN-STALL DATA RECORDER AND UNABLE TO DUPLICATE DURING EXTENSIVE ROAD TESTS.

$110.99

MJ- 98 27903

JOB # 1 TOTAL LABOR & PARTS 0.00

OP 2:01CVZMULTI GM MULTI-POINT INSP UNITS: 0.00 TECH(S):464 INTERNAL

PERFORM GM GOODWRENCH MULTI-POINT INSPECTION.
COURTESY INSPECTION OF FLUIDS,BELTS,HOSES,BATTERY,TIRES, BRAKES,ETC..
PERFORMED GM MULTI-POINT INSPECTION.
SEE ATTACHED INSPECTION SHEET.

$110.99

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	36955	2G4903255	02/13/06	RENTAL CAR	WARRANTY
JOB # 1	37026		02/15/06	RENTAL CAR	WARRANTY
				TOTAL - SUBLET	0.00

Manual $81.00

TOTALS

CASH[] CHECK[] CREDIT CARD[] CHARGE[]

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

NOW OPEN FOR YOUR CONVENIENCE

NEW PARTS AND SERVICE DEPARTMENTS
MON-FRI 7:30-6PM SATURDAYS 8-5

GOODWRENCH QUICK LUBE PLUS
MON - FRI 8AM UNTIL 6PM
SATURDAYS 8AM UNTIL 5PM

PARTS WITH AN ASTERIK INDICATES A GM LIFETIME GUARANTEE

CUSTOMER SIGNATURE

② Rental 5 days one Arms manual

RENTAL

Prev. R.O. has already Generated the Survey

PAGE 1 OF 1 SERVICE FILE COPY [END OF INVOICE] 04:44pm

Enterprise rent-a-car

5184 SUNSET BLVD
LEXINGTON SC 29072-9258

Photo

Bill To:
HERNDON CHEVROLET, INC
ATTN: MACKY**
P.O. BOX 339
LEXINGTON, SC 29071

Rental Agreement 0320585 - 2649

BILLING DETAIL

Description	Rate	Amount
3 DAYS @	33.33	99.99
3 DAYS DW @	12.99	38.97
3 DAYS PAI @	2.00	6.00
ST/SRCHG		7.25
SALES TAX%	6.00	8.70

R 228996
246 - $110.99

RENTAL INFORMATION

Date Out 2/08/06 1:28PM
Date In 2/11/06 12:01P
Renter ANGELA LIVINGSTON

First of 2 PO's 36955 → $110.99 Inv 0326589

Additional Driver
Name SPOUSE

TOTAL CHARGES 160.01
LESS AMOUNT RECEIVED 49.02

AMOUNT DUE ▶ 110.99

RENTAL VEHICLES CLAIM INFORMATION

Color SILVER
License No [redacted]
Claim #/Policy #/P.O. # 1st
Model 06 COBA
Unit # NMM380
Insured
Date of Loss
Type of Loss
Type of Car TRAILBLAZE
Repair Shop HERNDON CHEV
Vin # 1G1AK55FX676[redacted]

IMPORTANT INFORMATION

Billing Inquiries Call 803-951-1862
Fed Tax ID # 43-1241935
Billing Information
TOTAL CHARGES LESS DW PAI

THANK YOU FOR YOUR BUSINESS!
PLEASE CALL US FOR YOUR
NEXT RENTAL

Please Return This Portion with Remittance

AMOUNT DUE ▶ 110.99

Remit to:
ENTERPRISE LEASING COMPANY-SOU
ATTN: ACCTS RECEIVABLE
101 BUSINESS PK BLVD/STE 1100
COLUMBIA SC 29203-9498

Paid by:
HERNDON CHEVROLET, INC
ATTN: MACKY**
P.O. BOX 339
LEXINGTON, SC 29071

Customer#	Rental Agreement	Amount	GPBR
360554	0320589	110.99	2649

02/14

GM Goodwrench

MULTI-POINT VEHICLE INSPECTION



Name [redacted] Year/Model: 05 Trailblazer Date 2/8

Repair Ord [redacted] VIN (last 8 digits): _____ Odometer: 113140 MI: _____ MII: _____

INTERIOR

- OnStar Subscription activated
- Remaining engine oil life: _____% Not applicable

CHECK TIRES AND TREAD DEPTH

8/32 or Greater		8/32 or Greater
LF 7/32 to 4/32		7/32 to 4/32 RF
3/32 or Less		3/32 or Less
Front PSI set to: _____		Front PSI set to: _____
8/32 or Greater		8/32 or Greater
LR 7/32 to 4/32		7/32 to 4/32 RR
3/32 or Less		3/32 or Less
Rear PSI set to: _____	(Check tempo)	Rear PSI set to: _____

- Retailer needed
- Alignment needed
- Wheel balance needed

LF LR Wear Pattern/Damage RF RR

WIPER BLADES

LF RF

Rear (if applicable)

- Windshield condition Cracks: _____ Chips: _____

CHECK FLUID LEVELS

OK / FILLED	REQUIRES ATTENTION
Engine oil	
Brake fluid reservoir	
Transmission (if equipped w/dipstick)	
Coolant recovery reservoir	
Power steering	
Windshield washer	

CHECK BATTERY

- Battery condition
- Battery cables and connections

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

	7 mm (9/32) or greater	
LF	6 mm (8/32) to 4 mm (5/32)	RF
	3 mm (4/32) or less	
	7 mm (9/32) to 5 mm (6/32)	
LR	6 mm (8/32) to 4 mm (5/32)	RR
	3 mm (4/32) or less	

Lowest Front Lining _____ Lowest Rear Lining _____

- Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

- Fuel system (also including gas cap sealing)
- Engine, transmission, drive axle, transfer case
- Engine cooling system
- Shocks and struts – also check operation

Inspect visual condition:

- Belts: engine, accessory, serpentine, and/or V-drive
- Hoses: engine, power steering and HVAC
- Engine air filter and cabin air filters
- Steering components and steering linkage
- CV drive axle boots or driveshafts and U-joints
- Exhaust system components

COMMENTS

Consultant: _____

Technician: _____

MAINTENANCE VISIT RECOMMENDATION

Date: _____ Time: _____

Reason for Maintenance: _____

SIMPLIFIED MAINTENANCE

MI: Required Performed

MII: Required Performed

for Thurs/Fri - Steve Montgomery

Diagnostic Information on Headlamps Flicker or Momentarily Dim While Driving #05-08-42-001 - (Mar 7, 2005)

146853
146859

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 -- [redacted]

A concern regarding headlamps flicker or become dim while driving may be easily mis-diagnosed. It is very important to capture as much information from the customer as possible. Below is a guideline to assist with diagnostics.

Verify the customers specific concern.

- What time of day does this occur (is it light or dark outside) ?
- What driving conditions (vehicle speed, engine speed, throttle position, etc...)?
- What was the outside ambient temperature when the condition occurred?
- What accessories was the driver using when this condition occurred (A/C, heated seats, rear defogger, etc...)?
- If the concern is at dusk, could it be the automatic headlamps changing from DRL to Headlamp mode and possibly back to DRL again?
- Are there any other relevant operating conditions?

Diagnostic Information

- Service Bulletin - 02-06-03-008A - Info - Low Voltage Display on IP Gauge, Lights Dim at Stop Lights, Battery Discharged, No Start, Slow Cranking, Dim Lights at Idle, Low Generator Output (SI Document ID # [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 Opera[redacted] Document ID #826321)
- Service Information - Battery Inspection/Test (Non-HP2) (SI Document I[redacted]
- 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 I[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: [redacted] 10464476 unless a specific concern is Identified.

Generators replaced and returned to the Warranty Parts Center (WPC) for review have been tested with

http://[redacted]/cgi-bin/cgiwrap/[redacted]/Technical_Shared/Tech_Tips/[redacted]#39&type=all [redacted]

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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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 :	1GNDS13895[redacted]

VEHICLE INFORMATION

Merchandising Model :	C$15506 -2005 TRAILBLAZER LS 2WD	Warranty Start Date :	09/20/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON , SC 29071-0339 (803) 359-2504	Selling Source :	13 - CHEVROLET
		Site Code :	16355
		Business Associate Code :	114008

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/20/2005	1000 miles	09/20/2008	37000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/20/2005	1000 miles	09/20/2011	101000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/20/2005	1000 miles	09/20/2013	81000 miles
36/36000 FEDERAL EMISSION	09/20/2005	1000 miles	09/20/2008	37000 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/03/2006	[redacted]	#	R0760 - RECEIVER, RADIO - REMOVE, REPAIR, AND REPLACE	9838 miles

12/05/2005	[redacted]	#	D2109 - HEATER/AIR DISTRIBUTION CASE, PASSENGER COMPARTMENT (AIR C	8452 miles
12/05/2005	[redacted]	#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	8452 miles
03/22/2005	[redacted]	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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HERNDON CHEVROLET

Tag # 893

Customer Name _____

Address _____

City _____ State _____ Zip _____

Home Phone _____ Work Phone _____

Cell Phone (____) _____ 736 8158

Email _____ @ _____

Make _____ Model _____

Color 309418 Vin _____

Mileage 11316 Advisor # _____ P/U Time _____

Other Serviceable Vehicles _____

Remarks:

Customer Signature: _____

I hereby authorize the repair work listed to be done [illegible] not responsible for loss of [illegible] to vehicle or articles left in vehicle in case of fire, theft or any other cause to [illegible] for any delays caused by unavailable [illegible] 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 [illegible] inspections. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

16350

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

Thur
4
#464

DATE	REPAIR ORDER	MILEAGE	KEYSTONE	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/03/06	[redacted]	3838	53	227	W	45CVZ	RADIO & SOUND SYSTEM
				227	W	36CVZ	BODY ELECTRICAL
				227	W	24CVZ	DRIVEABILITY
12/05/05		8452	53	49	C	03CVZ1	* LUBE, OIL & FILTER
				49	W	36CVZ	BODY ELECTRICAL
				49	W	45CVZ	RADIO & SOUND SYSTEM

SERVICE SALESPERSON NO. 141 J GREGORY PRITCHETT

VEHICLE NO: 1GNDS13S952309418
YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR
STOCK NO: [redacted]
LICENSE NO: [redacted]
[redacted]
GASTON, SC [redacted]
DISPOSER NO: 46437
SERVICE CONTRACT:
DELIVERY DATE: 09/20/05
4,116
COLOR: SILVERSTONE METAL
CONTRACT NO:
EXPIRATION DATE:
EXPIRATION MILES:
TURBO: N/A CVZZ
AIR COND: Y
P/S: Y
TRANS: A
MILEAGE: 11,316
REPAIR NO.: 53
PROJECT ON DATE:
TIME RECEIVED: 01:20pm
[redacted]
02/08/06 05:24pm
PROJECT: 4
APPOINTMENT: X
Advisor: MACKEY D. MONTS

DISCLAIMER OF WARRANTIES

JOB: LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL T.A.C. # [redacted]

X

FEB 10 AM 8:56

1 W * 36CVZ BODY ELECTRICAL
CUSTOMER STATES WHEN DRIVING AT NITE THE HEADLITES WILL GO OUT AND THE AMP GAUGE WILL DROP DOWN, AND THEN THE HEADLITES WILL COME BACK ON AND AMP GAUGE WILL GO BACK UP AT TIMES
Road tested 20 miles. Ran OBD
ckt check found no DTC's
Performed bulletin search - Called T.A.C.
no concerns found - Installed data recorder

FEB 10 AM 3:19

2 1 01CVZMULTI GM MULTI-POINT INSP.
PERFORM GM GOODWRENCH MULTI-POINT INSPECTION.
COURTESY INSPECTION OF FLUIDS, BELTS, HOSES, BATTERY, TIRES, BRAKES, ETC.

GAS
6 GAL
5 GAL

FEB 14 AM 8:21

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
02CVZ1	QUICKLUBE ROTATE	MI	15.00

110.99

ORIGINAL ESTIMATE
PARTS & LABOR:
$
AUTHORIZED
TIME DATE

NOTICE OF ARBITRATION

DATE

PAGE 1 OF 1 228995 CUSTOMER COPY

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/05/05	223992	8452	53	49	C	03CVZ1	* LUBE, OIL & FILTER
				49	W	36CVZ	BODY ELECTRICAL
				49	W	45CVZ	RADIO & SOUND SYSTEM
				49	W	35CVZ	AIR CONDITIONING
				49	W	18CVZ	BRAKES
08/30/05	216491	4116	248	426	I	02CVZ	QUICKLUBE PLUS

SERVICE SALESPERSON NO. 141 J GREGORY PRITCHETT

MIDDLE 3 NO: 1GNDS13S957[redacted]
YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR
STOCK NO: [redacted]
LICENSE NO: [redacted]
[redacted]
CUSTOMER NO: 46437
SERVICE CONTRACT:
DELIVERY DATE: 09/20/05
4,116
SELLING DEALER NO:
R.O. DATE: 01/03/06
COLOR: SILVERSTONE MET/L
COMPANY NO:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO: 10
TURBO: CVZZ | AIR COND: Y | P.S.: Y | TRANS: A | MILEAGE: 9,838 | ADVISOR NO.: 53 | PRODUCTION DATE:
RESIDENCE PHONE: [redacted]
TIME RECEIVED: 08:59am
LABOR RATE:
DATE/TIME PROMISED: 01/03/06 12:00pm
PROFITY: 3
APPOINTMENT: [X] Yes [ ] No
Advisor: MACKEY D. MONTS

DISCLAIMER OF WARRANTIES
THE SALESPERSON IS NOT APPROVED TO MAKE PARTS AND FOR SERVICES THE PRICE OR PERFORMANCE OF THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR THAT SALE ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH THE SALE OF THESE WARS AND/OR SERVICES. NEVER SHALL NOT BE SUBJECT TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES OR PROPERTY LAWSUITS FOR LOSS OF THE LOSS OF TIME LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
TERMS: CASH UNLESS ARRANGEMENTS MADE

I06 LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

COMMENTS : PART IN

1 W * 45CVZ RADIO & SOUND SYSTEM
CUSTOMER STATES THAT CD PLAYER INCP
227 REPLACED RADIO & PROGRAMED

2 W * 36CVZ BODY ELECTRICAL
CUSTOMER STATES AT TIMES WHEN DRIVING AT NITE THE HEADLITES WILL GO OUT AQND WHEN THIS HAPPENS THE AMP GAUGE WILL DROP
227 COULD NOT DUP - NO CODES NO BULLITINS

3 + W 24CVZ DRIVEABILITY
CUSTOMER STATES AT TIMES ENGINE LITE ON IN DASH
227 NO CODES - NO BULLITINS

PAGE 1 OF 1 226091 REPRINT 2 1 CUSTOMER COPY

29025946 [illegible]
1529531

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
04CVZ3	9,000 MILE SERVICE	MI	0.00
02CVZ1	QUICKLUBE ROTATE	MI	15.00

I Radio

ORIGINAL ESTIMATE (PARTS & LABOR) $

AUTHORIZED BY

TIME DATE

NOTICE OF ARBITRATION

[illegible]

DATE

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/05/05	223992	8452	53	49	C	03CVZ1	[illegible] OIL & FILTER
				49	W	36CVZ	BODY ELECTRICAL
				49	W	45CVZ	RADIO & SOUND SYSTEM
				49	W	35CVZ	AIR CONDITIONING
				49	W	18CVZ	BRAKES
08/30/05	216491	4116	248	426	I	02CVZ	QUICKLUBE PLUS

SERVICE SALESPERSON NO. 141 GREGORY PRITCHETT

VEHICLE ID NO: 1GNDS13S95[redacted]
YEAR/MAKE/MODEL: 05 CHEVROLET TRUCK/TRAILBLAZER/4DR
STOCK NO: [redacted]
LICENSE NO: [redacted]
[redacted]
SERVICE CONTRACT: [redacted]
DELIVERY DATE: 09/20/05
DELIVERY MILES: 4,116
[redacted]
GASTON, [redacted]
COLOR: SILVERSTONE MET/L
CONTRACT NO:
EXPIRATION DATE:
EXPIRATION MILES:
TRIM NO: 10
TURBO: NO MG CVZZ; AIR COND: Y; P.S.: Y; TRANS: A; MILEAGE: 9,838
SUPPLIER NO: 53
PRODUCTION DATE:
[redacted]
TIME RECEIVED: 08:59am
BUSINESS PHONE: [redacted]
LABOR RATE:
PROFITY: 3
01/03/06 12:00pm
APPOINTMENT: X YES ☐ NO
Advisor: MACKEY D. MONTS

DISCLAIMER OF WARRANTIES

[illegible]

ITEMS CASH UNLESS ARRANGEMENTS SUCH

X _____ CUSTOMER SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
04CVZ3	9,000 MILE SERVICE	MI	0.00
02CVZ1	QUICKLUBE ROTATE	MI	15.00

ORIGINAL ESTIMATE (PARTS & LABOR) $ _____

AUTHORIZED BY _____ TIME _____ DATE _____

NOTICE OF ARBITRATION

[illegible]

X _____ DATE _____

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

COMMENTS : PART IN

1) W * 45CVZ RADIO & SOUND SYSTEM
CUSTOMER STATES THAT CD PLAYER INOP

Part in

W * 36CVZ BODY ELECTRICAL

2) Headlites will go out when driving at times and when go out drop gauge will drop down and lites will come back on & gauge will go

3) engine lite flash on at times

[illegible]

PAGE 1 OF 1 223091 CUSTOMER COPY

MAY 23 2006 09:29 FR [redacted] P.28/34 [redacted]

CUSTOMER NO. [redacted]

[redacted]

GASTON, SC [redacted]

[redacted]

ADVISOR: MACKEY D. MONTS 53 | TAG No. 10 | INVOICE DATE: 01/04/06

LABOR RATE | LICENSE NO. [redacted] | MILEAGE: 9,838 | COLOR: SILVERSTONE

YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2 | DELIVERY DATE: 09/20/05 | [redacted] 4,116

VEHICLE ID NO.: 1GNDS13S957 [redacted] | SELLING DEALER NO. | PRODUCTION DATE

F.T.E. NO. | P.O. NO. | R.O. DATE: 01/03/06

COMMENTS [redacted]

DCS AUDIT SLIP

DCS DATA FILE: GMGMNF.519
01/04/2006
1124
WARRANTY NEW CLAIM

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
226091	01/03/2005	1GNDS13S9[redacted]	3	16955	9838	XXX-XX-3200

CUSTOMER NAME: FIRST: BENJAHIN MIDDLE:
LAST: LIVINGSTON PHONE:WORK: 803-791-7100 HOME: 803-955-9452

LN	JOB	CT	CC	PC	PART NO.	TOT-PTS	PC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		QJ				6F	R0760	.8		20.00	64.91

LN-TOT: 74.91 TECH SSN: XXX-XX-9953 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 74.91

PAGE 2 OF 2 SERVICE FILE COPY-W [END OF INVOICE] 11:24am

[redacted]

CUSTOMER NO. [redacted]

[redacted]

GASTON, SC [redacted]

[redacted]

ADVISOR: MACKEY D. MONTS | TAG NO: 53 | 10 | INVOICE DATE: 01/03/06

LABOR RATE | LICENSE NO. [redacted] | MILEAGE: 9,838 | COLOR: SILVERSTONE [redacted]

TEAM NAME / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2 | DELIVERY DATE: 09/20/05 | DELIVERY MILES: 4,116

VEHICLE ID NO.: 1 G N D S 1 3 S 9 5 2 [redacted] | SELLING DEALER NO. | PRODUCTION DATE

R.O. NO. | P.O. NO. | R.O. DATE: 01/03/06

[redacted] | COMMENTS

LABOR & PARTS — RADIO & SOUND SYSTEM UNITS: 0.80 TECH(S):227 — WARRANTY

J# 1 45CVZ

CUSTOMER STATES THAT CD PLAYER INOP
INTTERNAL FAILURE
DJ-6F
INSPECT AND REPLACE RADIO AND REPROGRAM - ELECTRIC FAILURE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	EXCH	EXCHANGE		0.00

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 36CVZ — BODY ELECTRICAL UNITS: TECH(S):227 — WARRANTY

CUSTOMER STATES AT TIMES WHEN DRIVING AT NITE THE HEADLITES WILL GO OUT AOND WHEN THIS HAPPENS THE AMP GAUGE WILL DROP DOWN AND THEN LITES WILL COME BACK ON AND GAUGE WILL GO UP
RUN DIAGNOSTIC CHECKS AND INSPECT AND UNABLE TO DUPLICATE CUSTOMER CONCERN. CHECK FOR GM TECHNICAL BULLETINS AND NONE FOUND. SYSTEMS OPERATING TO DESIGN INTENT AT THIS TIME. CHECK FOR CODES AND NONE STORED.
ROAD TEST 35 MILES AND RETEST.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 2 TOTAL PARTS	0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 42CVZ — DRIVEABILITY UNITS: TECH(S):227 — WARRANTY

CUSTOMER STATES AT TIMES ENGINE LITE ON IN DASH
RUN DIAGNOSTIC CHECKS AND FOUND NO CODES STORED. CHECK FOR GM TECHNICAL BULLETINS AND NONE FOUND. SYSTEM PERFORMING TO DESIGN INTENT AT THIS TIME.

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

JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS
PART IN

TECHNICIAN CERTIFICATION
227 JERRY S KIRTON 227

PAGE 1 OF 2 SERVICE FILE COPY (CONTINUED ON NEXT PAGE) 08:19pm

MAY 23 2006 09:29 FR TO 918662024310 P.30/34

[redacted]

CUSTOMER No. [redacted]

[redacted]

GASTON, SC [redacted]

[redacted]

ADVISOR: MACKEY D. MONTS
TAG No.: 53 10
LABOR RATE:
LICENSE No.: 568NMF
MILEAGE: 9,838
YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2
VEHICLE I.D. No.: 1 G N D S 1 3 S 9 5 2 [redacted]
P.O. No.:

INVOICE DATE: 01/03/06
INVOICE No.: [redacted]
COLOR: STLVERSTONE
STOCK No.: [redacted]
DELIVERY DATE: 09/20/05
DELIVERY MILES: 4,116
SELLING DEALER NO.:
PRODUCTION DATE:
R.O. DATE: 01/03/06

COMMENTS

CASH[] CHECK[] CREDIT CARD[] CHARGE[]

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

***

GM Vehicle Inquiry System
Summary

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

Help

VIN :	1GNDT13S[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2002 TRAILBLAZER LTZ 4WD	Warranty Start Date :	09/29/2001
B&RS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON , SC 29071-0339 (803) 359-2504	Selling Source :	13 - CHEVROLET
		Site Code :	16355
		Business Associate Code :	114008

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

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	[redacted]	TRANSMISSION TRANSFER CASE - REPROGRAM	N/A	Closed
RC		TRANSMISSION SHIFT LOCK AND IGNITION KEY REMOVAL OVERRIDE COMPLIANCE	N/A	Closed
RC		INSTRUMENT PANEL CLUSTER GAUGES INOPERATIVE	N/A	Closed
RC		CHILD RESTRAINT ANCHORAGE SYSTEM INFORMATION	N/A	Closed
RC		WINDSHIELD WIPER MOTOR FAILURE	N/A	Closed
YT		SOFTWARE UPGRADE MAY BE NECESSARY. REFERENCE BULLETIN 01-06-04-052	N/A	Closed
RC		FRONT SEAT BELT RETRACTOR NONCOMPLIANCE	N/A	Closed
RC		TAIL LAMPS/STOP LAMPS	11/16/2004	Open

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/29/2001	22 miles	09/29/2004	36022 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/29/2001	22 miles	09/29/2007	100022 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/29/2001	22 miles	09/29/2009	80022 miles
36/36000 FEDERAL EMISSION	09/29/2001	22 miles	09/29/2004	36022 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
08/07/2004	[redacted]	#	V0789 - 01065 - REPROGRAM ATCM	26668 miles
08/07/2004	[redacted]	#	V0994 - 03012-INSTALL PLUG AND REMOVE OVERRIDE LEVER	26668 miles
08/07/2004	[redacted]	#	V0995 - 03013-REPROGRAM IP CLUSTER	26668 miles
08/07/2004	[redacted]	#	V1043 - 03039 - COPY AND PLACE SUPPLEMENT IN THE OWNERS MANUAL	26668 miles
08/07/2004	[redacted]	#	V1115 - 04005 - INSPECT WSW MODULE AND INSTALL SEAL ASSEMBLY	26668 miles
08/07/2004	[redacted]	#	Y0008 - OBD II SOFTWARE UPGRADE, REPROGRAM PCM SB#01-06-04-052	26668 miles
08/07/2004	[redacted]	#	V1167 - 04037 - INSPECT SEAT BELT RETRACTORS, NO FUTHER ACTION REQ	26668 miles
08/07/2004	[redacted]	#	J3390 - CLUTCH ASSEMBLY, FAN - REPLACE	26668 miles
07/22/2002	[redacted]	#	R0760 - RECEIVER, RADIO - REMOVE, REPAIR, AND REPLACE	8052 miles
07/12/2002	[redacted]	#	N3320 - ACTUATOR, ELECTRIC REMOTE CONTROL MIRROR - REPLACE	7687 miles
08/22/2001	[redacted]	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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REGION CHEVROLET

Tag # 10

Customer Name _____

Address _____

City _____ State _____ Zip _____

Home Phone _____ Work Phone _____

Cell Phone (____) _____

Email _____ @ _____

Make _____ Model _____

Color 310941Q Vin _____

Mileage 4538 Advisor # _____ P/U Time _____

Other Serviceable Vehicles: _____

Remarks:

_____

_____

_____

_____

_____

_____

_____

Customer Signature _____

"I hereby authorize the repair work listed to be done above. I understand 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. Also for any delays caused by unavailable parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle hereon 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."

Fax Server 5/23/2006 10:45:10 AM PAGE 35/047 Fax Server
MAY 23 2006 09:30 FR TO 918662024310 P.34/34
** TOTAL PAGE.74 **

HERNDON CHEVROLET
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(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

Jul 5

152953 71

DATE	ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/30/05	[redacted]	4116	248	426		02CVZ	QUICKLUBE PLUS
04/ 1/05		2	248	320		01CVZ	INSPECTIONS
04/ 1/05		2	248	320	W	05CVZ	PDI

SERVICE SALESPERSON NO. 141 J GREGORY PITCHETT

VEHICLE ID NO: 1GNDS13S952[redacted]
[redacted]
GASTON, SC [redacted]
RESIDENCE PHONE: [redacted]
TIME PROMISED: 05:34pm
DATE/TIME PROMISED: 12/06/05 05:00pm
PRIORITY: 3
APPOINTMENT: ☐ Am ☒ Pm
Advisor: MACKEY D. MONTS

YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR
CUSTOMER / ACCT. NO. OR CONTRACT: [redacted]
DELIVERY DATE: 09/20/05
DELIVERY MILEAGE: 4,116
COS/CP: SILVERSTONE MET/L
CONTRACT NO.:
EXPIRATION DATE:
EXP TIME/MILES:
RO NO: 492

TRANS	SERVICE WRITER	LABOR CODES	PRINTED	BRAND	MILEAGE	ADVISOR NO.	PROMISED DATE
CVZ	Y	Y		A	8,452	53	

DISCLAIMER OF WARRANTIES: THE DEALER PERFORMING THE SERVICES DESCRIBED ON THIS WORK ORDER MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO SUCH SERVICES. THE DEALER'S RESPONSIBILITY FOR ANY SERVICES PERFORMED HEREUNDER IS LIMITED TO THE CORRECTION OF SUCH SERVICES. IN NO EVENT SHALL THE DEALER BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. CUSTOMER AGREES TO THESE TERMS AND CONDITIONS.

TEXAS DASH LIABILITY AGREEMENTS ONLY

JOB | LABOR INSTRUCTIONS | PC CODE | LABOR DUE

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 C 03CVZ1 * LUBE, OIL & FILTER
49 PERFORM OIL CHANGE CHECK AND FILL FLUIDS.
RESET OIL CHANGE INDICATOR NAVY
2 LOF

2 W 30CVZ BODY ELECTRICAL
CUSTOMER STATES THAT WHEN DRIVING AT NITE THE AMP GAUGE
49 WOULD DROP DOWN ON GAUGE SCALE AND THE HEADLITES WOULD GO
OUT AND THEN COME BACK ON
check out that charging system 14.3 volts battery ok
could not duplicate no codes or lights found. no codes

3 W 46CVZ RADIO & SOUND SYSTEM
CUSTOMER STATES THAT CD PLAYER INOP
under control

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
04CVZ3	3,000 MILE SERVICE	MI	0.00
02CVZ1	QUICKLUBE ROTATE	MI	15.00

ORIGINAL ESTIMATE PARTS & LABOR: $

AUTHORIZED _____ TIME _____ DATE _____

NOTICE OF ARBITRATION

[redacted]

PAGE 1 OF 2 227907 CUSTOMER COPY [CONTINUED ON NEXT PAGE]

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DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/30/05	[redacted]	4116	248	426	I	02CVZ	QUICKLUBE PLUS
04/11/05		2	248	320	I	01CVZ	INSPECTIONS
04/11/05		2	248	320	W	05CVZ	PDI

SERVICE SALESPERSON NO. 41 J GREGORY PRITCHETT

VEHICLE ID NO: 1GNDS13S952[redacted]
[redacted]
GASTON, SC [redacted]

YEAR / MAKE / MODEL: 05 / CHEVROLET TRUCK / TRAILBLAZER / 4DR
STOCK NO.: [redacted] LICENSE NO.: [redacted] P.O. NO.: [redacted]
CUSTOMER NO.: 46437 SERVICE CONTRACT: DELIVERY DATE: 09/20/05 4,116
COLOR: SILVERSTONE MET/L CONTRACT NO.: EXPIRATION DATE: EXPIRATION MILES: TAG NO.: 492
TUNED: MT NO.: CVZZ AIR COND: Y W.S.: Y TRANS: A MILEAGE: 8,452 ADVISOR NO.: 53 PRODUCTION DATE:

RESIDENCE PHONE: [redacted] TIME RECEIVED: 05:34pm LABOR RATE:
SPLIT TIME PROMISED: 12/06/05 05:00pm PRIORITY: 3
APPOINTMENT: [ ] YES [X] NO
Advisor: MACKEY D. MONTS

DISCLAIMER OF WARRANTIES
[illegible]

TERMS: CASH, UNLESS ATTACHMENTS PAGE
[illegible]

X _____ CUSTOMER SIGNATURE

JOB	LABOR INSTRUCTIONS	TO FOLLOW UP	
4	W 35CVZ AIR CONDITIONING CUSTOMER STATES THERE IS A MUSTY TYPE ODOR FROM AC SYSTEM WHEN SYSTEM ENGAGED 49 check and disinfect AC system		
5	W 18CVZ BRAKES CUSTOMER STATES THAT 1X WHEN BRAKES APPLIED THE BRAKE PEDAL WENT DOWN TO FLOOR AND THE TRUCK KEPT ROLLING AND WOULD NOT STOP 49 no bulliters no codes road test unable to duplicate.		

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
04CVZ3	9,000 MILE SERVICE	MI	0.00
02CVZ1	QUICKLUBE ROTATE	M	15.00

ORIGINAL ESTIMATE (PARTS & LABOR) $ _____
AUTHORIZED BY _____ TIME _____ DATE _____

NOTICE OF ARBITRATION
[illegible]

X _____ DATE _____

PAGE 2 OF 2 227992 CUSTOMER COPY

KERNDON CHEVROLET

Tag # 492

Customer Name

Address

City State Zip

Home Phone Work Phone 936-8158

Cell Phone ( ) 660 6827

Email @

Make Model [redacted]

Color 309418 Vin

Mileage 8452 Advisor # P/U Time

Other Serviceable Vehicles:

Remarks:
(1) ck for [illegible] on gauge scale and [illegible] go out and then come back
(2) CD player [illegible]
(3) ck for [illegible] color from [illegible]
(4) [illegible] when [illegible] the [illegible] to [illegible] and [illegible]

Customer Signature:

(5) [redacted]

I hereby authorize the repair [illegible] 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 unavoidable parts or delays in parts shipments by the supplier or transporter. I hereby grant you and for your employees permission to operate the vehicle herein described on streets, highways or elsewhere for [illegible] and/or employees. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

MAY 23 2006 09:50 FR [redacted] P.03/12

[redacted]

CUSTOMER No. [redacted]

[redacted]

GASTON, SC [redacted]

ADVISOR: MACKEY D. MONTS | TAG No.: 53 492 | INVOICE DATE: 12/07/05 | INVOICE No.: [redacted]

LABOR RATE: [redacted] | MILEAGE: 8,452 | COLOR: SILVERSTONE | [redacted]

YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2 | DELIVERY DATE: 09/20/05 | DELIVERY MILES: 4,116

VEHICLE I.D. No.: 1 G N D S 1 3 5 9 5 [redacted] | SELLING DEALER NO.: | PRODUCTION DATE:

F.T.E. No.: | P.O. No.: | R.O. DATE: 12/05/05

COMMENTS: [redacted]

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.209
12/07/2005
1222
WARRANTY NEW CLAIM

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	12/05/2005	1GNDS1359[redacted]	3	16355	8452	XXX-XX-320C

CUSTOMER NAME: FIRST: [redacted] MI
LAST: [redacted] PHONE: WORK [redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	TC	LABOR	LHRS	CHRS	NET-AMT.	LAB.TOT.
1	04		OP	1	12377951	68.04	1Y	02109	1.0			68.64

LN.TOT: 126.08 TECH SSN: XXX-XX-2109 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 126.58

PAGE 2 OF 2 SERVICE FILE COPY-W [END OF INVOICE] 12:22pm

[redacted]

CUSTOMER NO. [redacted]

[redacted]

GASTON, SC [redacted]

[redacted]

ADVISOR MACKEY D. [redacted] TAG No. 53 492 INVOICE DATE 12/06/05

LABOR RATE [redacted] MILEAGE 8,452 COLOR SILVERSTONE [redacted]

YEAR/MAKE/MODEL 05/CHEVR[redacted] TRUCK/TRAILBLAZER/4DR 2 DELIVERY DATE 09/20/05 DELIVERY MILES 4,116

VEHICLE I.D. No. 1 G N [redacted] 5 [redacted] SELLING DEALER NO [redacted] PRODUCTION DATE

F. T. C. No. P.O. No. [redacted] R.O. DATE 12/05/05

[redacted] COMMENTS

LABOR & PARTS TECH[redacted] 10.91

J# 1 03CVZ1 * LUBE, OIL & FILTER UNITS:

PERFORM OIL CHANGE CHECK AND FILL FLUIDS.
RESET OIL CHANGE INDICATOR NA/Y
CHANGED OIL AND FILTER
LUBE CHASSIS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	89017342	FILTER 1.836	5.75	5.75
				JOB # [redacted] 1 TOTAL PARTS	5.75
				JOB # [redacted] LABOR & PARTS	10.66

J# 2 36CVZ BODY ELECTRICAL UNITS: TECH[redacted] WARRANTY

CUSTOMER STATES THAT WHEN DRIVING AT NITE THE [redacted]
WOULD DROP DOWN ON GAUGE SCALE AND THE HEADLITE[redacted]
OUT AND THEN COME BACK ON

CHECK CHARGING AND ELECTRICAL SYSTEMS AND ALTERN[redacted] CHARG-
ING TO 14.0 VOLTS; LOAD TEST BATTERY AND FOUND O[redacted] CALL FOR
TECH BULLETINS AND UPDATES. UNABLE TO DUPLICATE [redacted]
CONCERN AND FOUND NO CODES STORED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # [redacted] 2 TOTAL PARTS	0.00
				JOB # [redacted] LABOR & PARTS	0.00

J# 3 46CVZ RADIO & SOUND SYSTEM UNITS: TECH[redacted] WARRANTY

CUSTOMER STATES THAT CD PLAYER INOP

PART ON ORDER

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

J# 4 35CVZ AIR CONDITIONING UNITS: 1.00 TECH[redacted] WARRANTY

CUSTOMER STATES THERE IS A MUSTY TYPE ODOR FROM [redacted] SYSTEM
WHEN SYSTEM ENGAGED
FOREIGN MATERIAL IN CASE
OP-IY
INSPECT AND DISINFECT AC SYSTEM- ODOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	12377951	COOLING C 8.800	[redacted] 4 TOTAL PARTS	WARRANTY 0.00
				JOB # [redacted] LABOR & PARTS	0.00

J# 5 18CVZ BRAKES UNITS: TECH[redacted] WARRANTY

CUSTOMER STATES THAT 1X WHEN BRAKES APPLIED THE [redacted] PEDAL
WENT DOWN TO FLOOR AND THE TRUCK KEPT ROLLING AND [redacted] NOT
STOP

[redacted]

CUSTOMER NO. [redacted]

[redacted]

GASTON, SC [redacted]

[redacted]

ADVISOR: MACKEY D. [redacted] | TAG NO.: 53 492 | INVOICE DATE: 12/06/05 | INVOICE NO.: [redacted]

LABOR RATE: [redacted] | MILEAGE: 8,152 | COLOR: SILVERSTONE

YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2 | DELIVERY DATE: 09/20/05 | DELIVERY MILES: 4,116

VEHICLE ID NO.: 1 G N D S [redacted] | SELLING DEALER NO.: [redacted] | PRODUCTION DATE:

R.O. NO.: [redacted] | P.O. NO.: | R.O. DATE: 12/05/05

COMMENTS: [redacted]

INSPECT FOR BULLETINS AND NONE FOUND. CHECK FOR [illegible] AND ROAD TEST AND UNABLE TO DUPLICATE CUSTOMER CONCERN

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # [illegible] TOTAL PARTS		0.00
			JOB # [illegible] TOTAL LABOR & PARTS		0.00

G.O.G. & SUPPLIES

JOB # 1	6.0	1 QT OF GM OIL	@	1.150 /EA	6.90
				TOTAL - GOG	6.90

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SHOP	SHOP SUPPLIES		1.64
JOB # A	ENVIR	ENVIRONMENTAL COMPLIANCE FEE		1.26
			TOTAL - MISC	2.90

TOTALS

CASH[ ] CHECK[ ] CREDIT CARD[ ] CHARGE[ ]

TOTAL LABOR	10.91
TOTAL PARTS	5.75
TOTAL SUBLET	0.00
TOTAL G.O.G.	6.90
TOTAL MISC CHG.	2.90
TOTAL MISC DISC	0.00
TOTAL TAX	0.76
TOTAL INVOICE $	**27.22**

NOW OPEN FOR YOUR CONVENIENCE

NEW PARTS AND SERVICE DEPARTMENTS
MON-FRI 7:30-6PM SATURDAYS 8-5

GOODWRENCH QUICK LUBE PLUS
MON - FRI 8AM UNTIL 6PM
SATURDAYS 8AM UNTIL 3PM

PARTS WITH AN ASTERIK INDICATES A GM LIFETIME GUARANTEE

CUSTOMER SIGNATURE

PAGE 2 OF 2 SERVICE FILE COPY END OF INVOICE] 11:60am

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 :	1GNDS13S[redacted]

VEHICLE INFORMATION

Merchandising Model :	CS15506 -2005 TRAILBLAZER LS 2WD	Warranty Start Date :	09/20/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON , SC 29071-0339 (803) 359-2504	Selling Source :	13 - CHEVROLET
		Site Code :	16355
		Business Associate Code :	114008

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/20/2005	1000 miles	09/20/2008	37000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/20/2005	1000 miles	09/20/2011	101000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/20/2005	1000 miles	09/20/2013	81000 miles
36/36000 FEDERAL EMISSION	09/20/2005	1000 miles	09/20/2008	37000 miles

CLAIM HISTORY

R/O Date	R/O Number	Type	Labor Operation	Odometer Reading
03/22/200[redacted]		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

GM Vehicle Inquiry System - Summary

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Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

42331

[redacted]

Initial Recalculation:

AFTER: LF RF LR RR

Accessories:

Road Test:

ODOMETER: Before After

Underbody:

Under Hood:

VOLTAGE

DATE

Apply/Chassis:

Under Vehicle:

Final Operation & Preparation:

Certification: I certify that the [illegible]

Fax Server 5/23/2006 10:45:10 AM PAGE 44/047 Fax Server
MAY 23 2006 09:51 FR TO 918662024310 P.09/12

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

PDI

SALESPERSON NO.

VEHICLE ID No.	YEAR/MAKE/MODEL	STOCK No.	LICENSE No.
1GNDS13S95 [redacted]	05/CHEVROLET TRUCK/TRAILBLAZER/4DR	4Z33T	[redacted]

HERNDON CHEVROLET
P.O. BOX 339
LEXINGTON, SC 29071

CUSTOMER No.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER	S.O. DATE
1000					04/11/05

COLOR	CONTRACT No.	EXPIRATION DATE	EXPIRATION MILES	TAG No.
SILVERSTONE MET/L				4233

TURBO	WHEEL	A/C	P.S.	TRANS	MILEAGE	ADVISOR No.	PRODUCTION DATE
					2	248	

RESIDENCE PHONE	TIME RECEIVED
	11:03am
BUSINESS PHONE: 803-359-2504	LARGE RATE
DATE/TIME PROMISED: 04/11/05 07:00pm	PRIORITY
APPOINTMENT: [ ] YES [X] NO	
Advisor: WADE KAISER	

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MISC	TOTAL

JOB	LABOR INSTRUCTIONS
1	W 05CVZ PDI PERFORM PDI

320

PAGE 1 OF 1 284522 CUSTOMER COPY

CUSTOMER [redacted]	ADVISOR WADE KAISER 248	TAG NO. 4233	INVOICE DATE 04/12/05 [redacted]
HERNDON CHEVROLET P.O. BOX 339 LEXINGTON, SC 29071	LABOR RATE / LICENSE No.	MILEAGE 2	COLOR SILVERSTONE
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE / DELIVERY MILES
	VEHICLE I.D. No. 1GNDS13S952 [redacted]		SELLING DEALER NO. / PRODUCTION DATE
	P.W.C. No. 32-06243-7	P.O. No.	R.O. DATE 04/11/05
RESIDENCE PHONE	BUSINESS PHONE 803-359-2504	COMMENTS	

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

[redacted]

PERFORM PDI
MG-99
PERFORMED PDI
CLAIM # A09418_N

JOB # 1 TOTAL LABOR & PARTS 89.23

R/O TAX 0.00
R/O TOTALS 89.23

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	LABOR	PARTS	SUB.LAB	SUB.PART	GOG	MISC	TAX	TOTAL
A09418_N	89.23	0.00	0.00	0.00	0.00	0.00		89.23
CLAIM TOTALS	89.23	0.00	0.00	0.00	0.00	0.00	0.00	89.23

APPROVED BY SIGNATURE

PAGE 1 OF 1 WARRANTY COPY-W [END OF INVOICE] 10:44am

MAY 23 2006 09:51 FR TO 918662024310 P.11/12

[redacted]

[redacted]

CUSTOMER No. [redacted]	ADVISOR WADE KAISER 248	TAG No. 4233	INVOICE DATE 04/13/05	INVOICE No. [redacted]
HERNDON CHEVROLET P.O. BOX 339 LEXINGTON, SC 29071	LABOR RATE [redacted]	MILEAGE 2	COLOR SILVERSTONE	
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1GNDS13S9S[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.F. No. 32-06243-7	P.O. No.	R.O. DATE 04/11/05	
RESIDENCE PHONE	BUSINESS PHONE 803-359-2504	COMMENTS		

LABOR & PARTS

J# 1 010VZ INSPECTIONS HOURS: 0.20 TECH(S): 320 15.40
INSTALL PLATES AND STICKER

JOB # 1 TOTAL LABOR & PARTS 15.40

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SHOP INT	INTERNAL-SHOP SUPPLIES		1.08
			TOTAL - MISC	1.08

TOTALS

CONTROL#	ACCOUNT#	AMOUNT		
4233T	237	16.48		
			TOTAL LABOR....	15.40
			TOTAL PARTS....	0.00
			TOTAL SUBLET...	0.00
			TOTAL G.O.S....	0.00
			TOTAL MISC.CHG.	1.08
			TOTAL MISC.DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE $	**16.48**

APPROVED BY SIGNATURE

DUPLICATE INVOICE

PAGE 1 OF 1 SERVICE FILE COPY-1 [END OF INVOICE] 08:40am

MAY 23 2006 09:51 FR

TO 918662024310 P. [redacted]

CUSTOMER # [redacted]	ADVISOR WADE KAISER 248	TAX No. T	INVOICE DATE 08/31/05	INVOICE No. [redacted]	
HERNDON CHEVROLET P.O. BOX 339 LEXINGTON, SC 29071	LABOR RATE [redacted]	MILEAGE 4,116	COLOR SILVERSTONE	[redacted]	
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116	
	VEHICLE I.D. No. 1GNDS13S952 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. No. 32-06243-7	P.O. No.	R.O. DATE 08/30/05		
RESIDENCE PHONE	BUSINESS PHONE 803-359-2504	COMMENTS			

LABOR & PARTS

JOB # 1 QUICK LUBE PLUS HOURS TECH(S):426 12.71

PERFORM EXPRESS LUBE. CHECK ALL FLUIDS.
RESET CHANGE OIL LIGHT INDICATOR. NA/Y
CHANGED OIL AND FILTER. LUBE CHASSIS
CHECK FLUID LEVELS.

JOB # 1 TOTAL LABOR & PARTS 12.71

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	O	QUICK LUBE OIL		6.70
JOB # 1	F	FILTER FOR QUICK LUBE PLUS		6.75
JOB # 1	T	OIL WASTE TAX		0.10
JOB # 1	99	QUICK LUBE SHOP SUPPLIES		1.00
			TOTAL - MISC	13.55

COMMENTS
GOLF COACHES DEMO.

TOTALS

CONTROL#	ACCOUNT#	AMOUNT
42331	297	26.26

TOTAL LABOR....	12.71
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	13.55
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**26.26**

APPROVED BY SIGNATURE

DUPLICATE INVOICE

PAGE 1 OF 1 SERVICE FILE COPY-1 [END OF INVOICE 10:40pm

** TOTAL PAGE.12 **

document Index - [redacted]

Class - BRCSiebel Docs

RequestNum
[redacted]

MSXDocNum

Last

First

Timestamp

Division

CorrType

CatCode

MSXSource

AttachNum

VIN

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

VIA FAX ONLY

September 17, 2008

Paul Ballou, Esq.
Whitlark & Ballou Law Firm
1708 Main St P O Box 7702
Columbia, SC 29201-2820

RE: [redacted]
Service Request: [redacted] GM Case No.: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S9[redacted]
Customer Relationship Specialist: Dianna Barber

Dear Mr. Ballou:

This is to advise that General Motors is in receipt of the above referenced case dated September 15, 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 an 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
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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: The Rose Law Firm
Keith Rose

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

001

05

CHEVROLET

309418

5-8-06 11:55 A.M.
Advised Paul C. Ballou that we had forwarded File + requested Indemnification from G.M.

5-16-06 Mr. Ballou left message for me to call him, Returned his call + advised that it had been referred to GM Customer Relationship Services Group.

U.S. Postal Service
CERTIFIED MAIL RECEIPT
(Domestic Mail Only; No Insurance Coverage Provided)

DETROIT MI 48265

OFFICIAL USE

	~~$4.80~~	0072
Postage	$ ~~$2.70~~	07
Certified Fee	~~$2.20~~	Postmark Here
Return Receipt Fee (Endorsement Required)	~~$0.00~~	
Restricted Delivery Fee (Endorsement Required)	$ ~~$9.70~~	09/15/2008
Total Postage & Fees		

Sent To
OFFice of the General Counsel General Motors Corp
Street, Apt. No.; or PO Box No. 400 Renaissance Center Mail Code 482-238-210
City, State, ZIP+4 Detroit, MI 48265

PS Form 3800, January 2001 See Reverse for Instructions

004

ITED STATES POSTAL SERVICE

First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •

Herndon Chevrolet
5617 Sunset Blvd.
Lexington, SC 29072

C001

SENDER: *COMPLETE THIS SECTION*

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:
Office of the General Counsel
General Motors Corporation
400 Renaissance Center
Mail Code #482-038-210
Detroit, MI 48265

COMPLETE THIS SECTION ON DELIVERY

A. Signature
X [redacted]
☐ Agent
☐ Addressee

B. Received by (Printed Name)

C. Date of Delivery
5-08-06

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

3. Service Type
☑ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee) ☐ Yes

2. Article Number
(Transfer from service label) [redacted]

PS Form 3811, August 2001 Domestic Return Receipt 102595-02-M-1540

WHITLARK & BALLOU

TRIAL ATTORNEYS

J. MARCUS WHITLARK
PAUL C. BALLOU

1708 MAIN STREET
WALKER BUILDING
P.O. BOX 7702
COLUMBIA, SOUTH CAROLINA 29202
(803) 799-1011
(803) 799-1211
TOLL FREE 1-877-799-1011
FAX (803) 799-1016

April 28, 2006

CERTIFIED MAIL
Herndon Chevrolet, Inc.
5617 Sunset Boulevard
Lexington, SC 29072
ATTN: General Manager

Re: [redacted] 1GNDS13S9[redacted]

Dear Sir:

Please be advised that I represent the [redacted] in a matter regarding a new Chevrolet Trailblazer purchased from your store on September 7, 2005. The [redacted]s are loyal and devoted customers of yours, having bought a new vehicle from you each of the last three years. They would like to remain your customers, as Mr. [redacted] is committed to ensuring that his wife and children drive a new, reliable vehicle without fear of breaking down unexpectedly.

As you are probably aware, this vehicle has been in your shop 5 times since September 2005 for the same problem. This malfunction affects the basic safety and integrity of the vehicle, as the vehicle will suddenly lose power and the headlights will shut off without warning.

Your service department has been unable to fix this defect, despite their numerous attempts to do so. Based upon this history, this vehicle falls squarely within the definition of the Lemon Law and we would, therefore, respectfully request that your dealership stand behind it's commitment to customer satisfaction and replace this defective vehicle with a comparable reliable one. I look forward to your prompt response and if you have any questions or need any additional information, please call me.

With kind regards, I am

Sincerely,

Paul C. Ballou

Paul C. Ballou

PCB:sdj

cc: [redacted] Gaston, SC [redacted]

FAX

To: Edwin Griffin
Company:
Fax: 18033597042
Phone:

From: Rena D. Miller
Fax: 248-267-4481
Phone: 313-665-1416

NOTES:

Captaris RightFax

Date and time of transmission: Thursday, May 18, 2006 11:55:32 AM
Number of pages including this cover sheet: 03

General Motors Corporation
Legal Staff

Facsimile
(248) 267-4333

Telephone
(313) 665-1555

May 18, 2006

ATTN: Edwin B. Griffin
HERNDON CHEVROLET
5617 Sunset Boulevard
Lexington, SC 29071
Ph: (803) 359-2504
Fax: (803) 359-7042

Re INDEMNIFICATION REQUEST
GM Case No.: [redacted]
[redacted] v. Herndon Chevrolet, Inc.

Dear Mr. Griffin:

Your letter dated **May 2, 2006**, requesting indemnification of **Herndon Chevrolet** ("the dealership") in connection with the above-captioned matter has been referred to me for response.

Your request is premature since it appears no lawsuit has yet been filed against the dealership. For such reason, your request must be denied at this time. If and when a lawsuit is filed and a complaint served on the dealership, you may then request indemnification in accordance with Article 17.4 of the Dealer Sales and Service Agreement and the indemnification provisions set out in Section 7.1 of the Manual referred to therein.

Copies of this letter are being forwarded to the General Motors Customer Relationship Services Group to request that reasonable efforts be made to resolve this car owner's problem prior to the filing of suit.

Sincerely,

Sharon J. Ledoux

Sharon J. Ledoux, Legal Assistant

\rdm

cc: Brenda Horchler

---- Forwarded by Rena D. Miller/US/GM/GMC on 05/18/2006 11:49 AM ----

"GM Legal Staff" <Andrea.Stopczynski@gm.com>
05/18/2006 07:07 AM

To: "MILLER,RENA" <rena.miller@gm.com>
cc:
Subject:

Please open the attached document.
This document was sent to you using an HP Digital Sender.

Digital Sender Model:	HP 9100C
Digital Sender Name:	148.90.182.53
Document type:	B/W Document
Number of pages:	1
Sent by:	GM Legal Staff <Andrea.Stopczynski@gm.com
Attachment File Format:	MTIFF

For more information on the HP Digital Sender please visit:

http://www.digitalsender.hp.com



Document.tif

HERNDON CHEVROLET

Fax Cover Sheet

5617 Sunset Blvd
Lexington, SC 29072
803-359-2984
800-245-2438
Service Fax 803-520-5601
Parts & Cashier Fax 803-359-7042

To: Jonathon

From: Tipp Pound

Date: 9-15-08

Pages: 6

Notes:

GM Service Policies and Procedures Manual

1. 7 - ARTICLE 7
    1. 7.1 - Indemnification

Indemnification

Dealer Sales and Service Agreement Reference, Article 17.4

"General Motors will assume the defense of dealer and indemnify dealer against any judgment for monetary damages or rescission of contract, less any offset recovered by dealer, in any lawsuit naming dealer as a defendant relating to any product that has not been altered when the lawsuit concerns:

"17.4.1 Breach of the General Motors warranty related to the product, bodily injury or property damage claimed to have been caused solely by a defect in the design, manufacture or assembly of a product by General Motors (other than a defect which should have been detected, by dealer in a reasonable inspection of the product);

"17.4.2 Failure of the product to conform to the description set forth in advertisements or product brochures distributed by General Motors because of changes in standard equipment or material component parts unless dealer received notice of the changes prior to retail delivery of the affected product by dealer; or

"17.4.3 Any substantial damage to a product purchased by dealer from General Motors which has been repaired by General Motors unless dealer has been notified of the repair in writing prior to retail delivery of the affected product.

"If General Motors reasonably concludes that allegations other than those set forth in 17.4.1, 17.4.2, or 17.4.3 above are being pursued in the lawsuit, General Motors shall have the right to decline to accept the defense or indemnify dealer or, after accepting the defense, to transfer the defense back to dealer and withdraw its agreement to indemnify dealer.

"Procedures for requesting indemnification, administrative details, and limitations are contained in the Service Policies and Procedures Manual under 'Indemnification'. The obligations assumed by General Motors are limited to those specifically described in this Article and in the Service Policies and Procedures Manual and are conditioned upon compliance by dealer with the procedures described in the manual. This Article shall not affect any right either party may have to seek indemnification or contribution under any other contract or by law and such rights are hereby expressly preserved.

GM Service Policies and Procedures Manual

1. 7 - ARTICLE 7
    1. 7.1 - Indemnification
        1. 7.1.1 - Procedure for Requesting Defense and Indemnification

Procedure for Requesting Defense and Indemnification

When dealer is served with a complaint and believes it may qualify for indemnification, the dealer shall:

a. Retain the original documents for insurance company or attorney.

b. Forward copies of the pleadings and all documents in its files relating to the product involved, together with a transmittal letter, within 15 days of service of a complaint, to the:

Office of the General Counsel
General Motors Corporation
400 Renaissance Center
Mail Code: #482-038-210
Detroit, MI 48265

c. The transmittal letter shall be captioned "INDEMNIFICATION REQUEST", shall set forth the time, date and place of service only and need not set forth any additional facts, reasons or theories as to why GM should undertake the defense.

Note: Dealer is to provide a copy of the transmittal letter with pleadings and all documents to dealer's GM Contact Location, Attn. (Location) Manager.

1. 7 - ARTICLE 7
    1. 7.1 - Indemnification
        1. 7.1.2 - Response to Indemnification Request

Response to Indemnification Request

7.1.2 RESPONSE TO INDEMNIFICATION REQUEST

The request to assume the defense and to indemnify shall be accepted or rejected by GM within 30 days following its receipt:

a. Until a request is accepted and an appearance by counsel selected by GM to represent dealer is entered, dealer remains responsible for its defense in the lawsuit and agrees to take all appropriate action to preserve the defense.

b. If the request is denied or dealer fails to preserve the defense, dealer shall continue to be fully responsible for the defense and any judgment which may be rendered against dealer.

c. If the request is accepted, dealer shall cooperate fully in the defense as GM may reasonably require and dealer authorizes GM to use counsel of its own choosing and to settle the lawsuit at any time at GMs' sole expense.

d. If the request is accepted, dealer shall be responsible for its costs and attorney fees incurred prior to acceptance except only as specifically provided in Article 7.1.3 below.

e. GM may, at its election, agree only to indemnify dealer and require dealer to conduct its own defense. In the event of such requirement, dealer shall conduct its own defense and the liability of GM will be limited to the out-of-pocket costs of such defense, including reasonable attorneys' fees, together with the amount of any monetary judgment paid by dealer (or the amount of final settlement paid by dealer if such amount was approved in advance by GM) provided GM is promptly notified thereof. If dealer fails to notify GM of such judgment or settlement within 20 days of its entry, GM shall be liable only for the costs of the defense.

f. GM may, at its election, tender back defense of the case to dealer if facts are later discovered which lead GM to believe that it accepted the indemnification request in error.

GM Service Policies and Procedures Manual

1. 7 - ARTICLE 7
    1. 7.1 - Indemnification
        1. 7.1.3 - Procedure and Limitations Related to Reimbursement for Certain Attorney Fees Incurred Prior to Acceptance

Procedure and Limitations Related to Reimbursement for Certain Attorney Fees Incurred Prior to Acceptance

a. If a request for indemnification is forwarded within 15 days of service of a complaint and is initially accepted pursuant to Article 17.4 of the Dealer Sales and Service Agreement, GM will reimburse dealer for a reasonable amount of attorney fees necessarily incurred by dealer prior to such acceptance to protect the dealer's defense while awaiting a response to such indemnification request, except that:

- Reimbursement, if any, will be limited to reasonable attorney fees necessarily incurred by the dealer only to obtain a required extension of time for dealer to respond to the complaint, or if such extension was not obtainable, for dealer to file a timely and appropriate response to the complaint, or for such other necessary action to protect dealer's defense in the lawsuit while waiting such initial response. In no case will reimbursement be made for more than four hours of the dealer attorney's time at a reasonable hourly rate.
- GM reserves to its sole discretion the right to determine the reasonable amount, if any, of such attorney fees that will be reimbursed to dealer and will do so in the context of the dealer's obligation to preserve its defense pending receipt of the response to such indemnification request. The decision of GM in such matters shall be final.
- Nothing contained in this subsection shall relieve dealer from paying attorney fees incurred by dealer and the reimbursement, if any, shall be made payable to and forwarded to dealer.

b. When dealer incurs attorney fees which dealer believes may qualify for reimbursement, dealer shall:

- Retain the original billing from dealer's attorney.
- Forward a separate written request for reimbursement of attorney fees, within. 30 days following receipt of such acceptance, to the:

  Office of the General Counsel
  General Motors Corporation
  400 Renaissance Center
  Mail Code: #482-038-210
  Detroit, MI 48265
- The written request shall be captioned "I.R.-request for reimbursement of attorney fees," identify the name of the case, indicate the amount of reimbursement being requested and shall enclose a copy of the original billing from dealer's attorney which shall include a description of the reimbursable services performed for dealer in the lawsuit, time expended and hourly rate charged for such service and a separate itemization of expenses incurred, if any.

c. GM will respond to the request for reimbursement within a reasonable time following its receipt.

d. GM shall have no obligation to reimburse dealer any amount for attorney fees if dealer fails to forward a proper and timely request as provided above.

GM Service Policies and Procedures Manual

1. 7 - ARTICLE 7
    1. 7.1 - Indemnification
        1. 7.1.4 - Limitations on Obligation to Defend and Indemnify

Limitations on Obligation to Defend and Indemnify

a. GM shall have no obligation to defend or indemnify dealer whenever the lawsuit, in whole or in part, asserts a claim against dealer based on:

- Dealer's alleged failure to perform, or negligent performance of inspection, maintenance or repair service on products or such other motor vehicles as may be sold or serviced by dealer;
- Dealer's alleged breach of any contract between dealer and dealer's customer;
- Dealer's alleged misleading statements, misrepresentations, or unfair or deceptive practices; or
- any other alleged wrongful action or inaction of dealer.

In such cases, dealer shall remain solely responsible for its own defense, including costs and attorneys' fees, and for any judgment rendered against it in such lawsuit, unless otherwise agreed in writing.

b. GM shall have no obligation to defend or indemnify dealer if dealer fails to request indemnification within 15 days of service of a complaint or fails to take all reasonable steps to ensure the defense is in no way prejudiced.

c. If for any reason GM refuses to assume dealer's defense and indemnify dealer, the lawsuit shall be defended by dealer. If dealer establishes that GM refused to defend and indemnify dealer when it was obligated to do so under Article 17.4 of the Dealer Sales and Service Agreement and Article 7.1 of this Manual, then GM's liability will be limited to the same extent as provided in Article 7.1.2(e).

HERNDON
CHEVROLET
5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504
www.herndonchevy.com

September 15, 2008

Office of the General Counsel
General Motors Corporation
400 Renaissance Center
Mail Code: #482-038-210
Detroit, MI 48265

"IDEMNIFICATION REQUEST"

To Whom It May Concern:

We received this service via mail on September 12, 2008 at our dealerships location. Copies of this file are included for your review.

Sincerely,

Tripp Leonard
Service Director
Herndon Chevrolet, Inc

HERNDON
CHEVROLET
5617 Sunset Boulevard
P.O. Box 339
Lexington, SC 29071
(803) 359-2504

May 2, 2006

Office of the General Counsel
General Motors Corporation
400 Renaissance Center
Mail Code: #482-038-210
Detroit, MI 48265

"INDEMNIFICATION REQUEST'

To Whom It May Concern:

We received this service via Certified Mail on May 1, 2006 at our dealerships location. Copies of this file are included for your review.

Sincerely,

Edwin B Griffin

Edwin B. Griffin
Service Manager

WHITLARK & BALLOU

TRIAL ATTORNEYS

J. MARCUS WHITLARK
PAUL C. BALLOU

1708 MAIN STREET (29201)
WALKER BUILDING
P.O. BOX 7702
COLUMBIA, SOUTH CAROLINA 29202
(803)799-1011
(803)-799-1211
FAX (803) 799-1016

September 8, 2008

CERTIFIED MAIL
David L. Herndon
5617 Sunset Boulevard
Lexington, South Carolina 29072

Re: [redacted]et.al. v. Herndon Chevrolet, Inc. and General Motors Corp.
C/A No.[redacted]

Dear Mr. Herndon:

Please be advised that we represent the [redacted]n the above action. Enclosed herein please find a lawsuit filed on their behalf which we are serving upon you as a named Defendant in this action.

Sincerely,

Paul C. Ballou

PCB:sd

Enclosure

COPY

STATE OF SOUTH CAROLINA)
)
COUNTY OF LEXINGTON)
)
[redacted] Plaintiff(s))
)
vs.)
)
Herndon Chevrolet, Inc. and)
General Motors Corp. Defendant(s))

IN THE COURT OF COMMON PLEAS

FILED

CIVIL ACTION COVERSHEET

2008 SEP -8 P 1:42

[redacted]

(Please Print)
Submitted By: Paul C. Ballou
Address: Post Office Box 7702
Columbia, SC 29202

SC Bar #: 10446
Telephone #: (803) 799-1011
Fax #: (803) 799-1016
Other:
E-mail: pcballou@yahoo.com

NOTE: The cover sheet and information contained herein neither replaces nor supplements the filing and service of pleadings or other papers as required by law. This form is required for the use of the Clerk of Court for the purpose of docketing. It must be filled out completely, signed, and dated. A copy of this cover sheet must be served on the defendant(s) along with the Summons and Complaint.

DOCKETING INFORMATION (*Check all that apply*)

**If Action is Judgment/Settlement do not complete*

- [x] JURY TRIAL demanded in complaint.
- [ ] NON-JURY TRIAL demanded in complaint.
- [ ] This case is subject to ARBITRATION pursuant to the Circuit Court Alternative Dispute Resolution Rules.
- [x] This case is subject to MEDIATION pursuant to the Circuit Court Alternative Dispute Resolution Rules.
- [ ] This case is exempt from ADR (certificate attached).

NATURE OF ACTION (*Check One Box Below*)

Contracts
- [ ] Constructions (100)
- [ ] Debt Collection (110)
- [ ] Employment (120)
- [ ] General (130)
- [ ] Breach of Contract (140)
- [x] Other (199) Breach of Warrants

Torts - Professional Malpractice
- [ ] Dental Malpractice (200)
- [ ] Legal Malpractice (210)
- [ ] Medical Malpractice (220)
- [ ] Other (299)

Torts – Personal Injury
- [ ] Assault/Slander/Libel (300)
- [ ] Conversion (310)
- [ ] Motor Vehicle Accident (320)
- [ ] Premises Liability (330)
- [ ] Products Liability (340)
- [ ] Personal Injury (350)
- [x] Other (399) Lemon Law

Real Property
- [ ] Claim & Delivery (400)
- [ ] Condemnation (410)
- [ ] Foreclosure (420)
- [ ] Mechanic's Lien (430)
- [ ] Partition (440)
- [ ] Possession (450)
- [ ] Building Code Violation (460)
- [ ] Other (499)

Inmate Petitions
- [ ] PCR (500)
- [ ] Sexual Predator (510)
- [ ] Mandamus (520)
- [ ] Habeas Corpus (530)
- [ ] Other (599)

Judgments/Settlements
- [ ] Death Settlement (700)
- [ ] Foreign Judgment (710)
- [ ] Magistrate's Judgment (720)
- [ ] Minor Settlement (730)
- [ ] Transcript Judgment (740)
- [ ] Lis Pendens (750)
- [ ] Other (799)

Administrative Law/Relief
- [ ] Reinstate Driver's License (800)
- [ ] Judicial Review (810)
- [ ] Relief (820)
- [ ] Permanent Injunction (830)
- [ ] Forfeiture (840)
- [ ] Other (899)

Appeals
- [ ] Arbitration (900)
- [ ] Magistrate-Civil (910)
- [ ] Magistrate-Criminal (920)
- [ ] Municipal (930)
- [ ] Probate Court (940)
- [ ] SCDOT (950)
- [ ] Worker's Comp (960)
- [ ] Zoning Board (970)
- [ ] Administrative Law Judge (980)
- [ ] Public Service Commission (990)
- [ ] Employment Security Comm (991)
- [ ] Other (999)

Special/Complex /Other
- [ ] Environmental (600)
- [ ] Automobile Arb. (610)
- [ ] Medical (620)
- [ ] Pharmaceuticals (630)
- [ ] Unfair Trade Practices (640)
- [ ] Other (699)

Submitting Party Signature: Paul C Ballou Date: September 8, 2008

Note: Frivolous civil proceedings may be subject to sanctions pursuant to SCRCP, Rule 11, and the South Carolina Frivolous Civil Proceedings Sanctions Act, S.C. Code Ann. §15-36-10 et. seq.

COPY

FILED
2009 SEP -8 P 1:42
[illegible] TRIGG
[illegible] COURT
[illegible] S.C.

STATE OF SOUTH CAROLINA)
)
COUNTY OF LEXINGTON)

IN THE COURT OF COMMON PLEAS

ELEVENTH JUDICIAL CIRCUIT

[redacted]

Plaintiffs,

v.

Herndon Chevrolet, Inc.
and General Motors Corporation,

Defendants.

SUMMONS

[redacted]

TO THE DEFENDANTS:

YOU ARE HEREBY SUMMONED and required to Answer the Complaint in this action, a copy of which is herewith served upon you, and to serve a copy of your answer to such on the subscriber at his offices located at 1708 Main Street, Post Office Box 7702, Columbia, South Carolina 29202, within thirty (30) days after the service hereof, exclusive of the day of such service and, if you fail to Answer the Complaint within the time aforesaid, the Plaintiffs in this action will apply for a Default Judgment and for the relief demanded herein.

Paul C. Ballou, Esquire
WHITLARK & BALLOU LAW FIRM
1708 Main Street (29201)
Post Office Box 7702
Columbia, South Carolina 29202
(803) 799-1011 office
(803) 799-1016 facsimile

September 8, 2008

Columbia, South Carolina

COPY
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[illegible] RRIGG
[illegible] COURT
[illegible] SC

STATE OF SOUTH CAROLINA	)	IN THE COURT OF COMMON PLEAS
	)	
COUNTY OF LEXINGTON	)	ELEVENTH JUDICIAL CIRCUIT
[redacted]	)	
	)	
	)	
Plaintiffs,	)	
	)	
vs.	)	**COMPLAINT**
	)	(Jury Trial Requested) [redacted]
Herndon Chevrolet, Inc.	)	
and General Motors Corporation,	)	
	)	
Defendants.	)	
	)	

Plaintiffs, complaining of the Defendants above-named, would show this Court as follows:

JURISDICTION

1. The State of Residence of the Plaintiffs is the State of South Carolina.

2. Upon information and belief, the Defendant General Motors Corporation is a foreign corporation owning property and transacting business in LEXINGTON County and the Defendant Herndon Chevrolet, Inc. is a South Carolina Corporation with its principal place of business is in LEXINGTON County.

3. The proper venue for this action based on the County of Residence of the Defendants is LEXINGTON.

4. This Court has jurisdiction over the parties and subject matter of this action.

FACTUAL ALLEGATIONS

5. Upon information and belief, on September 9, 2005 Plaintiffs purchased a new 2005 Chevrolet Trailblazer (VIN 1GNDS13S95[redacted]

6. Upon information and belief the subject vehicle was manufactured and warranted by Defendant General Motors Corporation.

7. Shortly after taking delivery of the vehicle, Plaintiffs began to have problems with the electrical system and numerous mechanical and structural problems, which rendered the vehicle inoperable for a period of longer than thirty (30) days.

8. To date, despite multiple repair attempts, the vehicle has not been repaired and is not safe to operate.

FOR A FIRST CAUSE OF ACTION

(Non-conformity, Replacement of Motor Vehicle

pursuant to S.C. Code§ 56-28-10, et. seq.)

9. The allegations contained hereinabove are repeated as if fully alleged herein verbatim.

10. Plaintiffs meet the statutory definition of "consumer" and Defendants meet(s) the definition of "manufacturer" as defined by Section 56-28-10, South Carolina Code of Laws.

11. Plaintiffs would show that, by virtue of the defects of said motor vehicle set forth hereinabove, the motor vehicle did not conform to all applicable express warranties within the first twelve (12) months of purchase or the first Twelve Thousand (12,000) miles of operation.

12. Plaintiffs would further show that the non-conformance was reported to the manufacturer or its agent during he term of the express warranties.

13. Plaintiffs would further show that the Defendants were unable or unwilling to conform the motor vehicle to the applicable express warranties.

14. The defects or conditions in said motor vehicles substantially impair the use, market value,

and safety of the motor vehicle.

15. Based on the foregoing, Plaintiffs should be, and are, entitled to replacement of the motor vehicle with a comparable motor vehicle or a refund of the full purchase price of the motor vehicle, including the applicable finance charges, sales tax, license fees, registration fees, and any other similar governmental charges, less reasonable allowances for the use of the motor vehicle as set forth in Section 56-28-40 of the South Carolina Code of Laws, and attorney's fees as provided by S.C. Code §56-28-50.

16. Plaintiffs would show that the non-conformity is not the result of abuse, neglect, or modification of the motor vehicle.

17. Plaintiffs have sought informal dispute resolution as contemplated by 56-28-60 of the South Carolina Code of Laws, to no avail.

FOR A SECOND CAUSE OF ACTION

(Breach of Warranty - Magnuson-Moss Act)

18. The allegations contained hereinabove are repeated as if fully alleged herein verbatim.

19. Plaintiffs would show unto the Court that Plaintiffs meet the definition of a consumer found in 15 U.S.C. Section 2301 (3) Magnuson - Moos Warranty - Federal Trade Commission Improvement Act.

20. Plaintiffs would further show that Defendants meet(s) the definition of warrantor contained in said Act.

21. Plaintiffs suffered damages as aforesaid by the failure of Defendants to comply with the express and implied warranties as set forth herein.

22. Based on the foregoing, in addition to judgment for actual and punitive damages,

Plaintiffs should be granted a reasonable award of attorney's fees and costs as provided by 15 U.S.C. Section 2310(d)(2).

FOR A THIRD CAUSE OF ACTION

(Breach of Warranty of Merchantability)

23. The allegations contained hereinabove are repeated as if fully alleged herein verbatim.

24. In the marketing and selling of its automobile, Defendants impliedly warranted that said vehicle would be free from defects in design, manufacture, material, and workmanship and further warranted that same was merchantable and reasonably fit for purpose for which it was intended to be used.

25. The subject automobile was in fact not merchantable and was not reasonably fit and suitable for its intended use. The automobile was not free from defects in material and workmanship for ordinary purpose, use and services.

26. As a direct and proximate result of the breach of implied warranty by Defendants, Plaintiffs suffered damages for which Plaintiffs should recover judgment against Defendant, for actual and punitive damages.

PRAYER FOR RELIEF

WHEREFORE, the prayer of the Plaintiffs is for judgment in an amount sufficient to compensate Plaintiffs for actual damages, together with punitive damages, statutory damages, such interest as is allowable by law, costs, attorney's fees and such other relief as is just and proper.

WHITLARK & BALLOU, ATTORNEYS

By: _____

Paul C. Ballou, Esquire
1708 Main Street (29201)
Post Office Box 7702
Columbia, South Carolina 29202

DATED: September 8, 2008

Columbia, South Carolina

7.1 INDEMNIFICATION

[redacted]

"17.4.1 [redacted]

"17.4.2 [redacted]

"17.4.3 [redacted]
of [redacted]

"[redacted]

[redacted]

7.1.1 PROCEDURE FOR REQUESTING DEFENSE AND INDEMNIFICATION

When dealer is served with a complaint and believes it may qualify for indemnification, the dealer shall:

a. Retain the original documents for insurance company or attorney.
b. Forward copies of the pleadings and all documents in its files relating to the product involved, together with a transmittal letter, within 15 days of service of a complaint, to the:

Office of the General Counsel
General Motors Corporation
400 Renaissance Center
Mail Code: #482-038-210
Detroit, MI 48265

c. The transmittal letter shall be captioned "INDEMNIFICATION REQUEST", shall set forth the time, date and place of service only and need not set forth any additional facts, reasons or theories as to why GM should undertake the defense.

Note: Dealer is to provide a copy of the transmittal letter with pleadings and all documents to dealer's GM Contact Location, Attn. (Location) Manager.

7.1.2 RESPONSE TO INDEMNIFICATION REQUEST

The request to assume the defense and to indemnify shall be accepted or rejected by GM within 30 days following its receipt:

a. Until a request is accepted and an appearance by counsel selected by GM to represent dealer is entered, dealer remains responsible for its defense in the lawsuit and agrees to take all appropriate action to preserve the defense.
b. If the request is denied or dealer fails to preserve the defense, dealer shall continue to be fully responsible for the defense and any judgment which may be rendered against dealer.
c. If the request is accepted, dealer shall cooperate fully in the defense as GM may reasonably require and dealer authorizes GM to use counsel of its own choosing and to settle the lawsuit at any time at GMs' sole expense.
d. If the request is accepted, dealer shall be responsible for its costs and attorney fees incurred prior to acceptance except only as specifically provided in Article 7.1.3 below.
e. GM may, at its election, agree only to indemnify dealer and require dealer to conduct its own defense. In the event of such requirement, dealer shall conduct its own defense and the liability of GM will be limited to the out-of-pocket costs of such defense, including reasonable attorneys' fees, together with the amount of any monetary judgment paid by dealer (or the amount of final settlement paid by dealer if such amount was approved in advance by GM) provided GM is promptly notified thereof. If dealer fails to notify GM of such judgment or settlement within 20 days of its entry, GM shall be liable only for the costs of the defense.
f. GM may, at its election, tender back defense of the case to dealer if facts are later discovered which lead GM to believe that it accepted the indenification request in error.

7.1.3 PROCEDURE AND LIMITATIONS RELATED TO REIMBURSEMENT FOR CERTAIN ATTORNEY FEES INCURRED PRIOR TO ACCEPTANCE

a. If a request for indemnification is forwarded within 15 days of service of a complaint and is initially accepted pursuant to Article 17.4 of the Dealer Sales and Service Agreement, GM will reimburse dealer for a reasonable amount of attorney fees necessarily incurred by dealer prior to such acceptance to protect the dealer's defense while awaiting a response to such indemnification request, except that:
   - Reimbursement, if any, will be limited to reasonable attorney fees necessarily incurred by the dealer only to obtain a required extension of time for dealer to respond to the complaint, or if such extension was not obtainable, for dealer to file a timely and appropriate response to the complaint, or for such other necessary action to protect dealer's defense in the lawsuit while waiting such initial response. In no case will reimbursement be made for more than four hours of the dealer attorney's time at a reasonable hourly rate.

- GM reserves to its sole discretion the right to determine the reasonable amount, if any, of such attorney fees that will be reimbursed to dealer and will do so in the context of the dealer's obligation to preserve its defense pending receipt of the response to such indemnification request. The decision of GM in such matters shall be final.
- Nothing contained in this subsection shall relieve dealer from paying attorney fees incurred by dealer and the reimbursement, if any, shall be made payable to and forwarded to dealer.

b. When dealer incurs attorney fees which dealer believes may qualify for reimbursement, dealer shall:
   - Retain the original billing from dealer's attorney.
   - Forward a separate written request for reimbursement of attorney fees, within. 30 days following receipt of such acceptance, to the:

Office of the General Counsel
General Motors Corporation
400 Renaissance Center
Mail Code: #482-038-210
Detroit, MI 48265

   - The written request shall be captioned "I.R.-request for reimbursement of attorney fees," identify the name of the case, indicate the amount of reimbursement being requested and shall enclose a copy of the original billing from dealer's attorney which shall include a description of the reimbursable services performed for dealer in the lawsuit, time expended and hourly rate charged for such service and a separate itemization of expenses incurred, if any.

c. GM will respond to the request for reimbursement within a reasonable time following its receipt.

d. GM shall have no obligation to reimburse dealer any amount for attorney fees if dealer fails to forward a proper and timely request as provided above.

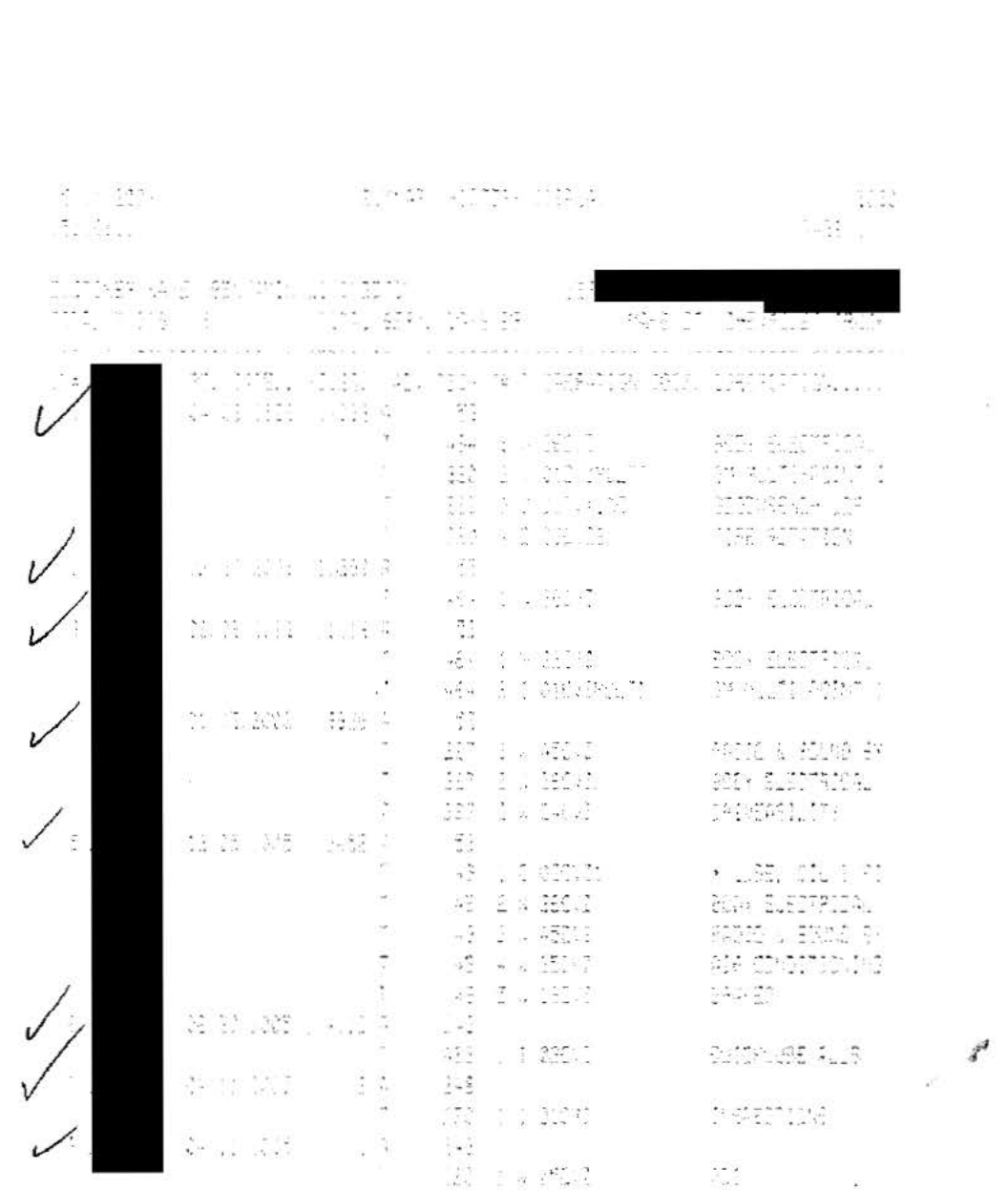
7.1.4 LIMITATIONS ON OBLIGATION TO DEFEND AND INDEMNIFY

a. GM shall have no obligation to defend or indemnify dealer whenever the lawsuit, in whole or in part, asserts a claim against dealer based on:
   - Dealer's alleged failure to perform, or negligent performance of inspection, maintenance or repair service on products or such other motor vehicles as may be sold or serviced by dealer;
   - Dealer's alleged breach of any contract between dealer and dealer's customer;
   - Dealer's alleged misleading statements, misrepresentations, or unfair or deceptive practices; or
   - any other alleged wrongful action or inaction of dealer.

In such cases, dealer shall remain solely responsible for its own defense, including costs and attorneys' fees, and for any judgment rendered against it in such lawsuit, unless otherwise agreed in writing.

b. GM shall have no obligation to defend or indemnify dealer if dealer fails to request indemnification within 15 days of service of a complaint or fails to take all reasonable steps to ensure the defense is in no way prejudiced.

c. If for any reason GM refuses to assume dealer's defense and indemnify dealer, the lawsuit shall be defended by dealer. If dealer establishes that GM refused to defend and indemnify dealer when it was obligated to do so under Article 17.4 of the Dealer Sales and Service Agreement and Article 7.1 of this Manual, then GM's liability will be limited to the same extent as provided in Article 7.1.2(e).



GM Vehicle Inquiry System
Claim History

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

Help

VIN :	1GNDS13S95[redacted]

CLAIM HISTORY

Repair Order Date :	07/02/2007	Repair Order Number :	[redacted]	Odometer Reading :	36992 miles
Serviced By :	LOVE CHEVROLET COMPANY PO BOX 8387 COLUMBIA, SC 29202-8387 (803) 794-9000	Selling Source :	13 - CHEVROLET		
		Site Code :	16467		
		Business Associate Code :	160592		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
08/17/2007	822	01	#	N6612 - WIRING AND/OR CONNECTOR - EXTERIOR LIGHTING - REPAIR OR RE	19168446 - SPLICE KT	N
07/31/2007	817	01	#	N0760 - TAIL LAMP BULB REPLACEMENT	12450108 - BULB	N
07/31/2007	817	02	#	E3800 - SHOCK ABSORBER, FRONT - RIGHT - REPLACE	15198894 - ABSORBER	N
07/31/2007	817	03	#	C1105 - FRONT AND REAR SIDE DOOR UPPER AUXILIARY WEATHERSTRIP REPL	15205661 - WEATHERST	N
07/31/2007	817	04	#	C1106 - FRONT AND REAR SIDE DOOR UPPER AUXILIARY WEATHERSTRIP REPL	15205660 - WEATHERST	N
07/31/2007	817	05	#	C3321 - ARMREST, FRONT DOOR - LEFT - R&R OR REPLACE	15109982 - ARMREST	N
07/31/2007	817	06	#	C6576 - COVER, FRONT SEAT TRACK - ONE - REPLACE	89042221 - COVER	N
07/31/2007	817	07	#	B8990 - MOLDING AND/OR POCKET, LICENSE PLATE - R&R OR REPLACE	15170981 - SEAL	N
07/31/2007	817	10	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A	Y

Repair Order Date :	02/20/2006	Repair Order Number :	[redacted]	Odometer Reading :	11880 miles
Serviced By :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON, SC 29071-0339 (803) 359-2504	Selling Source :	13 - CHEVROLET		
		Site Code :	16355		
		Business Associate Code :	114008		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
03/03/2006	670	01	#	N2328 - SWITCH - IGNITION/KEY WARNING - REPLACE	12450251 - SWITCH	N
03/03/2006	670	02	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A	N

Repair Order Date :	02/08/2006	Repair Order Number :	[redacted]	Odometer Reading :	11316 miles
Serviced By :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON, SC 29071-0339 (803) 359-2504	Selling Source :	13 - CHEVROLET		
		Site Code :	16355		
		Business Associate Code :	114008		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
02/24/2006	668	02	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A	N

Repair Order Date :	01/03/2006	Repair Order Number :	[redacted]	Odometer Reading :	9838 miles
Serviced By :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON, SC 29071-0339 (803) 359-2504	Selling Source :	13 - CHEVROLET		
		Site Code :	16355		
		Business Associate Code :	114008		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
01/06/2006	654	01	#	R0760 - RADIO, REMOVE AND REPLACE	N/A	N

Repair Order Date :	12/05/2005	Repair Order Number :	[redacted]	Odometer Reading :	8452 miles
Serviced By :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON, SC 29071-0339 (803) 359-2504	Selling Source :	13 - CHEVROLET		
		Site Code :	16355		
		Business Associate Code :	114008		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
12/09/2005	646	01	#	D2109 - HEATER/AIR DISTRIBUTION CASE, PASSENGER COMPARTMENT (AIR C	12377951 - COOLING C	N

Repair Order Date :	12/05/2005	Repair Order Number :	[redacted]	Odometer Reading :	8452 miles
Serviced By :	SPECMO ENTERPRISES 32655 INDUSTRIAL DR MADISON HEIGHTS, MI 48071-1517	Selling Source :	45 - A/C DELCO		
		Site Code :	44835		
		Business Associate Code :	192110		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
01/13/2006	656	01	#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	88988517	Y

Repair Order Date :	03/22/2005	Repair Order Number :	[redacted]	Odometer Reading :	0 miles
Serviced By :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON, SC 29071-0339 (803) 359-2504	Selling Source :	13 - CHEVROLET		
		Site Code :	16355		
		Business Associate Code :	114008		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
03/25/2005	572	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N

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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 :	1GNDS13S9[redacted]

VEHICLE INFORMATION

Merchandising Model :	CS15506 -2005 TRAILBLAZER LS 2WD	**Warranty Start Date :**	09/20/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON , SC 29071-0339 (803) 359-2504	**Selling Source :**	13 - CHEVROLET
		Site Code :	16355
		Business Associate Code :	114008

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	09/20/2005	1000 miles	09/20/2008	37000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	09/20/2005	1000 miles	09/20/2011	101000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/20/2005	1000 miles	09/20/2013	81000 miles
36/36000 FEDERAL EMISSION	09/20/2005	1000 miles	09/20/2008	37000 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
07/02/2007	[redacted]	#	N0760 - TAIL LAMP BULB REPLACEMENT	36992 miles
07/02/2007		#	N6612 - WIRING AND/OR CONNECTOR - EXTERIOR LIGHTING - REPAIR OR RE	36992 miles
07/02/2007		#	E3800 - SHOCK ABSORBER, FRONT - RIGHT - REPLACE	36992 miles
07/02/2007		#	C1105 - FRONT AND REAR SIDE DOOR UPPER AUXILIARY WEATHERSTRIP REPL	36992 miles
07/02/2007		#	C1106 - FRONT AND REAR SIDE DOOR UPPER AUXILIARY WEATHERSTRIP REPL	36992 miles

07/02/2007	[redacted]	#	C3321 - ARMREST, FRONT DOOR - LEFT - R&R OR REPLACE	36992 miles
07/02/2007	[redacted]	#	C6576 - COVER, FRONT SEAT TRACK - ONE - REPLACE	36992 miles
07/02/2007	[redacted]	#	B8990 - MOLDING AND/OR POCKET, LICENSE PLATE - R&R OR REPLACE	36992 miles
07/02/2007	[redacted]	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	36992 miles
02/20/2006	[redacted]	#	N2328 - SWITCH - IGNITION/KEY WARNING - REPLACE	11880 miles
02/20/2006	[redacted]	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	11880 miles
02/08/2006	[redacted]	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	11316 miles
01/03/2006	[redacted]	#	R0760 - RADIO, REMOVE AND REPLACE	9838 miles
12/05/2005	[redacted]	#	D2109 - HEATER/AIR DISTRIBUTION CASE, PASSENGER COMPARTMENT (AIR C	8452 miles
12/05/2005	[redacted]	#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	8452 miles
03/22/2005	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	492	12/07/05	[redacted]
GASTON, SC [redacted]	LABOR RATE / LICENSE No. [redacted]	MILEAGE 8,452	COLOR SILVERSTONE	
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1GNDS13S952[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 12/05/05	
[redacted]	COMMENTS			

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.209
12/07/2005 WARRANTY NEW CLAIM
1222

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	12/05/2005	1GNDS13S952[redacted]	3	16355	8452	XXX-XX-3200

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	04		OP	1	12377951	58.04	1Y	D2109	1.0			68.64

LN-TOT: 126.68 TECH SSN: XXX-XX-2109 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 126.68

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	492	12/06/05	[redacted]
GASTON, SC [redacted]	LABOR RATE / LICENSE No. [redacted]	MILEAGE 8,452	COLOR SILVERSTONE	STOCK No. [redacted]
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1GNDS13S952 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. No.	P.O. No.	R.O. DATE 12/05/05	
RE [redacted]	COMMENTS			

LABOR & PARTS

J# 1 03CVZ1 * LUBE, OIL & FILTER UNITS: TECH(S):49 10.91

PERFORM OIL CHANGE CHECK AND FILL FLUIDS.
RESET OIL CHANGE INDICATOR NA/Y
CHANGED OIL AND FILTER
LUBE CHASSIS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	89017342	FILTER 1.836	5.75	5.75
			JOB # 1 TOTAL PARTS		5.75
			JOB # 1 TOTAL LABOR & PARTS		16.66

J# 2 36CVZ BODY ELECTRICAL UNITS: TECH(S):49 WARRANTY

CUSTOMER STATES THAT WHEN DRIVING AT NITE THE AMP GAUGE WOULD DROP DOWN ON GAUGE SCALE AND THE HEADLITES WOULD GO OUT AND THEN COME BACK ON

CHECK CHARGING AND ELECTRICAL SYSTEMS AND ALTERNATOR CHARGING TO 14.3 VOLTS; LOAD TEST BATTERY AND FOUND OK. CHECK FOR TECH BULLETINS AND UPDATES. UNABLE TO DUPLICATE CUSTOMER CONCERN AND FOUND NO CODES STORED.

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

J# 3 45CVZ RADIO & SOUND SYSTEM UNITS: TECH(S):49 WARRANTY

CUSTOMER STATES THAT CD PLAYER INOP

PART ON ORDER

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

J# 4 35CVZ AIR CONDITIONING UNITS: 1.00 TECH(S):49 WARRANTY

CUSTOMER STATES THERE IS A MUSTY TYPE ODOR FROM AC SYSTEM WHEN SYSTEM ENGAGED
FOREIGN MATERIAL IN CASE
OP-1Y
INSPECT AND DISINFECT AC SYSTEM- ODOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	12377951	COOLING C 8.800		WARRANTY
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

J# 5 18CVZ BRAKES UNITS: TECH(S):49 WARRANTY

CUSTOMER STATES THAT 1X WHEN BRAKES APPLIED THE BRAKE PEDAL WENT DOWN TO FLOOR AND THE TRUCK KEPT ROLLING AND WOULD NOT STOP

035

(CONTINUED ON NEXT PAGE) 11:50am

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	492	12/06/05	[redacted]
[redacted]	LABOR RATE / LICENSE No. [redacted]	MILEAGE 8,452	COLOR SILVERSTONE	[redacted]
GASTON, SC [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1 G N D S 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 12/05/05	
RESIDENCE PHONE 8[redacted] / BUSINESS PHONE	COMMENTS			

INSPECT FOR BULLETINS AND NONE FOUND. CHECK FOR CODES AND
ROAD TEST AND UNABLE TO DUPLICATE CUSTOMER CONCERN

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 5 TOTAL PARTS	0.00
JOB # 5 TOTAL LABOR & PARTS	0.00

G.O.G. & SUPPLIES----------

JOB # 1	6.0	1 QT OF GM OIL @ 1.150 /UNIT	6.90
		TOTAL - GOG	6.90

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

JOB # A	SHOP	SHOP SUPPLIES	1.64
JOB # A	ENVIR	ENVIRONMENTAL COMPLIANCE FEE	1.26
		TOTAL - MISC	2.90

TOTALS----------

CASH[] CHECK[] CREDIT CARD[] CHARGE[]

TOTAL LABOR....	10.91
TOTAL PARTS....	5.75
TOTAL SUBLET...	0.00
TOTAL G.O.G....	6.90
TOTAL MISC CHG.	2.90
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.76
TOTAL INVOICE $	**27.22**

```
*****************************************
*    NOW OPEN FOR YOUR CONVENIENCE      *
* ------------------------------------- *
*   NEW PARTS AND SERVICE DEPARTMENTS   *
*   MON-FRI 7:30-6PM   SATURDAYS 8-5    *
*                                       *
*       GOODWRENCH QUICK LUBE PLUS      *
*        MON - FRI 8AM UNTIL 6PM        *
*        SATURDAYS 8AM UNTIL 5PM        *
* ------------------------------------- *
*   PARTS WITH AN ASTERIK INDICATES A   *
*         GM LIFETIME GUARANTEE         *
*****************************************
```

CUSTOMER SIGNATURE

036

 SERVICE FILE COPY END OF INVOICE] 11:50am

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 :	1GNDS13S9[redacted]

VEHICLE INFORMATION

Merchandising Model :	CS15506 -2005 TRAILBLAZER LS 2WD	**Warranty Start Date :**	09/20/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON , SC 29071-0339 (803) 359-2504	**Selling Source :**	13 - CHEVROLET
		Site Code :	16355
		Business Associate Code :	114008

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/20/2005	1000 miles	09/20/2008	37000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/20/2005	1000 miles	09/20/2011	101000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/20/2005	1000 miles	09/20/2013	81000 miles
36/36000 FEDERAL EMISSION	09/20/2005	1000 miles	09/20/2008	37000 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
03/22/2005	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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HERNDON CHEVROLET

Tag # 492

Customer Name

Address

City State Zip

Home Phone Work Phone [redacted]

Cell Phone ( ) [redacted]

Email @

Make Model

Color 309418 Vin [redacted]

Mileage 8452 Advisor # P/U Time

Other Serviceable Vehicles:

Remarks:

(1) ck for rep gauge dropping down on gauge scale and headlits would go out and then come back on

(2) CD player imp

(3) ck for mtg odor from 4 ie when system on

(4) 1X when brakes applied the pedal was to floor and thick would not stop

Customer Signature:

(5) LOF Benjamin A. Lindquist

I hereby authorize the repair work listed 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 unavailable 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 inspections. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

Tue
5

152953.71

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/30/05	[redacted]	4116	248	426	I	02CVZ	QUICKLUBE PLUS
04/11/05		2	248	320	I	01CVZ	INSPECTIONS
04/11/05		2	248	320	W	05CVZ	PDI

SERVICE

SALESPERSON NO. 141 J GREGORY PRITCHETT

VEHICLE ID NO. 1GNDS13S95[redacted]

[redacted]
GASTON, SC [redacted]

RESIDENCE PHONE [redacted]
BUSINESS PHONE [redacted]

TIME RECEIVED 05:34pm
LABOR RATE

DATE / TIME PROMISED 12/06/05 05:00pm
PRIORITY 3

APPOINTMENT ☐ Yes ☒ No
Advisor: MACKEY D. MONTS

YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR
STOCK NO. [redacted] LICENSE NO. [redacted] R. O. NO. [redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]		09/20/05	4,116		12/05/05

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
SILVERSTONE MET/L				492

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	8,452	53	

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TERMS: CASH UNLESS ARRANGEMENTS MADE.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for 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 inspections. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X _____ CUSTOMER SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
04CVZ3	9,000 MILE SERVICE	MI	0.00
02CVZ1	QUICKLUBE ROTATE	MI	15.00

ORIGINAL ESTIMATE (PARTS & LABOR)
$ _____

AUTHORIZED BY _____
TIME _____ DATE _____

NOTICE OF ARBITRATION

THIS CONTRACT IS SUBJECT TO ARBITRATION UNDER THE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE FOLLOWING AGREEMENT TO ARBITRATE SETS FORTH THE EXCLUSIVE METHOD UNDER WHICH DISPUTES OR CONTROVERSIES DESCRIBED THEREIN SHALL BE DECIDED: ANY DISPUTE OR CONTROVERSY BETWEEN HERNDON CHEVROLET, INC. AND YOU OR WHOM YOU REPRESENT OR ANY OF YOUR OFFICERS, DIRECTORS, AGENTS, OR EMPLOYEES ARISING OUT OF OR RELATING TO THIS CONTRACT OR THE FORMATION, PERFORMANCE OR BREACH OF THIS CONTRACT OR ANY OTHER CONTRACT OR AGREEMENT BETWEEN HERNDON CHEVROLET, INC. AND YOU, WHETHER ENTERED INTO PRIOR TO, ON, OR SUBSEQUENT TO THE DATE OF HEREOF SHALL BE SETTLED IN ACCORDANCE WITH THE APPLICABLE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE AWARD OF THE ARBITRATOR OR ARBITRATORS SHALL BE FINAL AND JUDGMENT UPON THE AWARD RENDERED MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THE AGREEMENT TO ARBITRATION MADE BY AND BETWEEN THE PARTIES SHALL BE USED FOR ANY AND ALL CONTROVERSIES INCLUDING BUT NOT LIMITED TO CLAIMS ARISING OUT OF ALLEGED FRAUD, FRAUDULENT INDUCEMENT, FRAUD IN THE FORMATION, BREACH OF CONTRACT, BREACH OF EXPRESSED AND/OR IMPLIED WARRANTIES, DISPUTES INVOLVING SERVICE CONTRACTS, WARRANTY OF MECHANICAL PARTS, DISPUTES INVOLVING REPRESENTATIONS BY AGENTS, SERVANTS, AND/OR EMPLOYEES TO THE CUSTOMER, ALLEGED VIOLATIONS OF THE MAGNUSON-MOSS ACT AND ALLEGED VIOLATIONS OF ANY STATE AND/OR FEDERAL LAW AND/OR STATUTE. I HAVE READ THE ABOVE AND AGREE TO THE TERMS AND CONDITIONS THEREOF.

X _____ DATE: _____

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ERWINWOLF

JOB — LABOR INSTRUCTIONS

PC / CC / OP — LABOR TIME

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 C 03CVZ1 * LUBE, OIL & FILTER
PERFORM OIL CHANGE CHECK AND FILL FLUIDS.
RESET OIL CHANGE INDICATOR NA/Y
49
2 OF

2 W 36CVZ BODY ELECTRICAL
CUSTOMER STATES THAT WHEN DRIVING AT NITE THE AMP GAUGE WOULD DROP DOWN ON GAUGE SCALE AND THE HEADLITES WOULD GO OUT AND THEN COME BACK ON
49
check out test charging system 14.5 volts battery ok could not duplicate no bulletins on it's found. no codes

3 W 45CVZ RADIO & SOUND SYSTEM
CUSTOMER STATES THAT CD PLAYER INOP
order radio

040

Job 1 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OKd By (Customer Name) Date: TIME:

Job 2 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OKd By (Customer Name) Date: TIME:

Job 3 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OKd By (Customer Name) Date: TIME:

Job 4 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OKd By (Customer Name) Date: TIME:

Job 5 Parts TECH #

Labor

Total Est. $ TIME:

Advisor:

Est. OKd By (Customer Name) Date:

		TIME CLOCK
FLAG		OFF
		ON
FLAG		OFF
		ON
FLAG		OFF
		ON
FLAG		OFF
		ON
FLAG		OFF
		ON

041

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/30/05	[redacted]	4116	248	426	I	02CVZ	QUICKLUBE PLUS
04/11/05		2	248	320	I	01CVZ	INSPECTIONS
04/11/05		2	248	320	W	05CVZ	PDI

SERVICE

SALESPERSON NO. 141 J GREGORY PRITCHETT

VEHICLE ID NO. 1GNDS13S952[redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR		STOCK NO. [redacted]	LICENSE NO. [redacted]	R. O. NO. [redacted]		
[redacted] GASTON, SC 2[redacted]	CUSTOMER NO. [redacted]	SERVICE CONTRACT	DELIVERY DATE 09/20/05	DELIVERY MILES 4,116	SELLING DEALER NO.		
	COLOR SILVERSTONE MET/L		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 492	
	TURBO	M / MC CVZZ	AIR COND. Y	P. S. Y	TRANS A	MILEAGE 8,452	ADVISOR NO. 53
RESIDENCE PHONE [redacted]	TIME RECEIVED 05:34pm						
BUSINESS PHONE [redacted]	LABOR RATE						
DATE / TIME PROMISED 12/06/05 05:00pm	PRIORITY 3						

APPOINTMENT ☐ Yes ☒ No

Advisor: MACKEY D. MONTS

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TERMS: CASH UNLESS ARRANGEMENTS MADE.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for 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 inspections. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X _____

CUSTOMER SIGNATURE

JOB	LABOR INSTRUCTIONS	FE / CC / DP	LABOR TIME
4	**W 35CVZ AIR CONDITIONING** **CUSTOMER STATES THERE IS A MUSTY TYPE ODOR FROM AC SYSTEM WHEN SYSTEM ENGAGED** check at disinfect AC system -		
5	**W 18CVZ BRAKES** **CUSTOMER STATES THAT 1X WHEN BRAKES APPLIED THE BRAKE PEDAL WENT DOWN TO FLOOR AND THE TRUCK KEPT ROLLING AND WOULD NOT STOP** no bulletins no codes road test unable to duplicate.		

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
04CVZ3	9,000 MILE SERVICE	MI	0.00
02CVZ1	QUICKLUBE ROTATE	MI	15.00

ORIGINAL ESTIMATE (PARTS & LABOR)

$ _____

AUTHORIZED BY

TIME _____ DATE _____

NOTICE OF ARBITRATION

THIS CONTRACT IS SUBJECT TO ARBITRATION UNDER THE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE FOLLOWING AGREEMENT TO ARBITRATE SETS FORTH THE EXCLUSIVE METHOD UNDER WHICH DISPUTES OR CONTROVERSIES DESCRIBED THEREIN SHALL BE DECIDED. ANY DISPUTE OR CONTROVERSY BETWEEN HERNDON CHEVROLET, INC. AND YOU OR WHOM YOU REPRESENT OR ANY OF YOUR OFFICERS, DIRECTORS, AGENTS, OR EMPLOYEES ARISING OUT OF OR RELATING TO THIS CONTRACT OR THE FORMATION, PERFORMANCE, OR BREACH OF THIS CONTRACT, OR ANY OTHER CONTRACT OR AGREEMENT BETWEEN HERNDON CHEVROLET, INC. AND YOU, WHETHER ENTERED INTO PRIOR TO, ON, OR SUBSEQUENT TO THE DATE OF HEREOF, SHALL BE SETTLED IN ACCORDANCE WITH THE APPLICABLE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE AWARD OF THE ARBITRATOR OR ARBITRATORS SHALL BE FINAL AND JUDGMENT UPON THE AWARD RENDERED MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THE AGREEMENT TO ARBITRATION MADE BY AND BETWEEN THE PARTIES SHALL BE USED FOR ANY AND ALL CONTROVERSIES INCLUDING BUT NOT LIMITED TO CLAIMS ARISING OUT OF ALLEGED FRAUD, FRAUDULENT INDUCEMENT, FRAUD IN THE FORMATION, BREACH OF CONTRACT, BREACH OF EXPRESSED AND/OR IMPLIED WARRANTIES, DISPUTES INVOLVING SERVICE CONTRACTS, WARRANTY OF MECHANICAL PARTS, DISPUTES INVOLVING REPRESENTATIONS BY AGENTS, SERVANTS, AND/OR EMPLOYEES TO THE CUSTOMER, ALLEGED VIOLATIONS OF THE MAGNUSON-MOSS ACT AND ALLEGED VIOLATIONS OF ANY STATE AND/OR FEDERAL LAW AND/OR STATUTE. I HAVE READ THE ABOVE AND AGREE TO THE TERMS AND CONDITIONS THEREOF.

X ___ _____ DATE: _____

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ERGNTWOLE

042

Job 1 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OK'd By (Customer Name) Date: TIME:

Job 2 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OK'd By (Customer Name) Date: TIME:

Job 3 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OK'd By (Customer Name) Date: TIME:

Job 4 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OK'd By (Customer Name) Date: TIME:

Job 5 Parts TECH #

Labor

Total Est. $ Advisor: TIME:

Est. OK'd By (Customer Name) Date:

FLAG		OFF
		ON
FLAG		OFF
		ON
FLAG		OFF
		ON
FLAG		OFF
		ON
FLAG		OFF
		ON

TIMES CLOCKED

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	10	01/04/06	[redacted]
[redacted] GASTON, SC [redacted]	LABOR RATE / LICENSE No. [redacted] / MILEAGE 9,838		COLOR SILVERSTONE	STOCK No. [redacted]
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1GNDS13S952 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 01/03/06	
RESIDENCE PHONE [redacted]	COMMENTS			

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.519
01/04/2006 WARRANTY NEW CLAIM
1124

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	01/03/2006	1GNDS13S95[redacted]	3	16355	9838	XXX-XX-3200

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OJ				6F	R0760	.8		20.00	54.91

LN-TOT: 74.91 TECH SSN: XXX-XX-5853 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 74.91

SERVICE FILE COPY-W

[END OF INVOICE] 11:24am

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	10	01/03/06	[redacted]
[redacted] GASTON, SC [redacted]	LABOR RATE / LICENSE No. [redacted] / MILEAGE 9,838		COLOR SILVERSTONE	STOCK No. [redacted]
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1 G N D S 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 01/03/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

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

J# 1 45CVZ RADIO & SOUND SYSTEM UNITS: 0.80 TECH(S):227 WARRANTY

CUSTOMER STATES THAT CD PLAYER INOP
INTTERNAL FAILURE
OJ-6F
INSPECT AND-REPLACE RADIO AND REPROGRAM - ELECTRIC FAILURE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	EXCH	EXCHANGE		

Net 20.00

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 36CVZ BODY ELECTRICAL UNITS: TECH(S):227 WARRANTY

CUSTOMER STATES AT TIMES WHEN DRIVING AT NITE THE HEADLITES
WILL GO OUT AQND WHEN THIS HAPPENS THE AMP GAUGE WILL DROP
DOWN AND THEN LITES WILL COME BACK ON AND GAUGE WIIL GO UP
RUN DIAGNOSTIC CHECKS AND INSPECT AND UNABLE TO DUPLICATE
CUSTOMER CONCERN. CHECK FOR GM TECHNICAL BULLETINS AND
NONE FOUND. SYSTEMS OPERATING TO DESIGN INTENT AT THIS
TIME. CHECK FOR CODES AND NONE STORED.
ROAD TEST 35 MILES AND RETEST.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+24CVZ DRIVEABILITY UNITS: TECH(S):227 WARRANTY

CUSTOMER STATES AT TIMES ENGINE LITE ON IN DASH
RUN DIAGNOSTIC CHECKS AND FOUND NO CODES STORED. CHECK FOR
GM TECHNICAL BULLETINS AND NONE FOUND. SYSTEM PERFORMING
TO DESIGN INTENT AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS----------
PART IN

TECHNICIAN CERTIFICATION----------
227 JERRY S KIRTON 227

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	10	01/03/06	[redacted]
[redacted]	LABOR RATE / LICENSE No. [redacted] / MILEAGE 9,838		COLOR SILVERSTONE	STOCK No. [redacted]
GASTON, SC [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1GNDS13S9523[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 01/03/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

TOTALS

CASH[] CHECK[] CREDIT CARD[] CHARGE[]

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

```
*****************************************
*    NOW OPEN FOR YOUR CONVENIENCE      *
* ------------------------------------- *
*   NEW PARTS AND SERVICE DEPARTMENTS   *
*   MON-FRI 7:30-6PM   SATURDAYS 8-5    *
*                                       *
*       GOODWRENCH QUICK LUBE PLUS      *
*         MON - FRI 8AM UNTIL 6PM       *
*         SATURDAYS 8AM UNTIL 5PM       *
* ------------------------------------- *
*   PARTS WITH AN ASTERIK INDICATES A   *
*         GM LIFETIME GUARANTEE         *
*****************************************
```

CUSTOMER SIGNATURE

SERVICE FILE COPY

[END OF INVOICE] 04:19pm

GM Vehicle Inquiry System
Summary

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

Help

VIN :	1GNDT13S[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2002 TRAILBLAZER LTZ 4WD	**Warranty Start Date :**	09/29/2001
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON , SC 29071-0339 (803) 359-2504	**Selling Source :**	13 - CHEVROLET
		Site Code :	16355
		Business Associate Code :	114008

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

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	[redacted]	TRANSMISSION TRANSFER CASE - REPROGRAM	N/A	Closed
RC		TRANSMISSION SHIFT LOCK AND IGNITION KEY REMOVAL OVERRIDE COMPLIANCE	N/A	Closed
RC		INSTRUMENT PANEL CLUSTER GAUGES INOPERATIVE	N/A	Closed
RC		CHILD RESTRAINT ANCHORAGE SYSTEM INFORMATION	N/A	Closed
RC		WINDSHIELD WIPER MOTOR FAILURE	N/A	Closed
YT		SOFTWARE UPGRADE MAY BE NECESSARY. REFERENCE BULLETIN 01-06-04-052.	N/A	Closed
RC		FRONT SEAT BELT RETRACTOR NONCOMPLIANCE	N/A	Closed
RC		TAIL LAMPS/STOP LAMPS	11/16/2004	Open

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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

047

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/29/2001	22 miles	09/29/2004	36022 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/29/2001	22 miles	09/29/2007	100022 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/29/2001	22 miles	09/29/2009	80022 miles
36/36000 FEDERAL EMISSION	09/29/2001	22 miles	09/29/2004	36022 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
08/07/2004	[redacted]	#	V0789 - 01065 - REPROGRAM ATCM	26668 miles
08/07/2004	[redacted]	#	V0994 - 03012-INSTALL PLUG AND REMOVE OVERRIDE LEVER	26668 miles
08/07/2004	[redacted]	#	V0995 - 03013-REPROGRAM IP CLUSTER	26668 miles
08/07/2004	[redacted]	#	V1043 - 03039 - COPY AND PLACE SUPPLEMENT IN THE OWNERS MANUAL	26668 miles
08/07/2004	[redacted]	#	V1115 - 04005 - INSPECT WSW MODULE AND INSTALL SEAL ASSEMBLY	26668 miles
08/07/2004	[redacted]	#	Y0008 - OBD II SOFTWARE UPGRADE, REPROGRAM PCM SB#01-06-04-052	26668 miles
08/07/2004	[redacted]	#	V1167 - 04037 - INSPECT SEAT BELT RETRACTORS, NO FUTHER ACTION REQ	26668 miles
08/07/2004	[redacted]	#	J3390 - CLUTCH ASSEMBLY, FAN - REPLACE	26668 miles
07/22/2002	[redacted]	#	R0760 - RECEIVER, RADIO - REMOVE, REPAIR, AND REPLACE	8052 miles
07/12/2002	[redacted]	#	N3320 - ACTUATOR, ELECTRIC REMOTE CONTROL MIRROR - REPLACE	7687 miles
08/22/2001	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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RICHDON CHEVROLET

Tag # 10

Customer Name _____

Address _____

City _____ State _____ Zip _____

Home Phone _____ Work Phone _____

Cell Phone (____) _____

Email _____ @ _____

Make _____ Model _____

Color 309418 Vin _____

Mileage 9838 Advisor # _____ P/U Time _____

Other Serviceable Vehicles: _____

Remarks:

_____

_____

_____

_____

_____

_____

_____

Customer Signature: _____

"I hereby authorize the repair work listed to be done above with the necessary material and agree that you are not responsible for loss or dam 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 unavailable parts 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 inspections. An express mechanic's lien is hereby acknowled on above vehicle to secure the amount of repairs thereto.

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/05/05	[redacted]	8452	53	49	C	03CVZ1	* LUBE, OIL & FILTER
				49	W	36CVZ	BODY ELECTRICAL
				49	W	45CVZ	RADIO & SOUND SYSTEM
				49	W	35CVZ	AIR CONDITIONING
				49	W	18CVZ	BRAKES
08/30/05	[redacted]	4116	248	426	I	02CVZ	QUICKLUBE PLUS

SERVICE

SALESPERSON NO. 141 J GREGORY PRITCHETT

VEHICLE ID NO. 1GNDS13S95[redacted]

[redacted]

GASTON, SC [redacted]

RESIDENCE PHONE [redacted]

BUSINESS PHONE [redacted]

TIME RECEIVED 08:59am

LABOR RATE

PROMISE TIME / HOURS 01/03/06 12:00pm

PRIORITY 3

APPOINTMENT [X] Yes [ ] No

Advisor: MACKEY D. MONTS

YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR

STOCK NO. [redacted]

LICENSE NO. [redacted]

P. O. NO.

CUSTOMER NO. [redacted]

SERVICE CONTRACT

DELIVERY DATE 09/20/05

DELIVERY MILES 4,116

SELLING DEALER NO.

P.U.S. DATE 01/03/06

COLOR SILVERSTONE MET/L

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO. 10

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	9,838	53	

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, [redacted] DAMAGES.

[redacted] MADE.

[redacted] you are not responsible for loss or damage to vehicle or articles [redacted] of parts or delays in parts shipments by the supplier or transporter [redacted] ways or elsewhere for the purpose of testing and/or inspections. An

JOB LABOR INSTRUCTIONS FC / CC / OP LABOR / TIME

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

COMMENTS : PART IN

1 **W** * 45CVZ RADIO & SOUND SYSTEM
CUSTOMER STATES THAT CD PLAYER INOP
227 REPLACED RADIO & PROGRAMED

2 **W** * 36CVZ BODY ELECTRICAL
CUSTOMER STATES AT TIMES WHEN DRIVING AT NITE THE HEADLITES WILL GO OUT AQND WHEN THIS HAPPENS THE AMP GAUGE WILL DROP
227 COULD NOT DUP – NO CODES
NO BULLITINS

3 + **W** 24CVZ DRIVEABILITY
CUSTOMER STATES AT TIMES ENGINE LITE ON IN DASH
227 NO CODES – NO BULLITINS

050

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
04CVZ3	9,000 MILE SERVICE	MI	0.00
02CVZ1	QUICKLUBE ROTATE	MI	15.00

1 Radio

RETURNED PARTS WARRANTY

ORIGINAL ESTIMATE (PARTS & LABOR) $ _____

AUTHORIZED BY

TIME _____ DATE _____

NOTICE OF ARBITRATION

THIS CONTRACT IS SUBJECT TO ARBITRATION UNDER THE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE FOLLOWING AGREEMENT TO ARBITRATE SETS FORTH THE EXCLUSIVE METHOD UNDER WHICH DISPUTES OR CONTROVERSIES DESCRIBED THEREIN SHALL BE DECIDED. ANY DISPUTE OR CONTROVERSY BETWEEN HERNDON CHEVROLET, INC. AND YOU OR WHOM YOU REPRESENT OR ANY OF YOUR OFFICERS, DIRECTORS, AGENTS, OR EMPLOYEES ARISING OUT OF OR RELATING TO THIS CONTRACT OR THE FORMATION, PERFORMANCE, OR BREACH OF THIS CONTRACT, OR ANY OTHER CONTRACT OR AGREEMENT BETWEEN HERNDON CHEVROLET, INC. AND YOU, WHETHER ENTERED INTO PRIOR TO, ON, OR SUBSEQUENT TO THE DATE OF HEREOF, SHALL BE SETTLED IN ACCORDANCE WITH THE APPLICABLE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE AWARD OF THE ARBITRATOR OR ARBITRATORS SHALL BE FINAL AND JUDGMENT UPON THE AWARD RENDERED MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THE AGREEMENT TO ARBITRATION MADE BY AND BETWEEN THE PARTIES SHALL BE USED FOR ANY AND ALL CONTROVERSIES INCLUDING BUT NOT LIMITED TO CLAIMS ARISING OUT OF ALLEGED FRAUD, FRAUDULENT INDUCEMENT, FRAUD IN THE FORMATION, BREACH OF CONTRACT, BREACH OF EXPRESSED AND/OR IMPLIED WARRANTIES, DISPUTES INVOLVING SERVICE CONTRACTS, WARRANTY OF MECHANICAL PARTS, DISPUTES INVOLVING REPRESENTATIONS BY AGENTS, SERVANTS, AND/OR EMPLOYEES TO THE CUSTOMER, ALLEGED VIOLATIONS OF THE MAGNUSON-MOSS ACT AND, ALLEGED VIOLATIONS OF ANY STATE AND/OR FEDERAL LAW AND/OR STATUTE. I HAVE READ THE ABOVE AND AGREE TO THE TERMS AND CONDITIONS THEREOF.

X _____ DATE: _____

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ERA/NTWIDE

Job 1 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OKd By (Customer Name) Date: TIME:

Job 2 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OKd By (Customer Name) Date: TIME:

Job 3 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OKd By (Customer Name) Date: TIME:

Job 4 Parts TECH #

Labor

Total Est. $ Advisor:

Est. OKd By (Customer Name) Date: TIME:

Job 5 Parts TECH #

Labor

Total Est. $ Advisor: TIME:

Est. OKd By (Customer Name) Date:

		TIME CLOCK
FLAG		OFF ON
FLAG		OFF ON
FLAG		OFF ON
FLAG		OFF ON
FLAG		OFF ON

051

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/05/05	[redacted]	8452	53	49	C	03CVZ1	* LUBE, OIL & FILTER,
				49	W	36CVZ	BODY ELECTRICAL
				49	W	45CVZ	RADIO & SOUND SYSTEM
				49	W	35CVZ	AIR CONDITIONING
				49	W	18CVZ	BRAKES
08/30/05	[redacted]	4116	248	426	I	02CVZ	QUICKLUBE PLUS

SERVICE

SALESPERSON NO. 141 J GREGORY PRITCHETT

VEHICLE ID NO.	YEAR / MAKE / MODEL	STOCK NO.	LICENSE NO.	R. O. NO.
1GNDS13S952[redacted]	05/CHEVROLET TRUCK/TRAILBLAZER/4DR	[redacted]	[redacted]	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]		09/20/05	4,116		01/03/06

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO
SILVERSTONE MET/L				10

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	9,838	53	

GASTON, SC [redacted]

RESIDENCE PHONE [redacted]

TIME RECEIVED 08:59am

LABOR RATE

DATE / TIME PROMISED 01/03/06 12:00pm

PRIORITY 3

APPOINTMENT [X] Yes [ ] No

Advisor: MACKEY D. MONTS

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TERMS: CASH UNLESS ARRANGEMENTS MADE.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for 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 inspections. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X _____ CUSTOMER SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
04CVZ3	9,000 MILE SERVICE	MI	0.00
02CVZ1	QUICKLUBE ROTATE	MI	15.00

ORIGINAL ESTIMATE (PARTS & LABOR)

$ _____

AUTHORIZED BY

TIME _____ DATE _____

NOTICE OF ARBITRATION

THIS CONTRACT IS SUBJECT TO ARBITRATION UNDER THE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE FOLLOWING AGREEMENT TO ARBITRATE SETS FORTH THE EXCLUSIVE METHOD UNDER WHICH DISPUTES OR CONTROVERSIES DESCRIBED THEREIN SHALL BE DECIDED: ANY DISPUTE OR CONTROVERSY BETWEEN HERNDON CHEVROLET, INC. AND YOU OR WHOM YOU REPRESENT OR ANY OF YOUR OFFICERS, DIRECTORS, AGENTS, OR EMPLOYEES ARISING OUT OF OR RELATING TO THIS CONTRACT OR THE FORMATION, PERFORMANCE, OR BREACH OF THIS CONTRACT, OR ANY OTHER CONTRACT OR AGREEMENT BETWEEN HERNDON CHEVROLET, INC. AND YOU, WHETHER ENTERED INTO PRIOR TO, ON, OR SUBSEQUENT TO THE DATE OF HEREOF, SHALL BE SETTLED IN ACCORDANCE WITH THE APPLICABLE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE AWARD OF THE ARBITRATOR OR ARBITRATORS SHALL BE FINAL AND JUDGMENT UPON THE AWARD RENDERED MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THE AGREEMENT TO ARBITRATION MADE BY AND BETWEEN THE PARTIES SHALL BE USED FOR ANY AND ALL CONTROVERSIES INCLUDING BUT NOT LIMITED TO CLAIMS ARISING OUT OF ALLEGED FRAUD, FRAUDULENT INDUCEMENT, FRAUD IN THE FORMATION, BREACH OF CONTRACT, BREACH OF EXPRESSED AND/OR IMPLIED WARRANTIES, DISPUTES INVOLVING SERVICE CONTRACTS, WARRANTY OF MECHANICAL PARTS, DISPUTES INVOLVING REPRESENTATIONS BY AGENTS, SERVANTS, AND/OR EMPLOYEES TO THE CUSTOMER, ALLEGED VIOLATIONS OF THE MAGNUSON-MOSS ACT AND ALLEGED VIOLATIONS OF ANY STATE AND/OR FEDERAL LAW AND/OR STATUTE. I HAVE READ THE ABOVE AND AGREE TO THE TERMS AND CONDITIONS THEREOF.

X _____ DATE: _____

ERANTY04E

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JOB	LABOR INSTRUCTIONS	FC / CC / OP	LABOR TIME
	ORIGINAL CUSTOMER ESTIMATE: TOTAL		
	X _____		
	COMMENTS : PART IN		
1	W * 45CVZ RADIO & SOUND SYSTEM		
	CUSTOMER STATES THAT CD PLAYER INOP		
	W * 36CVZ BODY ELECTRICAL		

Part in

2) Headlites will go out when driving at times & when go out drive gauge will drop down and lites will come back on & gauge will go

3) Engine lite flash on at times

052

Job 1

Parts

Labor

Total Est. 1

Advisor:

Est. OK'd By

(Customer Name)

Date:

Job 2

Parts

Labor

Total Est. 2

Advisor:

Est. OK'd By

(Customer Name)

Date:

Job 3

Parts

Labor

Total Est. 3

Advisor:

Est. OK'd By

(Customer Name)

Date:

Job 4

Parts

Labor

Total Est. 4

Advisor:

Est. OK'd By

(Customer Name)

Date:

Job 5

Parts

Labor

Total Est. 5

Advisor:

Est. OK'd By

(Customer Name)

Date:

FLAG		
FLAG		
FLAG		
FLAG		
FLAG		

TIME CLOCK

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	982	02/22/06	[redacted]
[redacted] GASTON, SC [redacted]	LABOR RATE / LICENSE No. [redacted] / MILEAGE 11,316		COLOR SILVERSTONE	STOCK No. [redacted]
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1 G N D S 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 02/08/06	
RESIDENCE PHONE [redacted]	COMMENTS			

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

J# 1 36CVZ BODY ELECTRICAL HOURS: 0.30 TECH(S):464 21.38

CUSTOMER STATES WHEN DRIVING AT NITE THE HEADLITES WILL GO
OUT AND THE AMP GAUGE WILL DROP DOWN, AND THEN THE HEADLITES
WILL COME BACK ON AND AMP GAUGE WILL GO BACK UP
AT TIMES
NONE AT THIS TIME
OL 9Z
ROAD TEST EXTENSIVELY AND FOUND NO CODES STORED. PERFORM
BULLETIN SEARCH AND CALL TAN AND NO CONCERNS FOUND. IN-
STALL DATA RECORDER AND UNABLE TO DUPLICATE DURING EXTENSIVE
ROAD TESTS.

JOB # 1 TOTAL LABOR & PARTS 21.38

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

JOB # 1 36955 2649D3265 02/13/06 RENTAL CAR 110.99

TOTAL - SUBLET 110.99

R/O TAX 0.00
R/O TOTALS 132.37

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL....
[redacted]	132.37
CLAIM TOTALS	132.37

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.097
02/22/2006 WARRANTY NEW CLAIM
1006

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	02/08/2006	1GNDS13S952[redacted]	3	16355	11316	XXX-XX-3200

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OL				9Z	R9995	.3			21.38
LN-TOT:	21.38	TECH SSN: XXX-XX-8544			AUTH CODE:			AUTH. AUTHOR.:				

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	01		MJ				98	Z7903			110.99	
LN-TOT:	110.99	TECH SSN: XXX-XX-8544			AUTH CODE:			AUTH. AUTHOR.:				

R.O. TOTAL: 132.37

---

* M/M Says (3) DAYS WARR
Rental & bal to Policy
(1) Arms Rental
(1) Manual

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	982	02/15/06	[redacted]

	LABOR RATE	LICENSE No.	MILEAGE	COLOR	STOCK No.
[redacted]		[redacted]	11,316	SILVERSTONE	[redacted]

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
GASTON, SC [redacted]	05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2	09/20/05	4,116

VEHICLE I.D. No.	SELLING DEALER NO.	PRODUCTION DATE
1 G N D S 1 3 S 9 5 2 [redacted]		

F. T. E. No.	P.O.	R.O. DATE
		02/08/06

RESIDENCE PHONE / BUSINESS PHONE: [redacted]

COMMENTS

LABOR & PARTS

J# 1 36CVZ BODY ELECTRICAL UNITS: 0.30 TECH(S):464 WARRANTY

CUSTOMER STATES WHEN DRIVING AT NITE THE HEADLITES WILL GO OUT AND THE AMP GAUGE WILL DROP DOWN, AND THEN THE HEADLITES WILL COME BACK ON AND AMP GAUGE WILL GO BACK UP AT TIMES
NONE AT THIS TIME
OL 9Z
ROAD TEST EXTENSIVELY AND FOUND NO CODES STORED. PERFORM BULLETIN SEARCH AND CALL TAN AND NO CONCERNS FOUND. INSTALL DATA RECORDER AND UNABLE TO DUPLICATE DURING EXTENSIVE ROAD TESTS.

$110.99

MJ-98 27903

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01CVZMULTI GM MULTI-POINT INSP UNITS: 0.00 TECH(S):464 INTERNAL

PERFORM GM GOODWRENCH MULTI-POINT INSPECTION.
COURTESY INSPECTION OF FLUIDS,BELTS,HOSES,BATTERY,TIRES, BRAKES,ETC..
PERFORMED GM MULTI-POINT INSPECTION.
SEE ATTACHED INSPECTION SHEET.

$110.99

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	36955	264903265	02/13/06	RENTAL CAR	WARRANTY
JOB # 1	37025		02/15/06	RENTAL CAR	~~WARRANTY~~

MANUAL $84.00

TOTAL - SUBLET Int 0.00

TOTALS

CASH[] CHECK[] CREDIT CARD[] CHARGE[]

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

NOW OPEN FOR YOUR CONVENIENCE

NEW PARTS AND SERVICE DEPARTMENTS
MON-FRI 7:30-6PM SATURDAYS 8-5

GOODWRENCH QUICK LUBE PLUS
MON - FRI 8AM UNTIL 6PM
SATURDAYS 8AM UNTIL 5PM

PARTS WITH AN ASTERIK INDICATES A GM LIFETIME GUARANTEE

CUSTOMER SIGNATURE

(2) Rentals - one Arms + 2nd Manual

1st RENTAL
Inv 0326589
PO #36955 $110.99

Prev. R.O. has already Generated survey
GBO

PAGE 1 OF 1 SERVICE FILE COPY [END OF INVOICE] 04:24pm

055

Rental Invoice

Enterprise rent-a-car

5184 SUNSET BLVD
LEXINGTON SC 29072-9258

Photo

Bill To:
0000323 00002100002 1 7649350634
HERNDON CHEVROLET, INC
ATTN: MACKY**
P.O. BOX 339
LEXINGTON, SC 29071

Rental Agreement D326589 - 2649

BILLING DETAIL

Description	Rate	Amount
3 DAYS @	33.33	99.99
3 DAYS DW @	12.99	38.97
3 DAYS PAI @	2.00	6.00
ST/SRCHG		7.25
SALES TAX%	6.00	8.70

[redacted]

246 - $110.99

RENTAL INFORMATION

Date Out 2/08/06 1:28PM
Date In 2/11/06 12:01P
Renter
ANGELA LIVINGSTON

First of (2) PO's 36955 → $110.99 Inv D326589

Additional Driver
Name
SPOUSE

TOTAL CHARGES	160.91
LESS AMOUNT RECEIVED	49.92
AMOUNT DUE	110.99

RENTAL VEHICLES **CLAIM INFORMATION**

Color SILVER
License No. [redacted]
Claim #/Policy #/P.O. # [redacted] 1st
Model 06 COBA
Unit # [redacted]
Insured
Date of Loss
Type of Loss
Type of Car TRAILBLAZE
Repair Shop HERNDON CHEV
Vin # 1G1AK55FX6769[redacted]

IMPORTANT INFORMATION

Billing Inquiries Call 803-951-1863
Fed Tax ID # 43-1241935
Billing Information
TOTAL CHARGES LESS DW PAI

Thank You For Choosing Enterprise

THANK YOU FOR YOUR BUSINESS!
PLEASE CALL US FOR YOUR
NEXT RENTAL

Please Return This Portion with Remittance

AMOUNT DUE 110.99

Remit to:

ENTERPRISE LEASING COMPANY-SOU
ATTN: ACCTS RECEIVABLE
101 BUSINESS PK BLVD/STE 1100
COLUMBIA SC 29203-9498

Paid by:

HERNDON CHEVROLET, INC
ATTN: MACKY**
P.O. BOX 339
LEXINGTON, SC 29071

056

Customer#	Rental Agreement	Amount	GPBR
[redacted]	[redacted]	110.99	2649

02/14

TIRE TREAD DEPTH*	LABOR OP CODE	GREEN/YELLOW/RED
8/32" or greater	TIRE8	Green
7/32"	TIRE7	Yellow
6/32"	TIRE6	Yellow
5/32"	TIRE5	Yellow
4/32"	TIRE4	Yellow
3/32" or less	TIRE3	Red

* If tires are replaced this visit, measure and record the new parts readings.

BRAKE LINING** MEASUREMENT	LABOR OP CODE	Brake Gauge to backing plate – FRONT PADS	Brake Gauge to backing plate – REAR PADS	Tire Gauge/to rivets or backing plate – REAR SHOES
7mm or greater	BK7	Green	Green	Green
6mm	BK6	Yellow	Green	Green
5mm	BK5	Yellow	Green	Green
4mm	BK4	Yellow	Yellow	Yellow
3mm	BK3	Red	Red	Yellow
2mm	BK2	Red	Red	Red
1mm or less	BK1	Red	Red	Red

** Since front pads wear faster, only enter rears as lowest readings if they measure yellow or red.

Name: [redacted] Year/Model: 05 / [illegible] Date: 2/[illegible]

Repair Order #: [redacted] VIN (last 8 digits): _____ Odometer: 13160 MI: _____ MII: _____

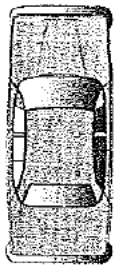
Checked and OK *May Require Attention Soon* *Requires Immediate Attention*

INTERIOR

☐ ☐ OnStar by GM Subscription activated

☐☐☐ Remaining engine oil life: _____ % Not applicable: _____

CHECK TIRES AND TREAD DEPTH



LF ☑ 8/32 or Greater ☐ 7/32 to 4/32 ☐ 3/32 or Less
Front PSI set to: _____

LR ☑ 8/32 or Greater ☐ 7/32 to 4/32 ☐ 3/32 or Less
Rear PSI set to: _____

(Check lamps)

RF ☐ 8/32 or Greater ☐ 7/32 to 4/32 ☐ 3/32 or Less
Front PSI set to: _____

RR ☑ 8/32 or Greater ☐ 7/32 to 4/32 ☐ 3/32 or Less
Rear PSI set to: _____

☐ Rotation needed ☐ Alignment needed ☐ Wheel balance needed

LF ☐ LR ☐ Wear Pattern/Damage RF ☐ RR ☐

WIPER BLADES



LF ☐ ☐ ☐ RF ☐ ☐ ☐

☑☐☐ Rear (if applicable)

☐☐☐ Windshield condition Cracks _____ Chips _____

CHECK FLUID LEVELS

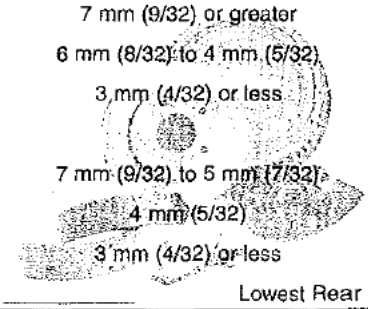
OK	FILLED	REQUIRES ATTENTION
☐	☐ Engine oil	☐
☐	☐ Brake fluid reservoir	☐
☐	☐ Transmission (if equipped w/dipstick)	☐
☐	☐ Coolant recovery reservoir	☐
☐	☐ Power steering	☐
☑	☐ Windshield washer	☐

CHECK BATTERY

☐☐☐ Battery condition

☐☐☐ Battery cables and connections

CHECK BRAKES/MEASURE FRONT AND REAR LININGS



LF ☐ 7 mm (9/32) or greater ☐ 6 mm (8/32) to 4 mm (5/32) ☐ 3 mm (4/32) or less ☐ RF

LR ☐ 7 mm (9/32) to 5 mm (7/32) ☐ 4 mm (5/32) ☐ 3 mm (4/32) or less ☐ RR

Lowest Front Lining _____ Lowest Rear Lining _____

☐☐☐ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

☐☐☐ Fuel system (also including gas cap seating)

☐☐☐ Engine, transmission, drive axle, transfer case

☐☐☐ Engine cooling system

☐☐☐ Shocks and struts – also check operation

Inspect visual condition:

☐☐☐ Belts: engine, accessory, serpentine, and/or V-drive

☐☐☐ Hoses: engine, power steering and HVAC

☐☐☐ Engine air filter and cabin air filters

☐☐☐ Steering components and steering linkage

☐☐☐ CV drive axle boots or driveshafts and U-joints

☐☐☐ Exhaust system components

COMMENTS

Consultant: _____

Technician: _____

MAINTENANCE VISIT RECOMMENDATION

Date: _____ Time: _____

Reason for Maintenance: _____

057

SIMPLIFIED MAINTENANCE

MI ☐ Required ☐ Performed

MII ☐ Required ☐ Performed

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Diagnostic Information on Headlamps Flicker or Momentarily Dim While Driving #05-08-42-001 - (Mar 7, 2005)

1468053
1468059

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

058

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

Important:

- Keep in mind high current draw items may cause a noticeable dimming of lights and a fluctuation in the voltmeter may be noted and is a normal operating characteristic of the vehicle.
- For 2004-2005 TrailBlazer, Envoy, Rainier and Bravada with the LL8 4.2L engine only, the Secondary Air Injection (AIR) pump activation is thought to be the main contributor to this high current draw condition and is a normal operating characteristic of the vehicle. Refer to Secondary Air Injection System Description (SI Document ID [redacted]

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

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

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

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

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

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

Generators replaced and returned to the Warranty Parts Center (WPC) for review have been tested with

No Trouble Found (NTF).

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

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

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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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 :	1GNDS13S9[redacted]

VEHICLE INFORMATION

Merchandising Model :	CS15506 -2005 TRAILBLAZER LS 2WD	**Warranty Start Date :**	09/20/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON , SC 29071-0339 (803) 359-2504	**Selling Source :**	13 - CHEVROLET
		Site Code :	16355
		Business Associate Code :	114008

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/20/2005	1000 miles	09/20/2008	37000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/20/2005	1000 miles	09/20/2011	101000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/20/2005	1000 miles	09/20/2013	81000 miles
36/36000 FEDERAL EMISSION	09/20/2005	1000 miles	09/20/2008	37000 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/03/2006	[redacted]	#	R0760 - RECEIVER, RADIO - REMOVE, REPAIR, AND REPLACE	9838 miles

12/05/2005	[redacted]	#	D2109 - HEATER/AIR DISTRIBUTION CASE, PASSENGER COMPARTMENT (AIR C	8452 miles
12/05/2005	[redacted]	#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	8452 miles
03/22/2005	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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062

KENDON CHEVROLET

Tag # 393

Customer Name _____

Address _____

City _____ State _____ Zip _____

Home Phone _____ Work Phone _____

Cell Phone (____) _____ [redacted]

Email _____ @ _____

Make _____ Model _____

Color 309418 Vin _____

Mileage 11316 Advisor # _____ P/U Time _____

Other Serviceable Vehicles: _____

Remarks:

_____

_____

_____

_____

_____

_____

_____

Customer Signature: _____

I hereby authorize the repair work listed to be done above with the necessary material and agree that you are not responsible for loss or da
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 unavailable par
delays in parts shipments by the supplier or transporter. I hereby grant you and /or your employees permission to operate the vehicle herei
described on streets, highways or elsewhere for the purpose of testing and/or inspections. An express mechanic's lien is hereby acknowle
on above vehicle to secure the amount of repairs thereto.

16355

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

Thur
4
#464

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/03/06	[redacted]	9838	53	227	W	45CVZ	RADIO & SOUND SYSTEM
				227	W	36CVZ	BODY ELECTRICAL
				227	W	24CVZ	DRIVEABILITY
12/05/05		8452	53	49	C	03CVZ1	* LUBE, OIL & FILTER
				49	W	36CVZ	BODY ELECTRICAL
				49	W	45CVZ	RADIO & SOUND SYSTEM

SERVICE

SALESPERSON NO. 141 J GREGORY PRITCHETT

VEHICLE ID NO. 1GNDS13S952[redacted]

[redacted]
GASTON, SC [redacted]

YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR

STOCK NO. [redacted] | LICENSE NO. 5[redacted] | R.O. NO. 2[redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE 09/20/05 | DELIVERY MILES 4,116 | SELLING DEALER NO. | P.O. DATE 02/08/06

COLOR: SILVERSTONE MET/L | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 893 GBZ

TURBO	M / MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	11,316	53	

RESIDENCE PHONE [redacted] | TIME RECEIVED 01:20pm | LABOR RATE

BUSINESS PHONE [redacted] | PRIORITY 4

02/08/06 05:24pm

APPOINTMENT [X] Yes [ ] No

Advisor: MACKEY D. MONTS

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES

TERMS: CASH UNLESS ARRANGEMENTS MADE.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for 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 inspections. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X _____ CUSTOMER SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
02CVZ1	QUICKLUBE ROTATE	MI	15.00

110.29

ORIGINAL ESTIMATE (PARTS & LABOR) $ _____

AUTHORIZED BY _____ TIME _____ DATE _____

NOTICE OF ARBITRATION

THIS CONTRACT IS SUBJECT TO ARBITRATION UNDER THE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE FOLLOWING AGREEMENT TO ARBITRATE SETS FORTH THE EXCLUSIVE METHOD UNDER WHICH DISPUTES OR CONTROVERSIES DESCRIBED THEREIN SHALL BE DECIDED. ANY DISPUTE OR CONTROVERSY BETWEEN HERNDON CHEVROLET, INC. AND YOU OR WHOM YOU REPRESENT OR ANY OF YOUR OFFICERS, DIRECTORS, AGENTS, OR EMPLOYEES, ARISING OUT OF OR RELATING TO THIS CONTRACT OR THE FORMATION, PERFORMANCE OR BREACH OF THIS CONTRACT, OR ANY OTHER CONTRACT, OR AGREEMENT BETWEEN HERNDON CHEVROLET, INC. AND YOU, WHETHER ENTERED INTO PRIOR TO, ON OR SUBSEQUENT TO THE DATE OF HEREOF, SHALL BE SETTLED IN ACCORDANCE WITH THE APPLICABLE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE AWARD OF THE ARBITRATOR OR ARBITRATORS SHALL BE FINAL AND JUDGMENT UPON THE AWARD RENDERED MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THE AGREEMENT TO ARBITRATION MADE BY AND BETWEEN THE PARTIES SHALL BE USED FOR ANY AND ALL CONTROVERSIES INCLUDING BUT NOT LIMITED TO CLAIMS ARISING OUT OF ALL FORED/FRAUD, FRAUDULENT INDUCEMENT, FRAUD IN THE FORMATION, BREACH OF CONTRACT, BREACH OF EXPRESSED AND/OR IMPLIED WARRANTIES, DISPUTES INVOLVING SERVICE CONTRACTS, WARRANTY OF MECHANICAL PARTS, DISPUTES INVOLVING REPRESENTATIONS BY AGENTS, SERVANTS, AND/OR EMPLOYEES TO THE CUSTOMER, ALLEGED VIOLATIONS OF THE MAGNUSON-MOSS ACT AND ALL ALLEGED VIOLATIONS OF ANY STATE AND/OR FEDERAL LAW AND/OR STATUTE. I HAVE READ THE ABOVE AND AGREE TO THE ITEMS AND CONDITIONS THEREOF.

X _____ DATE: _____

JOB LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL T. AC. # 8755377

X _____

FEB 10 AM 8:56

1 W * 36CVZ BODY ELECTRICAL

CUSTOMER STATES WHEN DRIVING AT NITE THE HEADLITES WILL GO OUT AND THE AMP GAUGE WILL DROP DOWN, AND THEN THE HEADLITES WILL COME BACK ON AND AMP GAUGE WILL GO BACK UP AT TIMES Road tested 20 miles. Ran OBD CKt Check found no DTC's Performed bulletin search - Called T.A.C no concerns found - Installed data recorder

FEB 10 PM 3:19

2 I 01CVZMULTI GM MULTI-POINT INSP

PERFORM GM GOODWRENCH MULTI-POINT INSPECTION. COURTESY INSPECTION OF FLUIDS,BELTS,HOSES,BATTERY,TIRES, BRAKES,ETC..

GAS
6 GAL.
5 GAL.

FEB 14 AM 8:21

064

JOB 1

Parts

Labor

Total Est. $

Advisor:

Est. Okd By (Customer Name) Date: TIME:

TECH #

JOB 2

Parts

Labor

Total Est. $

Advisor:

Est. Okd By (Customer Name) Date: TIME:

TECH #

JOB 3

Parts

Labor

Total Est. $

Advisor:

Est. Okd By (Customer Name) Date: TIME:

TECH #

JOB 4

Parts

Labor

Total Est. $

Advisor:

Est. Okd By (Customer Name) Date: TIME:

TECH #

JOB 5

Parts

Labor

Total Est. $

Advisor:

Est. Okd By (Customer Name) Date: TIME:

TECH #

FLAG

FLAG

FLAG

FLAG

FLAG

TIME CLOCK

OFF FEB 9 AM 8:35

ON

OFF

ON

OFF

ON

OFF

ON

065

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTG 53	177	02/27/06	[redacted]
[redacted]	LABOR RATE [redacted]	MILEAGE 11,880	COLOR SILVERSTONE	STOCK No. [redacted]
GASTON, SC [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1GNDS13S952309418		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 02/20/06	
RESIDENCE PHONE [redacted] BUSINESS PHONE	COMMENTS			

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.157
02/27/2006 WARRANTY NEW CLAIM
1605

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	02/20/2006	1GNDS13S952[redacted]	3	16355	11880	XXX-XX-3200

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OL	1	12450251	22.43	6D	N2328	.7			49.88
LN-TOT:	72.31	TECH SSN: XXX-XX-8544	AUTH CODE:		AUTH. AUTHOR.:							

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	01		MJ				98	Z7903			126.00	
LN-TOT:	126.00	TECH SSN: XXX-XX-8544	AUTH CODE:		AUTH. AUTHOR.:							

R.O. TOTAL: 198.31

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	177	02/24/06	[redacted]
[redacted]	LABOR RATE / LICENSE No. [redacted]	MILEAGE 11,880	COLOR SILVERSTONE	S[redacted]
GASTON, SC [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1 G N D S 1 3 S 9 5 2 3 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 02/20/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

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

J# 1 36CVZ BODY ELECTRICAL UNITS: 0.70 TECH(S):464 WARRANTY

CUSTOMER STATES AT TIMES HEADLITES WILL GO OUT WHEN DRIVING
AT NITE AND AMP GAUGE WILL DROP DOWN ON SCALE, AND EVENT-
UALLY LITES WILL COME BACK ON AND AMP GAUGE WILL GO BACK
UP
IGNITION SWITCH FAILED
OL-6D
ROAD TEST TRUCK 60 MOILES AND FOUND NO CODES STORED
AND UNABLE TO DUPLICATE CUSTOMER CONCERN. REPLACE IGN
SWITCH FOR CUSTOMER SATISFACTION AFTER PERFORMING
BULLETIN SEARCH AND CALLING TAC - ELECTRIC FAILURE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	12450251	SWITCH 2.188		
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	WARRANTY
JOB # 1	37138			RENTAL CAR	
				TOTAL - SUBLET	0.00

TOTALS MJ-98 Z7903 #126.00

CASH[] CHECK[] CREDIT CARD[] CHARGE[]

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

****
* NOW OPEN FOR YOUR CONVENIENCE *
* ---------- *
* NEW PARTS AND SERVICE DEPARTMENTS *
* MON-FRI 7:30-6PM SATURDAYS 8-5 *
* *
* GOODWRENCH QUICK LUBE PLUS *
* MON - FRI 8AM UNTIL 6PM *
* SATURDAYS 8AM UNTIL 5PM *
* ---------- *
* PARTS WITH AN ASTERIK INDICATES A *
* GM LIFETIME GUARANTEE *
****

CUSTOMER SIGNATURE

Arm's Closed RENTAL $168.01

LM GDC

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 :	1GNDS13S9[redacted]

VEHICLE INFORMATION

Merchandising Model :	CS15506 -2005 TRAILBLAZER LS 2WD	**Warranty Start Date :**	09/20/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON , SC 29071-0339 (803) 359-2504	**Selling Source :**	13 - CHEVROLET
		Site Code :	16355
		Business Associate Code :	114008

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/20/2005	1000 miles	09/20/2008	37000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/20/2005	1000 miles	09/20/2011	101000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/20/2005	1000 miles	09/20/2013	81000 miles
36/36000 FEDERAL EMISSION	09/20/2005	1000 miles	09/20/2008	37000 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/03/2006	[redacted]	#	R0760 - RECEIVER, RADIO - REMOVE, REPAIR, AND REPLACE	9838 miles

12/05/2005	[redacted]	#	D2109 - HEATER/AIR DISTRIBUTION CASE, PASSENGER COMPARTMENT (AIR C	8452 miles
12/05/2005		#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	8452 miles
03/22/2005		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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HERNDON CHEVROLET

Tag # 177

Customer Name [redacted]

Address _____

City _____ State _____ Zip _____

Home Phone _____ Work Phone _____

Cell Phone (_____) _____

Email _____ @ _____

Make _____ Model Trail Blazer

Color 309418 Vin _____

Milcage 118K Advisor # _____ P/U Time _____

Other Serviceable Vehicles: _____

Remarks: 10

Customer Signa [redacted]

"I hereby authorize the repair work listed 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 unavailable 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 inspections. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/03/06	[redacted]	9838	53	227	W	45CVZ	RADIO & SOUND SYSTEM
				227	W	36CVZ	BODY ELECTRICAL
				227	W	24CVZ	DRIVEABILITY
12/05/05		8452	53	49	C	03CVZ1	* LUBE, OIL & FILTER
				49	W	36CVZ	BODY ELECTRICAL
				49	W	45CVZ	RADIO & SOUND SYSTEM

SERVICE

SALESPERSON NO. 141 J GREGORY PRITCHETT

VEHICLE ID NO.: 1GNDS13S9[redacted]
[redacted]
GASTON, SC

YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4DR
STOCK NO.: [redacted]
LICENSE NO.: [redacted]
R.O. NO.: [redacted]
CUSTOMER NO.: [redacted]
SERVICE CONTRACT:
DELIVERY DATE: 09/20/05
DELIVERY MILES: 4,116
SELLING DEALER NO.: [redacted]
R.O. DATE: 02/20/06
COLOR: SILVERSTONE MET/L
CONTRACT NO.:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO.: 177

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	11,880	53	

RESIDENCE PHONE: [redacted]
BUSINESS PHONE: [redacted]
TIME RECEIVED: 03:31pm
LABOR RATE:
DATE / TIME PROMISED: 02/21/06 05:00pm
PRIORITY: 4
APPOINTMENT: [X] Yes [ ] No
Advisor: MACKEY D. MONTS

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TERMS: CASH UNLESS ARRANGEMENTS MADE.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for 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 _____

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
24CVZ4	12,000 MILE SERVICE	MI	0.00
02CVZ1	QUICKLUBE ROTATE	MI	45.00

WARRANTY PARTS RETURNED IN

ORIGINAL ESTIMATE (PARTS & LABOR)
$ _____

AUTHORIZED BY _____
TIME _____ DATE _____

NOTICE OF ARBITRATION

THIS CONTRACT IS SUBJECT TO ARBITRATION UNDER THE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE FOLLOWING AGREEMENT TO ARBITRATE SETS FORTH THE EXCLUSIVE METHOD UNDER WHICH DISPUTES OR CONTROVERSIES DESCRIBED THEREIN SHALL BE DECIDED. ANY DISPUTE OR CONTROVERSY BETWEEN HERNDON CHEVROLET, INC. AND YOU OR WHOM YOU REPRESENT OR ANY OF YOUR OFFICERS, DIRECTORS, AGENTS OR EMPLOYEES ARISING OUT OF OR RELATING TO THIS CONTRACT OR THE FORMATION, PERFORMANCE, OR BREACH OF THIS CONTRACT OR ANY OTHER CONTRACT OR AGREEMENT BETWEEN HERNDON CHEVROLET, INC. AND YOU, WHETHER ENTERED INTO PRIOR TO, ON OR SUBSEQUENT TO THE DATE HEREOF, SHALL BE SETTLED IN ACCORDANCE WITH THE APPLICABLE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE AWARD OF THE ARBITRATOR OR ARBITRATORS SHALL BE FINAL AND JUDGMENT UPON THE AWARD RENDERED MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THE AGREEMENT TO ARBITRATION MADE BY AND BETWEEN THE PARTIES SHALL BE USED FOR ANY AND ALL CONTROVERSIES INCLUDING BUT NOT LIMITED TO CLAIMS ARISING OUT OF ALLEGED FRAUD, FRAUDULENT INDUCEMENT, FRAUD IN THE FORMATION, BREACH OF CONTRACT, BREACH OF EXPRESSED AND/OR IMPLIED WARRANTIES, DISPUTES INVOLVING SERVICE CONTRACTS, WARRANTY OR MECHANICAL PARTS, DISPUTES INVOLVING REPRESENTATIONS BY AGENTS, SERVANTS, AND/OR EMPLOYEES TO THE CUSTOMER, ALLEGED VIOLATIONS OF THE MAGNUSON-MOSS ACT AND ALLEGED VIOLATIONS OF ANY STATE AND/OR FEDERAL LAW AND/OR STATUTE. I HAVE READ THE ABOVE AND AGREE TO THE TERMS AND CONDITIONS THEREOF.

X _____ DATE: _____

ERA/TYCOLE

JOB | LABOR INSTRUCTIONS | TECH

ORIGINAL CUSTOMER ESTIMATE: TOTAL [redacted]

1 W * 36CVZ BODY ELECTRICAL

CUSTOMER STATES AT TIMES HEADLITES WILL GO OUT WHEN DRIVING AT NITE AND AMP GAUGE WILL DROP DOWN ON SCALE, AND EVENTUALLY LITES WILL COME BACK ON AND AMP GAUGE WILL GO BACK UP

Road tested 60 miles - Ran OBD ckt check found no DTC'S or as/r to duplicate replaced Ign switch for customer satisfaction after running bulletin search & call to T.A.C

FEB 21 AM 8:17

FEB 21 PM 12:46

071

Job 1 | Parts | TECH #

Labor

Total Est. $ | Advisor:

Est. OK'd By | (Customer Name) | Date: | TIME:

Job 2 | Parts | TECH #

Labor

Total Est. $ | Advisor:

Est. OK'd By | (Customer Name) | Date: | TIME:

Job 3 | Parts | TECH #

Labor

Total Est. $ | Advisor:

Est. OK'd By | (Customer Name) | Date: | TIME:

Job 4 | Parts | TECH #

Labor

Total Est. $ | Advisor:

Est. OK'd By | (Customer Name) | Date: | TIME:

Job 5 | Parts | TECH #

Labor

Total Est. $ | Advisor: | TIME:

Est. OK'd By | (Customer Name) | Date:

		TIME CLOCK
FLAG		OFF
		ON
FLAG		OFF
		ON
FLAG		OFF
		ON
FLAG		OFF
		ON
FLAG		OFF
		ON

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	91.	04/11/06	[redacted]
[redacted] GASTON, SC [redacted]	LABOR RATE / LICENSE No. [redacted]	MILEAGE 14,062	COLOR SILVERSTONE	STOCK No. [redacted]
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1 G N D S 1 3 S 9 5 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 04/03/06	
RESIDENCE PHONE [redacted] BUSINESS PHONE	COMMENTS			

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

J# 1 36CVZ BODY ELECTRICAL UNITS: TECH(S):464 WARRANTY

CUSTOMER STATES AT TIMES WHEN DRIVING AT NITE, THE HEADLITES
WILL DIM DOWN AND AMP GAUGE WILL DROP DOWN ON GAUGE SCALE
AND THE LITES WILL BRIGHTEN BACK UP AND AMP GAUGE WILL
GO BACK UP
RUN DIAGNOSTIC CHECKS AND INSPECT AND UNABLE TO DUPLICATE
CUSTOMER CONCERN. ROAD TEST TRUCK 54 MILES AND UNABLE TO
DUPLICATE CUSTOMER CONCERN. GM REGIONAL FIELD SERVICE
ENGINEER ALSO INSPECTED AND FOUND NO FAULTS AT THIS TIME.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 1 TOTAL PARTS	0.00
JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 01CVZMULTI GM MULTI-POINT INSP UNITS: 0.00 TECH(S):320 INTERNAL

PERFORM GM GOODWRENCH MULTI-POINT INSPECTION.
COURTESY INSPECTION OF FLUIDS,BELTS,HOSES,BATTERY,TIRES.
BRAKES,ETC,.
PERFORMED GM MULTI-POINT INSPECTION.
SEE ATTACHED INSPECTION SHEET.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 2 TOTAL PARTS	0.00
JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3+03CVX10C GOODWRENCH LOF UNITS: 0.20 TECH(S):320 15.88

CHANGE OIL & FILTER. LUBE IF NEEDED.
COMPLETED.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 3	1	89017342	FILTER 1.836	5.75	5.75
			JOB # 3 TOTAL PARTS		5.75
			JOB # 3 TOTAL LABOR & PARTS		21.63

J# 4+03CVZ2 TIRE ROTATION UNITS: TECH(S):320

PERFORM TIRE ROTATION
ROTATED TIRES

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 4 TOTAL PARTS	0.00
JOB # 4 TOTAL LABOR & PARTS	0.00

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

JOB # 1	37864			RENTAL CAR	WARRANTY
				TOTAL - SUBLET	0.00

G.O.G. & SUPPLIES----------

JOB # 3	7.0	1 QT OF GM OIL	@	1.390	/UNIT	9.73
					TOTAL - GOG	9.73

No Claim
No Survey

closed-
RENTAL
D32176S
$240.02

073

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	91.	04/11/06	[redacted]
[redacted]	LABOR RATE / LICENSE No. [redacted]	MILEAGE 14,062	COLOR SILVERSTONE	STOCK No. [redacted]
GASTON, SC [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1 G N D S 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 04/03/06	
[redacted]	COMMENTS			

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

JOB # A	ENVIR	ENVIRONMENTAL COMPLIANCE FEE	1.26
		TOTAL - MISC	1.26

TOTALS----------

CASH[] CHECK[] CREDIT CARD[] CHARGE[]

TOTAL LABOR....	15.88
TOTAL PARTS....	5.75
TOTAL SUBLET...	0.00
TOTAL G.O.G....	9.73
TOTAL MISC CHG.	1.26
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.93
TOTAL INVOICE $	**33.55**

```
*****************************************
*    NOW OPEN FOR YOUR CONVENIENCE      *
* ------------------------------------- *
*   NEW PARTS AND SERVICE DEPARTMENTS   *
*   MON-FRI 7:30-6PM   SATURDAYS 8-5    *
*                                       *
*       GOODWRENCH QUICK LUBE PLUS      *
*        MON - FRI 8AM UNTIL 6PM        *
*        SATURDAYS 8AM UNTIL 5PM        *
* ------------------------------------- *
*   PARTS WITH AN ASTERIK INDICATES A   *
*         GM LIFETIME GUARANTEE         *
*****************************************
```

CUSTOMER SIGNATURE

Eddie - 8 days @ $30 - $240.02 * No WARR ? Charges Internal check w/vince about 955 Acct

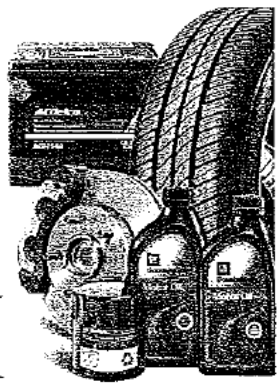
UP SAYS No ON 955

074

 SERVICE FILE COPY [END OF INVOICE] 10:17am

GM Goodwrench

MULTI-POINT VEHICLE INSPECTION



Name: [redacted] Year/Model: 05 Trailblazer Date: 4/3

Repair Order [redacted] VIN (last 8 digits [redacted] Odometer: 14062 MI:_____ MII:_____

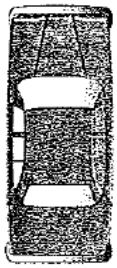
Checked and OK | May Require Attention Soon | Requires Immediate Attention

INTERIOR

OnStar Subscription activated

Remaining engine oil life:_____% Not applicable:_____

CHECK TIRES AND TREAD DEPTH



	8/32 or Greater		8/32 or Greater
LF	7/32 to 4/32		7/32 to 4/32 RF
	3/32 or Less		3/32 or Less
Front PSI set to:_____			Front PSI set to:_____
	8/32 or Greater		8/32 or Greater
LR	7/32 to 4/32		7/32 to 4/32 RR
	3/32 or Less		3/32 or Less
Rear PSI set to:_____		(Check lamps)	Rear PSI set to:_____

☐ Rotation needed ☐ Alignment needed ☐ Wheel balance needed

LF ☐ LR ☐ Wear Pattern/Damage RF ☐ RR ☐

WIPER BLADES



LF RF

Rear (if applicable)

Windshield condition Cracks_____ Chips_____

CHECK FLUID LEVELS

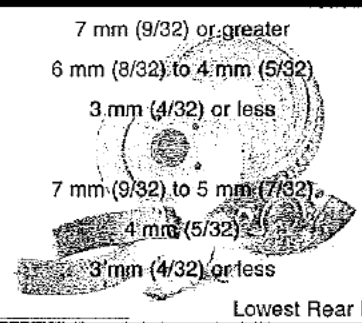
OK	FILLED	REQUIRES ATTENTION
	Engine oil	
	Brake fluid reservoir	
	Transmission (if equipped w/dipstick)	
	Coolant recovery reservoir	
	Power steering	
	Windshield washer	

CHECK BATTERY

Battery condition

Battery cables and connections

CHECK BRAKES/MEASURE FRONT AND REAR LININGS



	7 mm (9/32) or greater	
LF	6 mm (8/32) to 4 mm (5/32)	RF
	3 mm (4/32) or less	
	7 mm (9/32) to 5 mm (7/32)	
LR	4 mm (5/32)	RR
	3 mm (4/32) or less	

Lowest Front Lining _____ Lowest Rear Lining _____

Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

- Fuel system (also including gas cap seating)
- Engine, transmission, drive axle, transfer case
- Engine cooling system
- Shocks and struts – also check operation

Inspect visual condition:

- Belts: engine, accessory, serpentine, and/or V-drive
- Hoses: engine, power steering and HVAC
- Engine air filter and cabin air filters
- Steering components and steering linkage
- CV drive axle boots or driveshafts and U-joints
- Exhaust system components

COMMENTS

Consultant:_____

Technician:_____

MAINTENANCE VISIT RECOMMENDATION

Date:_____ Time:_____

Reason for Maintenance:_____

075

SIMPLIFIED MAINTENANCE

MI ☐ Required ☐ Performed | MII ☐ Required ☐ Performed

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HERNDON CHEVROLET

Tag # 91

Customer Name [redacted]

Address

City State Zip

Home Phone Work Phone

Cell Phone ( )

Email @ 568 NMF

Make Model

Color 309418 Vin

Mileage 14062 Advisor # P/U Time

Other Serviceable Vehicles:

Remarks: at times during head lies will dim and any gauge will drop down

Customer Signature [redacted]

"I hereby authorize the repair work listed 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 unavailable 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 inspections. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

14116

808
781-8586

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/20/06	[redacted]	11880	53	464	W	36CVZ	BODY ELECTRICAL
02/08/06		11316	53	464	W	36CVZ	BODY ELECTRICAL
				464	I	01CVZMULTI	GM MULTI-POINT INSP
01/03/06		9838	53	227	W	45CVZ	RADIO & SOUND SYSTEM
				227	W	36CVZ	BODY ELECTRICAL
				227	W	24CVZ	DRIVEABILITY

SERVICE

SALESPERSON NO. 141 J GREGORY PRITCHETT

VEHICLE ID NO.	YEAR / MAKE / MODEL	STOCK NO.	LICENSE NO.	R. O. NO.
1GNDS13S95[redacted]	05/CHEVROLET TRUCK/TRAILBLAZER/4DR	[redacted]	[redacted]	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]		09/20/05	4,116		04/03/06

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
SILVERSTONE MET/L				91.

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	14,062	53	

[redacted]
GASTON, SC [redacted]

RESIDENCE PHONE [redacted]
BUSINESS PHONE [redacted]
TIME RECEIVED 04:26pm
LABOR RATE
DATE PROMISED 04/04/06 12:30pm
PRIORITY 4
APPOINTMENT ☐ Yes ☒ No
Advisor: MACKEY D. MONTS

DISCLAIMER OF WARRANTIES
THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TERMS: CASH UNLESS ARRANGEMENTS MADE.

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X _____ CUSTOMER SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
02CVZ1	QUICKLUBE ROTATE	MI	15.00

ORIGINAL ESTIMATE (PARTS & LABOR)
$ _____

AUTHORIZED BY
TIME _____ DATE _____

NOTICE OF ARBITRATION

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X _____ DATE: _____

JOB [redacted] LABOR INSTRUCTIONS FC / CC / OR LABOR TIME

8755377

1 W * 36CVZ BODY ELECTRICAL
CUSTOMER STATES AT TIMES WHEN DRIVING AT NITE, THE HEADLITES WILL DIM DOWN AND AMP GAUGE WILL DROP DOWN ON GAUGE SCALE AND THE LITES WILL BRIGHTEN BACK UP AND AMP GAUGE WILL GO BACK UP

54

APR 7 PM 1:46

2 I * 01CVZMULTI GM MULTI-POINT INSP
PERFORM GM GOODWRENCH MULTI-POINT INSPECTION.
COURTESY INSPECTION OF FLUIDS,BELTS,HOSES,BATTERY,TIRES, BRAKES,ETC..

APR 7 PM 2:37

3 LOF LOF

4 Rotate Rotated tires

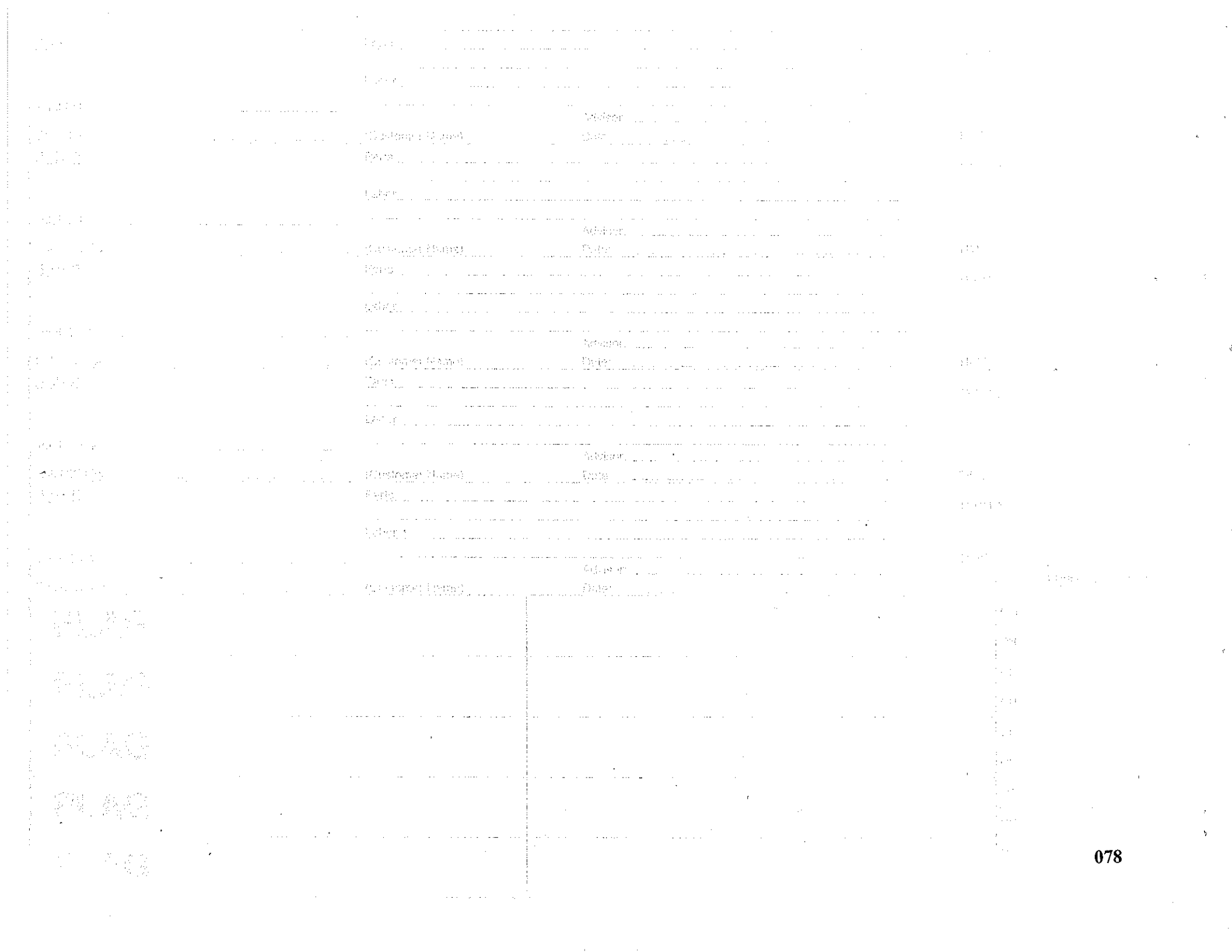
GAS 6 GAL.

077

PAGE 1 OF 1 233319 CUSTOMER COPY

Reynolds and Reynolds - CC2231O (12/04)

ERMWIOLE



[redacted]

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	MACKEY D. MONTS 53	984	07/27/07	[redacted]
[redacted] GASTON, SC [redacted]	LABOR RATE [redacted]	MILEAGE 37,522	COLOR SILVERSTONE	STOCK No. [redacted]
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116
	VEHICLE I.D. No. 1 G N D S 1 3 S 9 5 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 07/23/07	
RESIDENCE PHONE [redacted] BUSINESS PHONE	COMMENTS			

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

J# 1 36CVZ BODY ELECTRICAL UNITS: TECH(S) 512 INTERNAL

CUSTOMER STATES AT TIMES, HEADLITES WILL DIM DOWN WHEN DRIVING
TEST DROVE VEHICLE FOR SEVERAL DAYS(244 MILES). LIGHTS SLIGHTLY DIMMED TWICE. ONCE ON 7-23-07 AT 9:48PM AND ONCE 7-25-07 AT 9:15PM THIS CONDITION IS NOTED PER BULLETIN# 02-06-03-008C. FOUND THAT BATTERY DID NOT HAVE FULL AMPERAGE STATED ON BATTERY(515 AMPS TESTED AT 12.54 VOLTS. REPLACED BATTERY AMPERAGE SHOWED 715 AMPAT 12.75 VOLTS. TEST DROVE VEHICLE AGAIN ON 7-26-07 AT 9:30PM AND NO DIMMING.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	19001632	BATTERY		INTERNAL
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	44912			RENTAL CAR	INTERNAL
				TOTAL - SUBLET	0.00

TOTALS----------

CASH[] CHECK[] CREDIT CARD[] CHARGE[]

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

Closed
RENTAL
D340006

****
* NEW SERVICE DEPARTMENT HOURS *
* ---------- *
* PARTS AND SERVICE DEPARTMENT *
* MON-FRI 7:30-6PM CLOSED SAT & SUN *
*
* GOODWRENCH QUICK LUBE PLUS *
* MON - FRI 8AM UNTIL 6PM *
* SATURDAYS 8AM UNTIL 2PM *
* ---------- *
* PARTS WITH AN ASTERIK INDICATES A *
* GM LIFETIME GUARANTEE *
****

CUSTOMER SIGNATURE

079

PAGE 1 OF 1 SERVICE FILE COPY [END OF INVOICE] 01:35pm

Subject: **Low Voltage Display on IP Gauge, Lights Dim at Stop Lights, Battery Discharged, No Start, Slow Cranking, Dim Lights at Idle, Low Generator Output #02-06-03-008C - (05/30/2007)**

Models: **1990-2008 Passenger Cars and Light Duty Trucks (including Saturn)**
2003-2008 HUMMER H2, H3
2005-2008 Saab 9-7X

This bulletin is being revised to add the 2008 model year. Please discard Corporate Bulletin Number 02-06-03-008B (Section 06 -- Engine).

Any vehicle may have a low voltage display (if equipped with gauges), lights that dim at stop lights, slow cranking, no start, low generator output at idle or dim lights at idle when electrical loads are heavy at idle or under slow driving or infrequent usage conditions. These characteristics may be more noticeable with customer added electrical accessories, or with a discharged battery. These are normal operating characteristics of a vehicle electrical system and no repairs should be attempted unless a proven fault has been diagnosed.

During normal driving conditions, when engine speed is above 1000 RPM, the generator is designed to do two things:

- Supply the current necessary to operate the vehicle's originally equipped electrical devices (loads).
- Recharge/ maintain the battery's state of charge.

The following factors may affect generator and battery performance:

- Non-usage of the vehicle for extended periods of time. The vehicle's computers, clocks and the like will cause the battery state of charge to drop (For example; 30 days in a parking lot and the vehicle may not start because of a dead battery or a vehicle which is driven only a short distance once a week may end up with a discharged battery to the point where the vehicle may not start). This would be considered abnormal usage of the vehicle and the normally expected result for the vehicle battery, generator and electrical systems.
- At idle, vehicle electrical loads may exceed the low speed current (amperage) output of the generator and when this happens the shortfall comes from the battery. This will result in a drop in the electrical system voltage as the battery delivers the additional electrical current to meet the

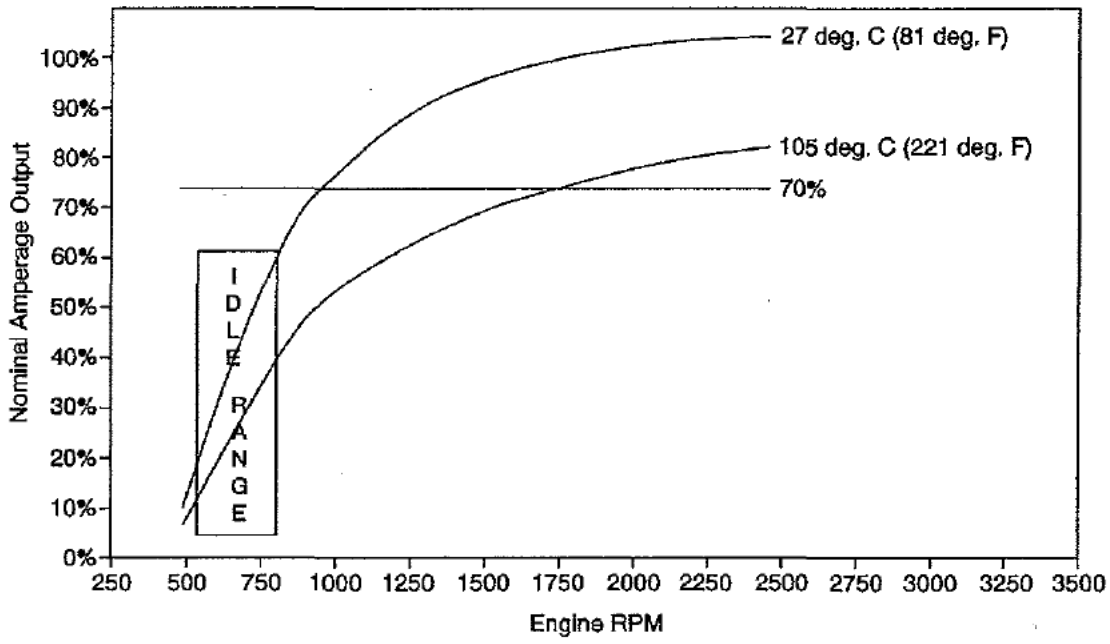
demand. This is equivalent to the brown outs experienced by homes and businesses when the electrical demand is more than the supply. See Figure 1.

- Extended periods of engine idling, with high electrical loads, may result in a discharged battery. Attempting to recharge a battery by letting the engine run at idle may not be beneficial unless all electrical loads are turned "OFF".
- Increased internal generator temperatures from extended idling can also contribute to lower electrical system voltage. As the generator's internal temperature rises, the generator's output capability is reduced due to increased electrical resistance.

The following are some typical examples of electrical loads:

System	Amperage Load
Rear Window defogger	25
Electric AIR Pump	25
Heated Seats	5 Amps per seat
Headlamps (high)	20
Blower Motor (High)	20
Headlamps (low)	15
Brake Lights	6
Windshield Wipers	6
Ignition	6

Typical Generator Performance for Cold and Operating Temperatures



081

7-19-07 10:00 pm

75-80 Degrees outside

The car had been running for about 15 minutes. We drove about 1 mile stopped and left the car running for about 5 minutes a put back in gear. We were driving at about 30-35 mph getting ready to turn when the lights went dim & the amp gauge dropped & after about 5 seconds the lights got brighter & the amp gauage went back up.

7-20-07 9:55pm

around 80 Degrees

Only in car about 3 mins. going about 10-15mph down a dirt road when the same problem happened.

7-20-07 9:59 pm

We were going about 45mph on a paved road, started mashing on the brake to slow down when it happened.

Herndon Write-up Form
Wednesday, June 15, 2005
9:46 AM

HERNDON CHEVROLET

Tag # 984 [redacted]

Customer Name _____

Address _____

City _____ State _____ Zip _____ [redacted]

Home Phone _____ Work Phone _____

Cell Phone (___) _____

Email _____ @ _____

Make _____ Model _____

Color 309418 Vin _____

Mileage 37582[illegible] Advisor # _____ P/U Time _____

Other Serviceable Vehicles: _____

Remarks:

_____

_____

_____

_____

_____

_____

_____

Customer Signature: _____

"I hereby authorize the repair work listed 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 unavailable 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 inspections. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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 :	1GNDS13S95[redacted]

VEHICLE INFORMATION

Merchandising Model :	CS15506 -2005 TRAILBLAZER LS 2WD	**Warranty Start Date :**	09/20/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	HERNDON CHEVROLET, INC. PO BOX 339 LEXINGTON , SC 29071-0339 (803) 359-2504	**Selling Source :**	13 - CHEVROLET
		Site Code :	16355
		Business Associate Code :	114008

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
SB	[redacted]	ONSTAR H/W IS DIGITAL-CAPABLE. NO UPGRADE IS NEEDED. SEE TSB 06-08-46-008.	02/22/2007	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Inactive	Refer to Help page for details or: http://www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271. In Canada, http://onstar.enrollment.ca or (877)438-9677.		
XM Equipped	No	**XM Radio ID**	N/A	**XM Status**	N/A	Refer to Help page for details or: http://www.gm.xmradio.com or (800)556-3600. In Canada, http:// xmradio.ca or (877) 438-9677.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/20/2005	1000 miles	09/20/2008	37000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/20/2005	1000 miles	09/20/2011	101000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/20/2005	1000 miles	09/20/2013	81000 miles
36/36000 FEDERAL EMISSION	09/20/2005	1000 miles	09/20/2008	37000 miles

084

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
02/20/2006	[redacted]	#	N2328 - SWITCH - IGNITION/KEY WARNING - REPLACE	11880 miles
02/20/2006		#	Z7903 - 3-DAY COURTESY TRANSPORTATION	11880 miles
02/08/2006		#	Z7903 - 3-DAY COURTESY TRANSPORTATION	11316 miles
01/03/2006		#	R0760 - RADIO, REMOVE AND REPLACE	9838 miles
12/05/2005		#	D2109 - HEATER/AIR DISTRIBUTION CASE, PASSENGER COMPARTMENT (AIR C	8452 miles
12/05/2005		#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	8452 miles
03/22/2005		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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085

HERNDON CHEVROLET

5617 Sunset Boulevard • P.O. Box 339
Lexington, SC 29071
(803) 359-2504 • 1 (800) 245-2438
www.herndonchevy.com

[redacted]

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/03/06	[redacted]	14062	53	464	W	36CVZ	BODY ELECTRICAL
				320	I	01CVZMULTI	GM MULTI-POINT INSP
				320	C	03CVX10C	GOODWRENCH LOF
				320	C	03CVZ2	TIRE ROTATION
02/20/06		11880	53	464	W	36CVZ	BODY ELECTRICAL
02/08/06		11316	53	464	W	36CVZ	BODY ELECTRICAL

SERVICE

SALESPERSON NO. 141

VEHICLE ID NO. 1GNDS13S95[redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR					STOCK NO. [redacted]	LICENSE NO. [redacted]	R.O. NO. [redacted]	
[redacted] GASTON, SC 2[redacted]	CUSTOMER NO. [redacted]	SERVICE CONTRACT		DELIVERY DATE 09/20/05	DELIVERY MILES 4,116			R.O. DATE 07/23/07	
	COLOR SILVERSTONE MET/L			CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO. 984	
	TURBO	M / MC CVZZ	AIR COND. Y	P.S. Y	TRANS A	MILEAGE 37,522	ADVISOR NO. 53	PRODUCTION DATE	

[redacted] TIME RECEIVED 08:02am

[redacted] LABOR RATE

DATE / TIME PROMISED 07/23/07 05:00pm PRIORITY 4

APPOINTMENT [X] Yes [ ] No

Advisor: MACKEY D. MONTS

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TERMS: CASH UNLESS ARRANGEMENTS MADE.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for 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 _____ CUSTOMER SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
02CVZ1	*QUICKLUBE ROTATE	MI	15.00

ORIGINAL ESTIMATE (PARTS & LABOR)

$ _____

AUTHORIZED BY

TIME _____ DATE _____

NOTICE OF ARBITRATION

THIS CONTRACT IS SUBJECT TO ARBITRATION UNDER THE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE FOLLOWING AGREEMENT TO ARBITRATE SETS FORTH THE EXCLUSIVE METHOD UNDER WHICH DISPUTES OR CONTROVERSIES DESCRIBED THEREIN SHALL BE DECIDED. ANY DISPUTE OR CONTROVERSY BETWEEN HERNDON CHEVROLET, INC. AND YOU OR WHOM YOU REPRESENT OR ANY OF YOUR OFFICERS, DIRECTORS, AGENTS, OR EMPLOYEES ARISING OUT OF OR RELATING TO THIS CONTRACT OR THE FORMATION, PERFORMANCE, OR BREACH OF THIS CONTRACT, OR ANY OTHER CONTRACT OR AGREEMENT BETWEEN HERNDON CHEVROLET, INC. AND YOU, WHETHER ENTERED INTO PRIOR TO, ON, OR SUBSEQUENT TO THE DATE OF HEREOF, SHALL BE SETTLED IN ACCORDANCE WITH THE APPLICABLE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE AWARD OF THE ARBITRATOR OR ARBITRATORS SHALL BE FINAL AND JUDGMENT UPON THE AWARD RENDERED MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THE AGREEMENT TO ARBITRATION MADE BY AND BETWEEN THE PARTIES SHALL BE USED FOR ANY AND ALL CONTROVERSIES IN CLUDING BUT NOT LIMITED TO CLAIMS ARISING OUT OF ALLEGED FRAUD, FRAUDULENT INDUCEMENT, FRAUD IN THE FORMATION, BREACH OF CONTRACT, BREACH OF EXPRESSED AND/OR IMPLIED WARRANTIES, DISPUTES INVOLVING SERVICE CONTRACTS, WARRANTY OF MECHANICAL PARTS, DISPUTES INVOLVING REPRESENTATIONS BY AGENTS, SERVANTS, AND/OR EMPLOYEES TO THE CUSTOMER, ALLEGED VIOLATIONS OF THE MAGNUSON-MOSS ACT AND ALLEGED VIOLATIONS OF ANY STATE AND/OR FEDERAL LAW AND/OR STATUTE. I HAVE READ THE ABOVE AND AGREE TO THE TERMS AND CONDITIONS THEREOF.

X _____ DATE: _____

Reynolds and Reynolds - CC22131 O (12/01)

ERS-ACTIVATE

JOB LABOR INSTRUCTIONS CAUSE / CR PART

ORIGINAL CUSTOMER ESTIMATE - TOTAL

X [redacted]

086

1 W 36CVZ BODY ELECTRICAL

CUSTOMER STATES AT TIMES, HEADLITES WILL DIM DOWN WHEN DRIVING

512

test drive Vehicle for several days 244 miles. Lights slightly dimmed twice. Once 7/23/07 at 9:48 pm and once 7/25/07 at 9:15 pm found the condition to be normal for Vehicle per Bulletin 02-06-03-008c found that Battery did not have full amperage stated on Battery 515 amps tested at 12.54 Volts Replaced Battery amperage showing 715 amps at 12.75 Volts test drove again 7/26/07 at 9:30 and no dimming of light Vehicle working as designed

JUL 24 AM 4:46
JUL 24 AM 7:09
JUL 25 AM 10:31
JUL 25 AM 7:36

PAGE 1 OF 1 266229 CUSTOMER COPY

675 amp CCA
613 amp CCA #20.00 gas

Battery

9:48 Monday

9:55 wed
9:30 Thursday

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	WADE KAISER 248	4233	04/13/05	[redacted]

HERNDON CHEVROLET
P.O. BOX 339
LEXINGTON, SC 29071

LABOR RATE	LICENSE No.	MILEAGE	COLOR	STOCK No.
	[redacted]	2	SILVERSTONE	4233T

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2	09/20/05	4,116

VEHICLE I.D. No.	SELLING DEALER NO.	PRODUCTION DATE
1GNDS13S952 [redacted]		

F. T. E. No.	P.O. No.	R.O. DATE
32-06243-7		04/11/05

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
	803-359-2504	

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

J# 1	01CVZ	INSPECTIONS	HOURS: 0.20 TECH(S):320	15.40

INSTALL PLATES AND STICKER

JOB # 1 TOTAL LABOR & PARTS 15.40

MISC------CODE--------DESCRIPTION----------CONTROL NO---------		
JOB # A	SHOP-INT INTERNAL-SHOP SUPPLIES	1.08
	TOTAL - MISC	1.08

TOTALS----------

CONTROL#	ACCOUNT#	AMOUNT..
4233T	237	16.48

TOTAL LABOR....	15.40
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	1.08
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**16.48**

APPROVED BY SIGNATURE

********** DUPLICATE INVOICE **********

088

PAGE 1 OF 1 SERVICE FILE COPY-I [END OF INVOICE] 08:40am

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	WADE KAISER 248	T	08/31/05	[redacted]

HERNDON CHEVROLET
P.O. BOX 339
LEXINGTON, SC 29071

LABOR RATE	LICENSE No.	MILEAGE	COLOR	STOCK No.
	[redacted]	4,116	SILVERSTONE	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2	09/20/05	4,116

VEHICLE I.D. No.	SELLING DEALER NO.	PRODUCTION DATE
1 G N D S 1 3 S 9 5 [redacted]		

F. T. E. No.	P.O. No.	R.O. DATE
32-06243-7		08/30/05

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
	803-359-2504	

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

J# 1 02CVZ QUICKLUBE PLUS HOURS: TECH(S):426 12.71

PERFORM EXPRESS LUBE, CHECK ALL FLUIDS.
RESET CHANGE OIL LIGHT INDICATOR. NA/Y
CHANGED OIL AND FILTER, LUBE CHASSIS
CHECK FLUID LEVELS.

JOB # 1 TOTAL LABOR & PARTS 12.71

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	0	QUICK LUBE OIL		6.70
JOB # 1	F	FILTER FOR QUICK LUBE PLUS		5.75
JOB # 1	T	OIL WASTE TAX		0.10
JOB # 1	99	QUICK LUBE SHOP SUPPLIES		1.00
			TOTAL - MISC	13.55

COMMENTS----------
GOLF COACHES DEMO.

TOTALS----------

CONTROL#	ACCOUNT#	AMOUNT..
4233T	237	26.26

TOTAL LABOR....	12.71
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	13.55
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**26.26**

APPROVED BY SIGNATURE

********** DUPLICATE INVOICE **********

089

PAGE 1 OF 1 SERVICE FILE COPY-I [END OF INVOICE] 08:40am

1GNDS13S952309418

WHITLARK & BALLOU

TRIAL ATTORNEYS

J. MARCUS WHITLARK
PAUL C. BALLOU

1708 MAIN STREET
WALKER BUILDING
P.O. BOX 7702
COLUMBIA, SOUTH CAROLINA 29202
(803) 799-1011
(803) 799-1211
TOLL FREE 1-877-799-1011
FAX (803) 799-1016

April 28, 2006

CERTIFIED MAIL
Herndon Chevrolet, Inc.
5617 Sunset Boulevard
Lexington, SC 29072
ATTN: General Manager

Re: Benjamin & Angela Livingston

Dear Sir:

Please be advised that I represent the Livingston's in a matter regarding a new Chevrolet Trailblazer purchased from your store on September 7, 2005. The Livingston's are loyal and devoted customers of yours, having bought a new vehicle from you each of the last three years. They would like to remain your customers, as Mr. [redacted]s committed to ensuring that his wife and children drive a new, reliable vehicle without fear of breaking down unexpectedly.

As you are probably aware, this vehicle has been in your shop 5 times since September 2005 for the same problem. This malfunction affects the basic safety and integrity of the vehicle, as the vehicle will suddenly lose power and the headlights will shut off without warning.

Your service department has been unable to fix this defect, despite their numerous attempts to do so. Based upon this history, this vehicle falls squarely within the definition of the Lemon Law and we would, therefore, respectfully request that your dealership stand behind it's commitment to customer satisfaction and replace this defective vehicle with a comparable reliable one. I look forward to your prompt response and if you have any questions or need any additional information, please call me.

With kind regards, I am

Sincerely,

Paul C. Ballou

Paul C. Ballou

PCB:sdj

cc: [redacted] 150 Johnson Court, Gaston, SC [redacted]

090

[redacted]

[redacted]

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	WADE KAISER 248	4233	04/12/05	[redacted]

HERNDON CHEVROLET
P.O. BOX 339
LEXINGTON, SC 29071

LABOR RATE	LICENSE No.	MILEAGE	COLOR	STOCK No.
		2	SILVERSTONE	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		

VEHICLE I.D. No.	SELLING DEALER NO.	PRODUCTION DATE
1 G N D S 1 3 S 9 5 2 [redacted]		

F. T. E. No.	P.O. No.	R.O. DATE
32-06243-7		04/11/05

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
	803-359-2504	

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

J# 1 05CVZ PDI HOURS: 1.30 TECH(S):320 89.23

PERFORM PDI
MG-99
PERFORMED PDI

CLAIM # A09418_N

JOB # 1 TOTAL LABOR & PARTS 89.23

R/O TAX 0.00
R/O TOTALS 89.23

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG.....	MISC....	TAX....	TOTAL....
A09418_N	89.23	0.00	0.00	0.00	0.00	0.00		89.23
CLAIM TOTALS	89.23	0.00	0.00	0.00	0.00	0.00	0.00	89.23

APPROVED BY SIGNATURE

091

WARRANTY COPY-W

[END OF INVOICE] 10:44am

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

P D I

SALESPERSON NO.

VEHICLE ID. NO.	YEAR/MAKE/MODEL	STOCK No.	LICENSE No.
1GNDS13S9 [redacted]	05/CHEVROLET TRUCK/TRAILBLAZER/4DR	[redacted]	[redacted]

HERNDON CHEVROLET
P.O. BOX 339
LEXINGTON, SC 29071

CUSTOMER No.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER	R.O. DATE
1000					04/11/05

COLOR	CONTRACT No.	EXPIRATION DATE	EXPIRATION MILES
SILVERSTONE MET/L			[redacted]

TURBO	M/MC	A/C	P.S.	TRANS	MILEAGE	ADVISOR No.	PRODUCTION DATE
					2	248	

RESIDENCE PHONE	TIME RECEIVED
	11:03am
BUSINESS PHONE	**LABOR RATE**
803-359-2504	
DATE/TIME PROMISED	**PRIORITY**
04/11/05 07:00pm	

APPOINTMENT [ ] YES [X] NO

Advisor: WADE KAISER

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

JOB	LABOR INSTRUCTIONS
1 W 05CVZ PDI	PERFORM PDI

320

092

PAGE 1 OF 1 204522 CUSTOMER COPY

2005 Trailblazer LS 2WD

SILVER

Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number 1 6 W D S 1 3 5 9 5 2 [redacted]

Dealer/BAC Code

Stock # [redacted] r Order # _____

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____ RF ____ LR ____ RR ____

- ☐ Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- ☐ Leave door edge protection and other shipping/storage materials on until customer delivery

Accessories:

- ☐ Verify RPO and RPA options
- ☐ Install all accessories; check fit, finish and operation

Road Test:

ODOMETER: Before _____ After _____

Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

During Road Test:

Drive on a legal roadway with road conditions permitting evaluation of the following:

- ☐ Engine Performance: Cold start, idle quality
- ☐ HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- ☐ Radio, cassette and CD player (regular, steering wheel and rear controls)
- ☐ Steering wheel – center position
- ☐ Steering for leads, pulls, vibration at idle, vibration while driving
- ☐ Wipers, delay and washers (front and rear)
- ☐ Brakes for noise, pulls, vibration or shudder at both high and low speeds
- ☐ Unusual wind noise
- ☐ Unusual noises/vibrations
- ☐ Squeaks and rattles
- ☐ Transfer case or TAPshift function (if equipped)
- ☐ Cruise/adaptive cruise (if equipped)
- ☐ OnStar for connectivity (if equipped)
- ☐ Transmission shifter, clutch, noise, shift smoothness
- ☐ Engine performance: Hot start, idle quality
- ☐ Check for MIL, SES, SVS, and warning lights

Under Hood:

- ☐ Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts

VOLTAGE_____

DATE _____ **INITIAL** _____

- ☐ Remote hood release, latch and hood safety latch
- ☐ Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- ☐ Hoses, pipes, fittings, seals, gaskets and plugs for seepage
- ☐ Fluid levels: Add as required

Body/Chassis:

- ☐ Doors, locks, keys and keyless entry system
- ☐ Check child safety door/window locks are in normal (unlocked) position (if equipped)
- ☐ Neutral start safety switch (if equipped)
- ☐ Power mirrors (if equipped)
- ☐ Horn
- ☐ Electronic compass/temperature for function. Set compass to correct zone (if equipped)
- ☐ Seat belts: material, operation and latches
- ☐ Child Comfort Guide – elastic cord visible (if equipped)
- ☐ Removable top/panel, convertible top
- ☐ Displays, gauges and lights (head, driving/fog tail, parking, turning, reverse, running, brake, and hazard)
- ☐ Trunk safety release (if equipped)
- ☐ Fit/function/retention of parts such as bumpers, molding, grille, emblems, doors, deck lid, hood, fuel door and locking cap, tailgate, tire carrier and hatches (if equipped)

Under Vehicle:

- ☐ Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages and hoses
- ☐ Brake/fuel lines secured in clips
- ☐ Check all fluid systems for leaks

Final Inspection & Preparation:

Perform just prior to delivery.

- ☐ Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- ☐ Install floor mats (if equipped)
- ☐ Thorough exterior wash and dry; check for water leaks
- ☐ Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- ☐ Erase all messages on voice recorder (if equipped)
- ☐ Reset fuel economy readings
- ☐ Set clock/calendar to local time
- ☐ Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- ☐ Thoroughly clean all glass surfaces

Certification: I certify that this Pre-Delivery Inspection has been completed by:

093

Technician (Print Name) _____ Service Manager (Signature) _____ Date _____

GMC

HUMMER

General Motors Business Resource Center

FAX

FROM

From: Keith Varnadore
Company:
Fax: 8037919286
Phone:

TO

To: Dianna Barber
Fax: 866-554-4011
Phone: 866-790-5700 ext. 21116
E-mail:

CC:

52309418
482943

NOTES:



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

VIA FAX ONLY

September 17, 2008

Keith Varnadore
LOVE CHEVROLET COMPANY
PO BOX 8387
COLUMBIA, SC 29202-8387

RE: [redacted]
Service Reque[redacted]M Case No. [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S95[redacted]
Customer Relationship Specialist: Dianna Barber

Dear Mr. Varnadore:

This is a letter of notification regarding a breach of warranty lawsuit involving the above referenced customer. 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 IMMEDIATELY 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 include a copy of the customer's invoice (repair orders) as the tech notes are sometimes not legible. Request days out of service/days of rental.**

Please fax them IMMEDIATELY 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 ext. 21116** and fax is **866-554-4011** or 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

enterprise

1502 CHARLESTON HWY
WEST COLUMBIA SC 29169-5048

Rental Agreement D602682 - 2642

BILLING DETAIL

Description	Rate	Amount
3 DAYS @	37.50	112.50
SC SURC		9.62
SALES TAX%	7.00	7.87

7-16
3K WARR
Rostell open

Bill To:

LOVE CHEVROLET COMPANY, INC.
ATTN: KEITH**
1255 KNOX ABBOTT DR.
CAYCE-W COLUMBIA, SC 29033

RENTAL INFORMATION

Date Out 7/07/07 9:55AM
Date In 7/09/07 3:10P
Renter [redacted]

Additional Driver

Name
NO OTHER DRIVER PERMITTED

AMOUNT DUE 125.99

RENTAL VEHICLE **CLAIM INFORMATION**

Color GRAYSTN
License No. [redacted]
Claim #/Policy #/P.O. # RO [redacted]
Model 07 SUB1
Unit # [redacted]
Insured
Date of Loss
Type of Loss
Type of Car CHEVROLET
Repair Shop LOVE CHEVROL
Vin # 3GNFC16067G2[redacted]

IMPORTANT INFORMATION

Billing Inquiries Call 803-791-1984
Fed Tax ID # [redacted]
Billing Information RO:482943/PO:304043

THANK YOU FOR YOUR BUSINESS!
PLEASE CALL US FOR YOUR
NEXT RENTAL

Please Return This Portion with Remittance

AMOUNT DUE 125.99

Remit to:

ENTERPRISE LEASING COMPANY-SOU
ATTN: ACCTS RECEIVABLE
101 BUSINESS PK BLVD/STE 1100
COLUMBIA SC 29203-9498

Paid by:

LOVE CHEVROLET COMPANY, INC.
ATTN: KEITH**
1255 KNOX ABBOTT DR.
CAYCE-W COLUMBIA, SC 29033

07/10

Customer#	Rental Agreement	Amount	GPBR
[redacted]	D602682	125.99	2642

[redacted] [redacted] [redacted]

ACCOUNTING

SC [redacted]

B [redacted]

PAGE 1

LOVE GM SERVICE CENTER
P.O. BOX 8387, COLUMBIA, SC 29202
1255 KNOX ABBOTT DRIVE
W. COLUMBIA, SC 29033
TELEPHONE: (803) 794-8001

SERVICE ADVISOR: 190 BRIAN SCHOLL

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT
05	CHEVROLET TRAILBLAZE	1GNDS13S95 [redacted]		36992/36993 T1[illegible]

PROD DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
IS		17:00 14JUL07		89.00	CASH	16JUL07

OPENED	READY	OPTIONS:
2JUL07	13:37 16JUL07	DLR:16467 ENG:4.2_Liter_MFI_DOHC

CODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

RIGHT REAR TAILLAMPS INOP
BULB BURNT OUT
760 BULBS, STOP, TAIL, AND TURN LAMP (RIGHT)
REPLACE

313	W94	0.00	0.20	200	1474			14.74	14.74
1 12450108 BULB				175	245	0	3.51	2.45	2.45
1 WRP WARR RETURN PART				1	1	0	0.01	0.01	0.01
-1 WRP WARR RETURN PART				-1	-1	0	0.01	0.01	-0.01
2 9421330 BULB				74	104	0	0.74	0.52	1.04
1 16532713 BOARD				1468	2055	0	25.72	20.55	20.55
1 WRP WARR RETURN PART				1	1	0	0.01	0.01	0.01
1 88909754 FUSE KIT				127	178	0	2.50	1.78	1.78
2 12450108 BULB				350	490	0	3.51	2.45	4.90
-1 WRP WARR RETURN PART				-1	-1	0	0.01	0.01	-0.01

FC: 6C
PART#: 12450108
COUNT: [illegible]
CLAIM TYPE:
AUTH CODE: [illegible]
OJ

				2194	3072	TPARTS			
				200	1474	TLABOR			

RIGHT REAR BREAK LIGHT INOP REPLACED PASSENGER SIDE BREAK LIGHT
LB WORKING PROPERLY
FRONT SHOCK IS LEAKING
HOCK LEAKING
SHOCK ABSORBER, FRONT RIGHT REPLACE

313	W94	0.78	0.70	700	5160			51.60	51.60
15198894 W-ABSORBER				4704	6586	0	94.08	65.86	65.86
1 WRP WARR RETURN PART				1	1	0	0.01	0.01	0.01
-1 WRP WARR RETURN PART				-1	-1	0	0.01	0.01	-0.01

FC: 2K
PART#: 15198894
COUNT: 1

DATE PAID	CREDIT MEMO #	AMT. PAID

ACCTG CERT. PAID PARTS RETURN

DEALER AUTHORIZATION
DATE 7-17-07
AUTHORIZATION 0090 (A) E P (B) G
SIGNATURE

DEALER AUTHORIZATION
DATE 7-17-07
AUTHORIZATION 0090 (A) E P B (G)
SIGNATURE

STATEMENT OF DISCLAIMER
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CUSTOMER SIGNATURE

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

ACCOUNTING 2 COPY

[redacted]

ACCOUNTING

LOVE GM SERVICE CENTER
P.O. BOX 8387, COLUMBIA, SC 29202
1255 KNOX ABBOTT DRIVE
W. COLUMBIA, SC 29033
TELEPHONE (803) 794-9001

SC [redacted]

PAGE 2

SERVICE ADVISOR: 190 BRIAN SCHOLL

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT
05	CHEVROLET TRAILBLAZE	1GNDS13S95[redacted]		36992/36993

PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05 JS		17:00 14JUL07		89.00	CASH	16JUL07

OPENED	READY	OPTIONS:
02JUL07 13:37	16JUL07	DLR:16467 ENG:4.2_Liter_MFI_DOHC

CODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		CLAIM TYPE:								
		AUTH CODE: A								
		VN								
					4704	6586	TPARTS			
					700	5160	TLABOR			

RIGHT FRONT SHOCK LEAKING REMOVED RIGHT FRONT TIRE, REMOVED FRONT STRUT, REMOVED SHOCK FROM SPRING, REPLACED WITH NEW SHOCK, INSTALLED STRUT ON RIGHT FRONT OF VEHICLE, REINSTALLED RIGHT FRONT

R REAR DOOR WEATHERSTRIPS ARE COMING LOOSE, SEEM TO SHORT LOOSE

105 WEATHERSTRIP FRONT AND REAR SIDE DOOR UPPER
AUXILIARY RIGHT ALIGN OR REPLACE

313	W94	0.00	0.20	200	1474				14.74	14.74
1	15205661	WEATHERST		2545	3563	0	43.14		35.63	35.63
1	WRP	WARR RETURN PART		1	1	0	0.01		0.01	0.01
-1	WRP	WARR RETURN PART		-1	-1	0	0.01		0.01	0.01

FC: 2W
PART#: 15205661
COUNT: 1
CLAIM TYPE:
AUTH CODE: A
ON

106 WEATHERSTRIP FRONT AND REAR SIDE DOOR UPPER
AUXILIARY LEFT ALIGN OR REPLACE

313	W94	0.00	0.20	200	1474				14.74	14.74
1	15205660	WEATHERST		2685	3759	0	45.55		37.59	37.59
1	WRP	WARR RETURN PART		1	1	0	0.01		0.01	0.01
-1	WRP	WARR RETURN PART		-1	-1	0	0.01		0.01	0.01

FC: 2W
PART#: 15205660
COUNT: 1
CLAIM TYPE:
AUTH CODE: A

DATE PAID	CREDIT MEMO #	AMT. PAID

ACCTG. CORR. POSTED	PARTS RETURN

TIONS:

STATEMENT OF DISCLAIMER
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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	

[redacted]

[redacted]

ACCOUNTING

[redacted]

N, SC [redacted]

[redacted]

PAGE 3

LOVE
Genuine Government
LOVE GM SERVICE CENTER
P.O. BOX 8387, COLUMBIA, SC 29202
1255 KNOX ABBOTT DRIVE
W. COLUMBIA, SC 29033
TELEPHONE: (803) 794-9001

SERVICE ADVISOR: 190 BRIAN SCHOLL

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT
05	CHEVROLET TRAILBLAZE	1GNDS13S9[redacted]		36992/36993

PROD DATE	WARR. EXP.	PROMISED	RATE	PAYMENT	INV
05 IS		17:00 14JUL07	89.00	CASH	16JUL07

OPENED	READY	OPTIONS:
02JUL07	13:37 16JUL07	DLR:16467 ENG:4.2_Liter_MFI_DOHC

CODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
ON										
					5230	7322	TPARTS			
					400	2948	TLABOR			

INNER REAR DOOR WEATHERSTRIPS COMING LOOSE REPLACED BOTH REAR
DOOR WEATHERSTRIPS
DRIVERS ARMREST SEEMS TO BE PULLING LOOSE WHEN PULLING
BROKEN
C3321 ARMREST, FRONT DOOR LEFT R&R OR REPLACE

	989	W94	0.55	0.30	540	2211			22.11	22.11
1	15109982	F-ARMREST			3178	4449	0	55.75	44.49	44.49

FC: 1D
PART#: 15109982
COUNT: 1
CLAIM TYPE:
AUTH CODE: A
ON

					3178	4449	TPARTS			
					540	2211	TLABOR			

HANDLE BROKEN REPLACED DRIVERS DOOR HANDLE
SEAT TRACK COVERS BROKE ON BOTH SEATS
COVERS BROKEN
C6576 COVER, FRONT SEAT TRACK ONE REPLACE

	315	W94	0.03	0.20	200	1474			14.74	14.74
1	89042221	COVER			1030	1442	0	18.07	14.42	14.42
1	89042242	COVER			1051	1471	0	18.44	14.71	14.71
1	WRP WARR RETURN PART				1	1	0	0.01	0.01	0.01
-1	WRP WARR RETURN PART				-1	-1	0	0.01	0.01	-0.01

FC: 1D
PART#: 89042221
COUNT: 2
CLAIM TYPE:
AUTH CODE: A
VB

					2081	2913	TPARTS			

DATE	DATE PAID	CREDIT MEMO #	AMT. PAID

POSTED	ACCTG. CORR. POSTED	PARTS RETURN

INSPECTIONS:

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]

ACCOUNTING

[redacted]

LOVE GM SERVICE CENTER
P.O. BOX 8387, COLUMBIA, SC 29202
1255 KNOX ABBOTT DRIVE
W. COLUMBIA, SC 29033
TELEPHONE: (803) 794-9001

[redacted]

PAGE 4

SERVICE ADVISOR: 190 BRIAN SCHOLL

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT
05	CHEVROLET TRAILBLAZE	1GNDS13S952[redacted]		36992/36993

PROMISED	W/ARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV.
		17:00 14JUL07		89.00	CASH	16JUL07

ORDERED	READY	OPTIONS: DLR:16467 ENG:4.2_Liter_MFI_DOHC
12JUL07	12:37 16JUL07	

CODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						200		1474 TLABOR		

SEAT TRACK COVERS BROKE ON BOTH SEATS REPLACED BOTH DRIVER AND
SEAT TRACK COVERS
WEATHERSTRIP AROUND LICENSE POCKET IS WARPED
SEAL LOOSE
9990 MOLDING AND/OR POCKET, LICENSE PLATE - R&R
OR REPLACE
31 W34 0.04 0.70 700 5160 51.60 51.60
1 15170981 SEAL 584 818 0 9.90 8.18 8.18
1 WRP WARR RETURN PART 1 1 0 0.01 0.01 0.01
1 WRP WARR RETURN PART -1 -1 0 0.01 -0.01 -0.01
FC: 2W
PART#: 15170981
COUNT: 1
CLAIM [redacted]
AUTH CODE: A
ON

584 818 TPARTS
700 5160 TLABOR

WEATHERSTRIP AROUND LICENSE POCKET IS WARPED REPLACED
SEAL AROUND LICENSE POCKET
REAR TAIL LIGHTS INOP
ARE PINCHED
6513 WIRING AND/OR CONNECTOR EXTERIOR LIGHTING
REPAIR OR REPLACE
425 VARHALAK,GARY LIC#: 425
0.15 0.50 1200 3686 36.86 86.85
1 19168445 SPLICE KT 415 581 0 8.30 5.81 5.81
1 88914[redacted] HOUSE 253 354 0 4.44 3.54 3.54
FC: 7R
PART#: 19168445
COUNT: 1
CLAIM [redacted]
AUTH CODE: A
ON 12JUL07 01:08:05 N0760

DATE PAID	CHECK/MEMO#	AMT. PAID

ACCT'G COMP. POSTED	PARTS RETURN

OPTIONS:

STATEMENT OF DISCLAIMER

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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	[redacted]

ACCOUNTING 2 COPY

[redacted]

ACCOUNTING

PAGE 5

LOVE GM SERVICE CENTER
P.O. BOX 8387 COLUMBIA, SC 29202
1255 KNOX ABBOTT DRIVE
W. COLUMBIA, SC 29033
TELEPHONE: (803) 794-9001

SERVICE ADVISOR: 190 BRIAN SCHOLL

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT
05	CHEVROLET TRAILBLAZE	1GNDS13S95[redacted]		36992/36993

PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV.
		17:00 14JUL07		89.00	CASH	16JUL07

OPTIONS: DLR:16467 ENG:4.2_Liter_MFI_DOHC

JUL07 16JUL07

CODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
OJ										
					668	935	TPARTS			
					1200	3686	TLABOR			

FOUND WIRE FOR TAG LAMPS PINCHED IN TAILGATE. PERFORMMED DIAG AND
PARK LAMP FUSE BLOWN.GROUNDED WIRE ON CIRCUIT 2509 BRN WIRE
WIRING AND FOUND SHORT INSIDE TAILGATE FOR TAG LAMPS NEAR
C901 REPAIRED WIRING AND REPLACED FUSE.
LAMPS INOP
GROUNDED
WIRING AND/OR CONNECTOR EXTERIOR LIGHTING
REPAIR OR REPLACE

216		0.05	0.50	1100	3686			36.86	36.86

FC: COUNT: 0
CLAIM TYPE
AUTH CODE
OJ

Back flag repair concern Comeback 4 per Brian

-3686 JE0801

8-14-07

					0	0	TPARTS		
					1100	3686	TLABOR		

TAG LIGHTS OK FOUND TAG LIGHTS SHORTED REPAIRED SHORT AND
BULBS AND HOUSINGS THEY WORK FINE NOW
RENTAL DUE TO SAFETY CONCERN
RENTAL
DAYS RENTAL
999 SUBLET LIC#: 999

		0.00	0.00	0	0			0.00	0.00

FC: 96 PARTS COUNT: 0
CLAIM TYPE
AUTH CODE: AG
MA

					0	0	TPARTS		
					0	0	TLABOR		

ENTERPRISE RENTAL
PO#304043

					12599	12599		125.99	125.99

DATE PAID	CREDIT MEMO #	AMT. PAID

ACCTG. CORR. POSTED	PARTS RETURN

INSTRUCTIONS:

STATEMENT OF DISCLAIMER

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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	

ACCOUNTING 2 COPY

[redacted]

ACCOUNTING

[redacted]

LOVE GM TRAVEL CENTER
P.O. BOX 8382, COLUMBIA, SC 29202
1255 KNOX ABBOTT DRIVE
W. COLUMBIA, SC 29033
TELEPHONE: (803) 794-9001

[redacted]

PAGE 6

SERVICE ADVISOR: 190 BRIAN

YEAR	MAKE/MODEL	VIN	LICENSE
05	CHEVROLET TRAILBLAZE	1GNDS13S95[redacted]	[redacted]

PROMISED	P.O. NO.	RATE	PAYMENT
17:00 14JUL07		89.00	CASH

OPTIONS: DLR:16467 ENG:4.2_Liter_MFI_DOHC

16JUL07

15JUL07

YOUR COMPLETE SATISFACTION IS OUR GOAL

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY 7:30 - 6:00
SATURDAY - 8:00 - 2:00

START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10:[illegible]	10:06	0.03	W	313	F E C B A	
10:58	10:59	0.01	W	313	F	
11:[illegible]	12:[illegible]	0.78	W	313	E	
14:[illegible]	[illegible]:14	0.00	W	313	C	
09:[illegible]	[illegible]:12	0.03	W	313	E	
10:[illegible]	10:17	0.05	W	216	H	
10:[illegible]	[illegible]	0.55	W	989	D	
11:03	11:12	0.15	W	425	G	

SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
25780	13403		48000	26095	18639	
12599	12599	304043	26300	6807 ~~64493~~	*******	

SALE & COMP TOTALS 36278 64493 0

TAX PAID	CREDIT MEMO #	AMT. PAID
5-8-07	9147	861.52
9-7-07	9242	46.21

Antibiotic Neora Injection

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CUSTOMER SIGNATURE

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

ACCOUNTING 2 COPY

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

VIA FAX ONLY

September 17, 2008

Keith Varnadore
LOVE CHEVROLET COMPANY
PO BOX 8387
COLUMBIA, SC 29202-8387

RE: [redacted]
Service Request: [redacted], GM Case No. [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S952[redacted]
Customer Relationship Specialist: Dianna Barber

Dear Mr. Varnadore:

This is a letter of notification regarding a breach of warranty lawsuit involving the above referenced customer. 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 **IMMEDIATELY** 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 include a copy of the customer's invoice (repair orders) as the tech notes are sometimes not legible. Request days out of service/days of rental.**

Please fax them **IMMEDIATELY** 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 ext. 21116 and fax is 866-554-4011** or 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

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 11/11/06
PROCESSING SOURCE: CHEVROLET 14:15:00
PAGE: 1

VIN: 1GNDS13S9 523[redacted] SELLG SCE: 13 MDL YR: 05 ORD NO: HZTH5Z

ODATE: 03/03/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 16355
DDATE: 09/20/05 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 09/20/05 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: [redacted]
TRD DOE:
SRVC IN: GASTON SC [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 16355	[redacted]	09/21/05	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 16355	[redacted]	09/21/05	39.25	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	13 16355	[redacted]	09/21/05	1,309.00	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
SFR	01	13 16355	[redacted]	09/30/05	100.00	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: VEND INC MEMO NO: [redacted] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: A

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 11/11/06
PROCESSING SOURCE: CHEVROLET 14:15:00
PAGE: 2

VIN: 1GNDS13S9 52[redacted] SELLG SCE: 13 MDL YR: 05 ORD NO: HZTH5Z

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
SFS	01	13 16355	[redacted]	09/30/05	20.00	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: VEND INC MEMO NO: 2004796 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: A

RCMPR028 VEHICLE EVENT SELECTION 11/11/06
PROCESSING SOURCE: CHEVROLET 14:13:39
PAGE: 1

VIN: 1GNDS13S9 52[redacted] SELLG SCE: 13 MDL YR: 05 ORD NO: HZTH5Z
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCTV APPLICATN	13 16355	[redacted]		10/05/05	SFR	100.00	
INCTV APPLICATN	13 16355			10/05/05	SFS	20.00	
INCENTIVE MEMO	13 16355			09/30/05	SFR	100.00	
INCTV PAYMENT	13 16355			09/30/05	SFR	100.00	
INCENTIVE MEMO	13 16355			09/30/05	SFS	20.00	
INCTV PAYMENT	13 16355			09/30/05	SFS	20.00	
INCENTIVE MEMO	13 16355			09/21/05	GFP	1,309.00	
INCTV PAYMENT	13 16355			09/21/05	GFP	1,309.00	
INCTV APPLICATN	13 16355			09/21/05	GFP	1,309.00	
INCENTIVE MEMO	13 16355			09/21/05	FFC	39.25	
INCTV PAYMENT	13 16355			09/21/05	FFC	39.25	
INCTV APPLICATN	13 16355			09/21/05	FFC	39.25	
INCENTIVE MEMO	13 16355			09/21/05	CSE	2,500.00	
INCTV PAYMENT	13 16355			09/21/05	CSE	2,500.00	
INCTV APPLICATN	13 16355			09/21/05	CSE	2,500.00	
DELIVERY D.O.E.	13 16355			09/20/05		0.00	
DELIVERY TO CUS	13 16355			09/20/05		0.00	
EXPIRATION TRAN	13 16355			04/03/05		0.00	
SETTLEMENT DATE	13 16355			04/02/05		26,234.33	CR
ORIGINAL INVOIC	13 16355			03/22/05		26,234.33	
COV/NVIS DATE	13 16355			03/22/05		0.00	
SHIPMENT DATE	13 16355			03/22/05		0.00	
PRODUCTION (BUI	13 16355			03/22/05		0.00	
PREFERENCE TO P	13 16355			03/08/05		0.00	
GM ORDER ACCEPT	13 16355			03/03/05		0.00	
GM ORDER ACCEPT				03/03/05		0.00	

2005 TRAILBLAZER LS 2WD
67U SILVERSTONE METALLIC /L6G
28H LIGHT GRAY
ORDER NO. HZTH5Z/TRE STOCK NO.
VIN 1GN DS13 S9 52[redacted]

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

**********13*16355S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CS15506 TRAILBLAZER LS 2WD	26465.00	23950.83
C4D GVW RATING - 5550 LBS	N/C	N/C
DT4 ASHTRAY AND LIGHTER	30.00	25.80
FE9 50-STATE EMISSIONS	N/C	N/C
GU6 REAR AXLE 3.42 RATIO	N/C	N/C
LL8 VORTEC 4200 SFI I6	0.00	0.00
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C
1SB LS PREFERRED EQUIPMENT GROUP 2	1185.00	1019.10
* POWER MIRRORS, HEATED		
* FLOOR MATS, FRONT & REAR		
* REAR WINDOW DEFOGGER		
* DEEP TINTED GLASS		
* BODY SIDE MOLDING		
* LUGGAGE RACK CROSS BARS		
* TRAILER WIRING CONNECTOR		
* REMOTE KEYLESS ENTRY		
* THEFT DETERRENT SYSTEM		

RETAIL - STOCK	
INVOICE	03/22/05
SHIPPED	03/22/05
EXP I/T	04/03/05
INT COM	04/04/05
PRC EFF	03/22/05
KEYS	S278A S278A
WFP-S QTR	OPT-1
BANK: GMAC - 023	
CHG-TO	16-355
SHIP WT:	4279
HP:	32.1
GVWR:	5550
GAWR.FT:	2950
GAWR.RR:	3200
GMS:	24925.33
SUPPLR:	26043.59
MRM:	28365.00
NTR:	1/2
DAN:	NBB
MEMO	1309.00

TOTAL MODEL & OPTIONS	27680.00	24995.73	ACT 237	24850.33
DESTINATION CHARGE	685.00	685.00	H/B 261	830.40
LAM DEALER CONTRIBUTION		276.80	ADV 261	276.80
LAM GROUP CONTRIBUTION		276.80	EXP 65A	276.80
TOTAL	28365.00	26234.33	PAY 310	26234.33

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 25006.95

****

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

****

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

HERNDON CHEVROLET, INC.

REMIT TO GMAC NO. 023
VIN 1GNDS13S95[redacted]
$ 26234.33 INV [redacted]
DUE 04/04/05 DEALER 16-355

December 12, 2017

[redacted]
Canton, OH [redacted]

Service Request: [redacted]

Dear [redacted]

Thank you again for making us aware of the situation with your 2005 Chevrolet TrailBlazer. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

As a Chevrolet customer, BBB AUTO LINE is available to you at no cost. The BBB AUTO LINE program is discussed in your vehicle□s □Warranty and Owner Assistance Information Booklet.□

To contact the BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website by visiting www.dr.bbb.org/goauto.

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

December 12, 2017

[redacted]
Cleveland, OH [redacted]

Service [redacted]
Customer Relationship Specialist: Megan Dyck

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 2002 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S222[redacted], is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on October 29, 2008 and ending on October 29, 2009, and begins with 78,000 miles and ends with 90,000 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.

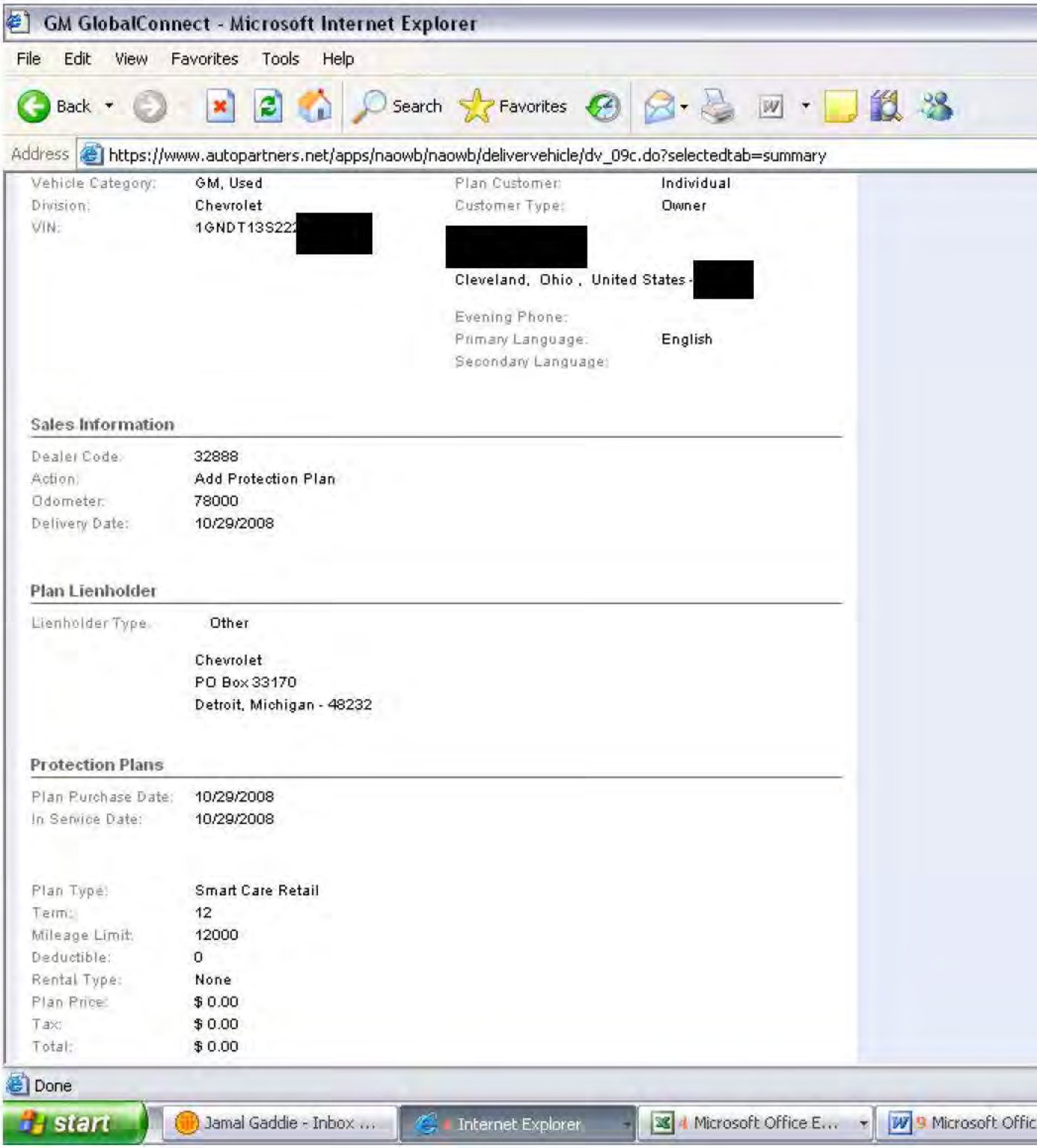
If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy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

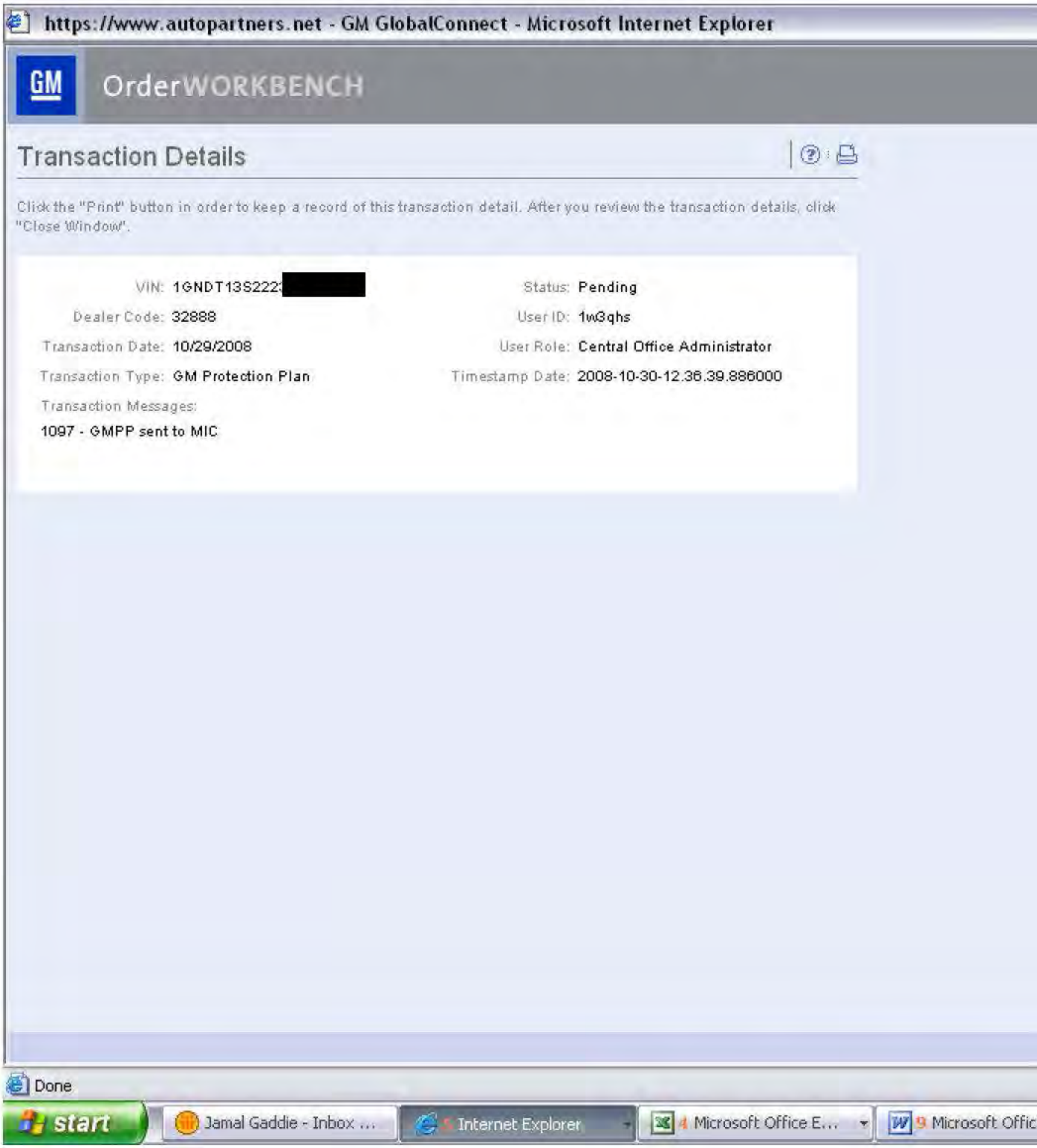
Thank you for allowing us the opportunity to assist you.

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.


GM GlobalConnect - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://www.autopartners.net/apps/naowb/naowb/delivervehicle/dv_09c.do?selectedtab=summary
Vehicle Category: GM, Used
Division: Chevrolet
VIN: 1GNDT13S22
Plan Customer: Individual
Customer Type: Owner
Cleveland, Ohio , United States -
Evening Phone:
Primary Language: English
Secondary Language:
Sales Information
Dealer Code: 32888
Action: Add Protection Plan
Odometer: 78000
Delivery Date: 10/29/2008
Plan Lienholder
Lienholder Type: Other
Chevrolet
PO Box 33170
Detroit, Michigan - 48232
Protection Plans
Plan Purchase Date: 10/29/2008
In Service Date: 10/29/2008
Plan Type: Smart Care Retail
Term: 12
Mileage Limit: 12000
Deductible: 0
Rental Type: None
Plan Price: $ 0.00
Tax: $ 0.00
Total: $ 0.00
Done
start
Jamal Gaddie - Inbox ...
Internet Explorer
Microsoft Office E...
Microsoft Offic


https://www.autopartners.net - GM GlobalConnect - Microsoft Internet Explorer
GM
OrderWORKBENCH
Transaction Details
Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".
VIN: 1GNDT13S222[redacted]
Dealer Code: 32888
Transaction Date: 10/29/2008
Transaction Type: GM Protection Plan
Transaction Messages:
1097 - GMPP sent to MIC
Status: Pending
User ID: 1w3qhs
User Role: Central Office Administrator
Timestamp Date: 2008-10-30-12.36.39.886000
Done
start
Jamal Gaddie - Inbox ...
Internet Explorer
Microsoft Office E...
Microsoft Offic

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: CYNTHIA SUNIGA

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

Vehicle VIN: 5gads13s64[redacted]

Date: December 24, 2008

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL □ WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$0.00	1	Down Pmt / Cap Cost Reduction	$4,000.00
2	Use ONLY one of the 4 methods in this column or		2	Accessories	$0.00	2	Pmts (includes 1st month if lease)	$20,838.75
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$0.00	3	Reg/Lic/Title Fees (leases only)	$227.00
4			4	Document Fees	$0.00	4	Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	Aftermarket Items	$0.00	5	Other-Explain	$0.00
6	Base Price/Total Repurch Price	$0.00	6	Sales Tax	$0.00	6	Other-Explain	$0.00
7	Mileage	0	7	License Fee	$0.00	7	Other-Explain	$0.00
8	Denominator	100,000	8	Tire Fee	$0.00	8	Other-Explain	$0.00
9	**Usage**	**$0.00**	9	Service Contract	$0.00	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$0.00**	10	**Total Additions**	**$25,065.75**
11	**B. USAGE - NEGOTIATED**	$0.00	11			11		
12			12	□**Usage/Depreciation**	**$0.00**	12	□**Usage/Depreciation**	**$8,876.22**
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	Aftermarket	$299.00
16	Cents per mile	$0.000	16	Negative Equity	$0.00	16	Payoff Trade	$10,199.00
17	**Usage**	**$0.00**	17	Incentives	$0.00	17	Incentives	$0.00
18			18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$1,695.00
20	**D. USAGE-CALIFORNIA ONLY**		20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21	Base price section-Used when **NOT** financed.		21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**"Actual Price Paid" (Base)**	**$0.00**	22	**Total Deductions**	**$0.00**	22	**Total Deductions**	**$21,069.22**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**$0.00**	24	**Total Refund to Customer**	**$3,996.53**
25	**OR**		25	Loan Payoff good thru 1/16/09	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$21,903.81
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**$0.00**	26	(GMAC□DL quote) good thru 02/25/09	
27	**"Actual Price Paid" (Pmt/Lease)**	**$34,848.56**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$2,500.00
28	Mileage	30,565	28	**Total Repurchase**	**$0.00**	28	**Total Repurchase**	**$28,400.34**
29	Any ext service contract (CA only)	1,695	29	NADA (Legal Only)	$0.00	29	EDMUNDS (Legal Only)	$9,525.00
30	**Usage**	**$8,876.22**	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$7,048.50**
31			31	**Projected Loss**	**$0.00**	31	**Projected Loss**	**$21,351.84**

	PURCHASE PRICE (before t/t/t)	$ 44,471.52		TRADE ALLOWANCE	$ 4,000.00		PURCHASE PRICE	$ -
	MSRP (FROM BARS INVOICE)	$ 36,370.00		PAYOFF OF TRADE	$ 10,199.00		INCENTIVE□(from BARS)	$ -
	DIFFERENCE	$ 8,101.52		DIFFERENCE	$ (6,199.00)		OVERALLOWANCE	$ -
	if positive look for over allowance			if negative□negative equity	$ -		ACTUAL PRICE	$ -
				TRADE ALLOWANCE	$ 4,000.00			
				ACV OF TRADE	$ -		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	$ 4,000.00		Include GM card points	
				ACV□actual cash value			Form Rev. 04/28/2006	

WHAT TO GIVE BACK WHEN DOING A STRAIGHT REPURCHASE

IN ALL CASES, REVIEW STATE LAW TO DETERMINE IF REIMBURSEMENT OF ITEMS ARE NECESSARY.

AFTERMARKET ITEMS - Check lemon law. If not required to be given back, can they be removed without damaging the vehicle? Do you have receipts? Consider depreciating if unable to have them removed. Any additional questions, please consult with TM, local counsel or GM Legal Staff.

BASE PRICE

Base price of vehicle from sales contract
Tax
Registration/ license/ title
Interest (if applicable)
Attorney's fees
Less Usage/Depreciation
Less Incentives (if applicable)
Less Late Charges (if applicable)
Less negative equity IF included in the base price
Less Damage

All Extended service contracts and Gap Insurance should NOT be deducted IF FINANCED. Customer can cancel them and they will be refunded back to the finance institution who will refund any overage back to the customer. (Reason you don't deduct: The customer's total due will be reduced because it is included in the lien payoff)
Do not give back Sales Tax in Illinois
Do not give back finance charges in Minnesota

PAYMENTS (CA, FL & WV)

Down Payment (if applicable)
Payments made by customer
Sales tax, other government fees and aftermarket items listed on the finance contract should not be included because they are part of the payments and payoffs.
Aftermarket items (if being reimbursed) which were purchased after the vehicle was financed, should be separately included.
Trade-in (if applicable)
Attorney Fees
Options regarding extended service contracts - options 1 & 2 preferred as GM may not be able to obtain full credit refund in option 3: 1) If financed, deduct all extended service contracts and Gap Insurance. 2) Reimburse used portion and let customer obtain unused. 3) GMPP only: Give customer back whole amount of the extended service contract, GM to cancel and obtain refund.
Less usage/depreciation
Less Late charges
Less Incentives if included in down payment
Less Negative Equity (if applicable)
Less Damage

LEASE (obtain info below from left-hand column of the lease agreement)

Capital Cost Reduction
Sales Tax
Registration
Aftermarket Items (if not financed, reimburse if cash receipt provided)
Number of Payments
Attorney's fees
Less incentives if used as a portion of the cap cost reduction
Less security deposit
Less Usage/Depreciation
Less Gap/Extended service contract (if included in the lease)
A state lemon law may require GM to cancel a GMPP only and receive the credit. In this instance, the GMPP is NOT deducted.
Less Overmilage
Less Overallowance

Less Late Charges
Less Damage

M [redacted]
San Bernardino, CA [redacted]

SAN BERNARDINO CA 924

29 OCT 2003 PM 5 L

USA FIRST-CLASS FOREVER

OCT 28 2003

BUICK CUSTOMER ASSISTANCE CENTER
P.O. BOX 33136
DETROIT, MI. 48232-5136

48232+5136

October 20, 2008

To: Buick Customer Assistance Center
P. O. Box 33136
Detroit, MI. 48232-5136
1-800-521-7300

From: [redacted]
San Bernardino, Ca. [redacted]
[redacted]

Re: 2004 Buick Rainier
Vin. #5GADS13S642[redacted]

Dear Sirs;

This letter is in regards to the above mentioned vehicle that we purchases new on Oct. 09, 2005 from Inland Valley Pontiac, GMC Buick Inc., 1411 S. "E" St., San Bernardino, Ca. 92408, we have had electrical problems starting at approx. 8,000 miles, certainly at that point and up until the last two incidents every safety issue this car has had and every dangerous problems that we have had with this vehicle have never been properly repaired, starting with the cigarette lighters in Dec. 05', we have had problems with stalling early on in our many safety issues and have taken it into the dealership for repairs and that problem as well has never been properly repaired and problems with our head lights since Feb. 07', this situation happened again for the 3rd time recently (all problems with this vehicle started during the warranty time limits and have never been properly dealt with and or repaired.) and we have been told that they are non-repairable problem per notices that were released by GM i.e.: Document ID: 1878920 dated Dec. 15, 2006 and Document ID: [redacted] dated July 21, 2008. If you look at our records you will see that all problems have had to do with various electrical. WE DO NOT FEEL SAFE IN THIS VEHICLE AND HAVE NOT FELT SAFE FOR OVER TWO YEARS.

This is totally unacceptable to us, the vehicle still stalls and our headlight not only flicker at an idle they flicker as you are going down the freeway in the pitch dark (They go completely off and come back on.). This being problems that are not repairable will indeed be our reason for returning this vehicle to GM, Buick division.

Please advise.

Respectfully yours

[redacted]

FROM THE OFFICE OF BILL MARKLOFF
GENERAL MANAGER

INLAND VALLEY BUICK.PONTIAC.GMC 909-888-6767/FAX#909-381-6657

*FAX * FAX * FAX * FAX * FAX *FAX* FAX* FAX*

PERSON SENDING Bill Markloff

 # PAGES BEING SENT (INCL. THIS PAGE: 29 *DATE* 11-4-08 *TIME* 4:30 PM

ORIGINAL COPY TO FOLLOW? YES ____ *NO* X

REPLY REQUESTED? YES ____ *NO* X

PERSON: V - SPEED

FIRM: GM LEGAL

FAX PHONE # 866-476-8248

MESSAGE:
866-790-5700 x21167

Frost & Bach

Vis [redacted]

NOTE TO RECEIVING OPERATOR :
THIS MESSAGE IS INTENDED ONLY FOR THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTAIL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE TO US AT THE ABOVE ADDRESS VIA THE U.S. POSTAL SERVICE.

(1)

[redacted]

915-0548

[redacted]

WORKORDER

PAGE 1

INLAND VALLEY
PONTIAC GMC BUICK, INC.
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-8787
FAX (909) 381-6657
BAR # AG212196 EPA # CA0066147257

SAN BERNARDINO, CA
HOM[redacted]

SERVICE ADVISOR: 383 CIERO, DAMON E

COACH	YEAR	MAKE/MODEL	VIN	LICENSE	MI. IN/OUT	TAG
	04	BUICK RAINIER	5GADS13S641[redacted]		8203/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 07MAR06		VARIES	CASH	

R.O. OPENED	READY	OPTIONS: STK:41027
07MAR2006 09:00		

Waiter

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	60	W94	CUSTOMER REPORTS THAT THE REAR SEAT PASSENGER SIDE OF BOTTOM APPEARS LOOSE IN MIDDLE AREA-VISABLE WITH DOOR RIGHT REAR DOOR OPEN. C7250
# R	60	W94	CUSTOMER REPORTS THAT THE AUXILLARY OUTLETS HAVE NO POWER. No620 0.5 hr
# C	60	W94	CUSTOMER REPORTS OF WIND NOISE FROM FRONT OF DRIVERS SIDE 2ND DOOR AREA-FRONT WEATHER STRIP WAS COME LOOSE-AGAIN.
# D	60	W94	CUSTOMER REPORTS THAT WHEN VEHICLE IS PARKED ON AN INCLINE-IDLES HIGH. J7952 03
# E	20	W94	CUSTOMER REPORTS THAT WHEN VEHICLE IS STARTED COLD HAS KNOCKING NOISE FROM ENGINE-GOES AWAY ONCE OPERATING TEMPERATURE. NO ABNORMAL NOISE AT THIS TIME
# F	60	W94	CUSTOMER REPORTS THAT WHEN AT 75MPH CRUISE CONTROL

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ____

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge removed in the servicing of your vehicle.

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 the vehicle in case of fire, theft or any other cause beyond your control or for an delay 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.
Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL

ORIGINAL ESTIMATE

$ [redacted]

REVISED EST #	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐IN PERSON	BY
REVISED EST #	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐IN PERSON	BY

APPROVED BY (1) PHONE NO. CALLED (2)

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

TECH COPY

PAGE 03

INLAND VALLEY

9093815657 11/04/2008 13:15

OP CODE	TECH #	OP CODE	HRS	TYP	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION

SOCIAL SECURITY NUMBER

REPAIR

MAR 8 06 13.1

OP CODE	TECH #	OP CODE	HRS	TYP	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION

SOCIAL SECURITY NUMBER

REPAIR

MAR 7 06 13.0

P.O. OR W.O. NO.	EMPL NO	MISC PAY $	LABOR TIME	W-TIME	REPAIR ORDER TIME	OFF
96499	1	0.3		148		3-10 ON

FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

P.O. OR W.O. NO.	EMPL NO	MISC PAY $	LABOR TIME	W-TIME	REPAIR ORDER TIME	OFF
96499	1	1.5		160		3-10 ON

SOCIAL SECURITY NUMBER

REPAIR

MAR 9 06 13.4

FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

148

MAR 9 06 13.24

SOCIAL SECURITY NUMBER

REPAIR

N6620.5 OL# 1.0

860

Pinched Harness at Dash Console

perform Road Test ck. R&R Dash Console CB wires

Repaired Pinched Harness - Repl Fuses

BASE SEAT LEATHER

CAUSE CONTROL

DUAL HEAT/AIR ?

TEMP GAGE (OVER CAB)

PIC. LOUVER (OUTSIDE)

BUG AT BAY DOORS WIND

OIL CHANGE

NOISE WHEN YOU START ENGINE

IDLE ON INCLINE

Rough Idle -

Scan Pcm no codes Found

Fuel Pressure OK - No Buffle Found

at this time -

(2)

[redacted]

SAN BERNARDINO, CA [redacted]
HOME: [redacted]

[redacted]

WORKORDER

PAGE 2

INLAND VALLEY
PONTIAC GMC BUICK, INC.
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-8767
FAX (909) 381-6657
BAR # A2212189 SPA # CAD065147251

SERVICE ADVISOR: 383 CHERO, DAMON E

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	04	BUICK RAINIER	5GADS13S6422[redacted]		8203/	[redacted]

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 07MAR06		VARIES	CASH	

R.O. OPEN ID	READY	OPTIONS: STK:41027
07MAR2006 09:00		

LINE OP CODE TECH TYPE DESCRIPTION/INSTRUCTIONS

SEEMS TO SURGE-NOT UP HILLS FLATLAND

(140)

NPF

****

Preliminary Estimate : $1.00

****

HAZ WASTE UP TO $2.52
PER SERVICE

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

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 the vehicle in case of fire, theft, or any other cause beyond your control or for an delay 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.
Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL $

TEARDOWN ESTIMATE $

ORIGINAL ESTIMATE

$

X
CUSTOMER SIGNATURE

REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY

PHONE NO. CALLED (1) PHONE NO. CALLED (2)

TECH COPY

Copyright 2000 ARI, Inc. [illegible]

INLAND VALLEY

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE	AUTH CODE
		860							

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION - Test Drive vehicle. Cruise is working AS Designed

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE	AUTH CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE	AUTH CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE	AUTH CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE	AUTH CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

(2)

(3)

BOOKED

[redacted]

WORKORDER

PAGE 2

INLAND VALLEY
PONTIAC GMC BUICK, INC.
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AB212198 EPA # CA0861472B7

CUSTOMER #: [redacted]

[redacted]

SAN BERNARDINO CA [redacted]

HOM[redacted] BUS: [redacted]

SERVICE ADVISOR: 903 PETERS,WARREN W

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	04	BUICK RAINIER	5GADG13S64[redacted]		18658/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 03AUG06		VARIES	CASH	

R.O. OPENED	READY	OPTIONS: STK: [redacted]
02AUG2005 17:18		

LINE	OP CODE	TECH.	TYPE	DESCRIPTION/INSTRUCTIONS
# G	60		W94	CUSTOMER STATES AIR CONDITIONING HAS EXTREMELY FOUL ODOR WHEN IN USE
# H	60		W94	CUSTOMER STATES ON HOT DAYS IT TAKES ABOUT 25 MINUTES TO START COOLING DOWN
				HAZ WASTE UP TO $2.00 PER SERVICE

Odor Correction.

Normal Condition.

due To high Temps and humi

W94 Custo- 5 Tons only Getting

16 MPH Check & Advise

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS [ ]

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a seperate charge if removed in the servicing of your vehicle.

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

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 the 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 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. Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL $

TEAR DOWN $

ESTIMATE $

ORIGINAL ESTIMATE

$

X

CUSTOMER SIGNATURE

REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐IN PERSON	BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐IN PERSON	BY

PHONE NO. CALLED (1) PHONE NO. CALLED (2)

TECH COPY

Hyatt 800 ARP, Inc. Service Advisor or Writer

INLAND VALLEY

11/01/2008 15:15 9093815657

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE
6	710								

PARTS TURNED IN

COMPLAINT - Bad Smell in AC Sys.

CAUSE - Accumulation of moisture and bacteria in HVAC

CORRECTION - Case Causing unwanted odors out Vents

Perform HVAC Flusher Correction in HVAC Sys

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAINT -

CAUSE

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAINT -

CAUSE

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

2

(4)

CUSTOMER #: [redacted]

[redacted]

SAN BERNARDINO, CA [redacted]

HOME [redacted]

[redacted]

BUCKED

PAGE 1

INLAND VALLEY
PONTIAC GMC BUICK, INC.
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AC212196 SPA # CAD066147207

SERVICE ADVISOR: 903 PETERS, WARREN W

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	04	BUICK RAINIER	5GADS13S64[redacted]		18658/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 03AUG06		VARIES	CASH	

R.O. OPENED	READY	OPTIONS:
02AUG2006 17:18		STK: [redacted]

LINE	CP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	60		W94	CUSTOMER STATES OIL GAUGE READS BEYOND RIGHT PEG ON FREEWAY
# D	60		CPC	CUSTOMER STATES SPEEDOMETER WILL STICK ON 30 MPH OR OTHER TIMES DROP TO ZERO WHILE DRIVING
# C	60		W94	CUSTOMER STATES RIGHT OUTSIDE REAR VIEW MIRROR INOP
# D	60		W94	CUSTOMER STATES CONSOLE LID SQUEAKS WHILE YOU ARE DRIVING
# E	60		W94	CUSTOMER STATES LEFT REAR DOOR HAS EXCESSIVE WIND NOISE PART ORDERED
# F	60		W94	CUSTOMER STATES REAR HATCH HAS EXCESSIVE WIND NOISE PART HERE

710

HOLDING ON IP C

Cluster here

S.O.P

S.O.P

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

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HAZARDOUS WASTE DISPOSAL $

ORIGINAL ESTIMATE $ 0

TRANSMISSION [redacted]

REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐IN PERSON	BY

PHONE NO. CALLED (1) PHONE NO. CALLED (2)

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

TECH COPY

(4)

HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

COMPLAINT - Oil gage Stuck

CAUSE - defect occured in IP Cluster

CORRECTION - Replace IP Cluster and Reprogram ECU for proper operation

AUG 8 06 14:05

SOCIAL SECURITY NUMBER

REPAIR

HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

COMPLAINT - Rear View mirror inoperative.

CAUSE - defective Rear View mirror RH.

CORRECTION - Replace RH Rear View mirror

SOCIAL SECURITY NUMBER

REPAIR

HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

COMPLAINT - Center Console lid squeeling.

CAUSE - faulty Center Console lid

CORRECTION - Replace Center Console lid.

AUG 8 06 14:06

SOCIAL SECURITY NUMBER

REPAIR

HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

COMPLAINT - wind Noise from LH Rear door

CAUSE - Loose wether Striping around Door LH Rear

CORRECTION - Reinstal wether Striping and Secure it with Striping adhesive and test for noise

AUG 8 06 14:06

SOCIAL SECURITY NUMBER

REPAIR

HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

COMPLAINT -

8-15	710		2.5	1	303	102	

SOCIAL SECURITY NUMBER

REPAIR

(5)

BUCKEL [redacted]

CUSTO. [redacted]
[redacted]
SAN BERNARDINO, CA [redacted]
HOME: [redacted]

WORKORDER

PAGE 1

INLAND VALLEY
PONTIAC GMC BUICK, INC.
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-5557
BAR # AG212196 EPA # CAD[illegible]147257

SERVICE ADVISOR: 903 PETERS, WARREN W

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	04	BUICK RAINIER	5GADS13S642[redacted]		18658/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 08AUG06		VARIES	CASH	

R.O. OPENED	READY	OPTIONS:
08AUG2006 16:57		STK [redacted]

LINE OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 63		W94	INSTALLED EXCHANGE CLUSTER AND HAS INTERNAL FAILURES SEE RO 102303 JOB A

HAZ WASTE UP TO $2.62
PER SERVICE

Copy ATTACHED. CODE B 102303
18658 miles
8-2-06

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

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 the vehicle in case of fire, theft or any other cause beyond your control or for an delay 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.
Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL $
TEARDOWN
ESTIMATE $

ORIGINAL ESTIMATE
$

X SEE RO 102303 For Signature
CUSTOMER SIGNATURE

REV SED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY

PHONE NO. CALLED (1) PHONE NO. CALLED (2)

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 8:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

TECH COPY

INLAND VALLEY

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE
					70				

PARTS TURNED IN

COMPLAINT - open to stall

CAUSE - intermittent

CORRECTION - Replace B pump

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE
					8'0				

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

11/01/2008 15:15 9093815657

6

(6)

[redacted]

CUSTOMER # [redacted]

WORKORDER

PAGE 1

INLAND VALLEY
PONTIAC GMC BUICK, INC.
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6957
BAR # AG312136 EPA # CAD0361472[illegible]

SAN BERNARDINO CA [redacted]
HOME [redacted] BUS [redacted]
CELL [redacted]

SERVICE ADVISOR: 383 CHERO DAMON E

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	04	BUICK RAINIER	5GADS13864[redacted]		30565/	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 15FEB07		VARIES	CASH	

R.O. OPENED	READY	OPTIONS:
12FEB2007 07:50		STK[redacted]

LINE OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 40	685	W94	CUSTOMER REPORTS THAT THE ACELERATOR WILL P-UP SPEED AT TIMES WHILE DRIVING ON ITS OWN & WILL COME BACK TO NORMAL ON ITS OWN.
# B 60	954	W94	CUSTOMER REPORTS THAT THE DRIVERS SIDE FRONT POWER SEAT WILL MOVE BACK & FORTH ON ITS OWN WHILE DRIVING-SCARY WILL GO ALL THE WAY BACK OR ALL THE WAY FORWARD-PUSHING DRIVER AGAINST STEERING WHEEL.
# C 60		W94	CUSTOMER REPORTS THAT THE LIGHTS WILL TURN OFF WHILE DRIVING AT NIGHT-WILL NOTICE MOST GUAGE WILL PEG IN BOTH DIRECTIONS & WILL COME BACK ON.
# D 60		W94	CUSTOMER REPORTS THAT WHILE DRIVING THE ON-STAR WILL BE ACTIVATED-UNIDENTIFIED CALLER-ONSTAR RESPONDS.
# E 60		W94	CUSTOMER REPORTS THAT THE POWER ACC. OUTLET IS NOT WORKING IN FRONT.

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

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 the vehicle in case of fire, theft or any other cause beyond your control or for an delay 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. Subject to conditions on reverse side of this contract.

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. 6:00 P.M.
SATURDAY
8:00 A.M. 6:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

HAZARDOUS WASTE DISPOSAL

ORIGINAL ESTIMATE

$ [redacted]

"DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS"
I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written quotation prior for parts and labor:

Name of Designee: _____ Phone Number: _____
Sex Number: _____ E-Mail Address: _____
Date: _____

(Customer's Signature)

REVISED EST #	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY
				CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY

PHONE NO. CALLED (1) TECH COPY PHONE NO. CALLED (2)

[illegible] 2000 ADP, Inc. SERVICE WORKORDER [illegible]

PAGE 13

INLAND VALLEY

9393815657

11/01/2008 15:5

0.3 hrs 6PS

Warranty Claim Code 10 BAE

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE
		61-2	.4			70	2001		

PARTS TURNED IN

CAUSE -

CORRECTION - Scan loads no codes or failure recorded
Update scan w/ new program sheet attached

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE
	954								

PARTS TURNED IN

COMPLAINT - Drivers seat front seat runs backwards

CAUSE - Unable to duplicate

CORRECTION - Road test, unable to duplicate, No Faults codes
In Driver seat module. No repair

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE
C	954								

PARTS TURNED IN

COMPLAINT - Lights will turn off, volt gauge jogs.

CAUSE - Unable to duplicate

CORRECTION - Road test, No DTC's present, Check Alt
output 14.2 @ 99 Amps No repair made

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE
D	954								

PARTS TURNED IN

COMPLAINT - Onstar activates by itself

CAUSE - unable to duplicate

CORRECTION - No DTC, Perform service call guidelines
location, customer info etc... No repair made

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE
E	954								

PARTS TURNED IN

COMPLAINT - Power outlet not working

CAUSE - fuse blown

CORRECTION - Rpl I.P. B Fuse

RECEIVED
FEB 2 2007

1100-33

0.7

2-15

6PS

(5)

[redacted]

WORKORDER

PAGE 2

INLAND VALLEY
PONTIAC GMC BUICK, INC.
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AB212183 EPA # CA0068147207

CUSTOMER # [redacted]
SAN [redacted]
HOME [redacted] BUS [redacted]
CELL [redacted]

SERVICE ADVISOR: 383 CHERO, DAMON E

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	04	BUICK RAINIER	5GADS13S6422[redacted]		30565/	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
09OCT05 TS			17:00 15FEB07		VARIES	CASH	

R.O. OPENED	READY	OPTIONS: STK: [redacted]
12FEB2007 07:50		

LINE	OP CODE	TECH.	TYPE	DESCRIPTION/INSTRUCTIONS
# 3	60	940	W94	CUSTOMER REPORTS THAT TH EPOWER ACC. IN REAR SEAT AREA HAS NO POWER.
# G	60		W94	CUSTOMER REPORTS OF WIND NOISE FROM DRIVERS SIDE FRONT DOOR AT SPEEDS OF 35MPH & ABOVE-SEE HISTORY.
# H	60		W94	CUSTOMER REPORTS THAT THE DRIVERS SIDE FRONT SEAT BOTTOM & SIDE OF SEAT BACK LEATHER IS GETTING LINES & APPEARS LINE MAY SPLIT ADVISE.
# I	60		W94	CUSTOMER REPORTS THAT THE PASSENGER SIDE FRONT SEAT BOTTOM & OUTSIDE OF SEAT BACK COVERS ARE GETTING LINES & APPEAR MAY SPLIT.
# J	RENT		W94	RENTAL CAR

****

Preliminary Estimate : $1.00

****

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

SAVE PARTS ☐

HAZARDOUS WASTE DISPOSAL* which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 8:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD • VISA
AMERICAN EXPRESS
DISCOVER

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee: _____ Phone Number: _____
Number: _____ E-Mail Address: _____
Date: _____
(Customer's Signature)

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 the vehicle in case of fire, theft or any other cause beyond your control or for an delay 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. Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL $

TEARDOWN ESTIMATE $

ORIGINAL ESTIMATE

$

X

CUSTOMER SIGNATURE

REVISED EST #	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY
REVISED EST #	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY

PHONE NO. CALLED (1) | PHONE NO. CALLED (2)

TECH COPY

Right 2000 ASP, Inc. SERVICE INCORPORATED Rev. 03/02

INLAND VALLEY

9393815657

11/04/2008 16:15

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE
F	959								

PARTS TURNED IN

COMPLAINT - New ACC power seat

CAUSE -

CORRECTION - See line E.

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE
G	959								

PARTS TURNED IN

COMPLAINT Wind noise Driver door

CAUSE -

CORRECTION - Found to be excessive amount of wind & road noise. Inspect weather strip, glass, regulator

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE
H									

PARTS TURNED IN

COMPLAINT - Driver seat leather has lines

CAUSE - Normal wear of leather seats

CORRECTION - No repair made

Ft material, rpr's could cause these repairs to be made

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE
I									

PARTS TURNED IN

COMPLAINT - Pass seat leather has lines

CAUSE -

CORRECTION - See line H

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

17

(8)

[redacted]

WORKORDER

PAGE 1

INLAND VALLEY
PONTIAC GMC BUICK, INC.
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 361-0057
BAR # AG21 2195 SPA # CA5000147207

CUSTOMER # [redacted]
[redacted]
SAN BERNARDINO, CA [redacted]
HOME: [redacted] BUS: [redacted]
CELL: [redacted]

SERVICE ADVISOR: 371 PETTY, JOSHUA G

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	04	BUICK RAINIER	5GADS13S642 [redacted]		33662/	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 08JUN07		VARIES	CASH	

R.O. OPENED	READY	OPTIONS:
08JUN2007 12:55		STK:41027

LINE OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 65		W94	CUSTOMER STATES THAT, 2 WEEKS AGO WHEN DRIVING DRIVERSIDE POWER SEAT WHEN ALL THE WAY FORWARD, THEN ALL THE WAY BACK AND THEN BACK ALL THE WAY FORWARD AGAIN, HAS HAPPENED TWICE SINCE 02.19.07
# B 65		W94	CUSTOMER STATES THAT, 1 MONTH AGO RIGHT WINDOW WENT DOWN ALL THE WAY AND THEN WENT UP ALL THE WAY BY ITS SELF PLEASE CHECK AND ADVISE, AND AT SAME TIME OF RIGHT WINDOW GOING UP LEFT FRONT WENT DOWN BY ITSSELF AND CUSTOMER HAD TO PUT BACK UP PLEASE CHECK AND ADVISE
# C RENT		W94	RENTAL CAR 40097

954

954

U1166 MSM Comm. loss

Doug Ben!

****

Preliminary Estimate : $1.00

****

Low Vol. Fore

Tag Lands 7 4 1 R C R U B O

HAZ WASTE UP TO $2.62
PER SERVICE

Cash

[redacted]

877446 8827

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

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 the vehicle in case of fire, theft or any other cause beyond your control or for an delay 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. Subject to conditions on reverse side of this contract.

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

HAZARDOUS WASTE DISPOSAL
$

ORIGINAL ESTIMATE
$

TEAR DOWN
EST [redacted]

REVISE EST # | DATE | TIME | CONTACTED VIA ☐ PHONE ☐ IN PERSON | BY

REVISE EST # | DATE | TIME | CONTACTED VIA ☐ PHONE ☐ IN PERSON | BY

PHONE NO. CALLED (1) | PHONE NO. CALLED (2)

"DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR CARTS"
I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee: _____ Phone Number: _____
Fax Number: _____ E-Mail Address: _____
Date: _____

(Customer's Signature)

TECH COPY

INLAND VALLEY

11/01/2008 16:15 9093813657

1.5 OLH

JUN11 97 16.

JUN12 97 14

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE
M	954								

PARTS TURNED IN

COMPLAINT - 2 weeks ago Seat would [illegible] Clock time

CAUSE - Found Memory to get lost due to Battery clear

CORRECTION - Found Modules, Obtained Seat memory Data in RAM found to be invalid, Set memory still invalid found Battery to have insufficient Charge Repl. Batt

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAINT - Seat Seat Memory ok at this time

CAUSE - TAC Case # 9694688

CORRECTION - 3.0 OLH Requested for Extended Diagnosing multiple TAC calls to Repl. Battery ok at this time.

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE
B									

PARTS TURNED IN

COMPLAINT - See 1.0 A

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

(8)

9

CUSTOMER #: [redacted]
BOBBY J MILLS
[redacted]
SAN BERNARDINO, CA [redacted]
HOME: [redacted] BUS [redacted]
CELL: [redacted]

WORKORDER [redacted]

PAGE 1

INLAND VALLEY
BUICK PONTIAC GMC, INC.
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # A02 2196 SPA # GA5000 47257

SERVICE ADVISOR: 371 PETTY, JOSHUA G

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	CAP
	04	BUICK RAINIER	5GADS13S64[redacted]		35848/ [redacted]	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 03AUG07		VARIES	CASH	

R.O. OPENED: 03AUG2007 11:07 READY: OPTIONS: STK: [redacted]

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	40		994	CUSTOMER STATES THAT WHEN DRIVING CAME UP TO A STOP SIGN AND DRIVERSIDE SEAT MOVE FORWARD AND BACK AND WINDOW WENT UP AND DOWN AND VEHICLE STALLED OUT, THEN RE-STARTED RIGHT UP, AND WENT TO NEXT STOP SIGN AND DRIVERSIDE SEAT WENT FORWARD AND ABACK WARD AND WINDOW WENT UP AND DOWN, AND VEHICLE STALLED OUT AGAIN AND WOULD NOT RESTART HAD TO TOW TO HOUSE THEN HAD TOWED TO DEALER PLEASE CHECK AND ADVISE

****
Preliminary Estimate : $1.00
****

Called Mrs. Mills 8-6-07 (1PM) LEFT MESS. HAS NASCE UP TO $2162 PER SERVICE ADVISOR

Engine would start & shake then engine would stop & start at a stop light after 30 seconds or more, lights came on dash after engine stalled, engine did start & easy when started lights came on dash seat did go forward & back when it started & time

Towed in!

Note included stapled to side

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc., will be charged as a separate charge if removed in the servicing of your vehicle.

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD • VISA
AMERICAN EXPRESS
DISCOVER

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 the vehicle in case of fire, theft or any other cause beyond your control or for all delay 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. Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL $

ORIGINAL ESTIMATE $

TEARDOWN ESTIMATE $

X [redacted] SEAT IS DIRTY

CUSTOMER SIGNATURE

REVISED OST $ | PHONE CONTACTED | DATE | TIME | CONTACTED VIA ☐PHONE ☐IN PERSON | BY

REVISED EST $ | PHONE CONTACTED | DATE | TIME | CONTACTED VIA ☐PHONE ☐IN PERSON | BY

PHONE NO. CALLED (1) | PHONE NO. CALLED (2)

TECH COPY

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK ON PARTS

I hereby designate the individual named below to authorize any additional work not described on parts and estimate on the original worksheet and/or parts and labor.

Name of Designee: _____ Phone Number: _____

Fax Number: _____ E Mail Address: _____

Cars: _____

_____ (Customer's Signature)

John Ferguson/Austin/GM1
02/22/2009 11:18 AM

To randy.ray@gm.com
cc
bcc
Subject Bobby Mills

Randy Ray:

This email is to follow up on Service Request [redacted] for customer [redacted] The customer's vehicle is a 2004 Buick Ranier with 54000. The customer has been working with Inland Valley Buick in San Bernardino, CA.

After negotiations with the plaintiff's counsel, the final offer of a repurchase was accepted.

There is no need to reply to this email. It is sent for notification purposes only.

Thank you,

John Ferguson
John_ferguson@gmexpert.com
866 790 5600 (41084)

John Ferguson
Legal Agent
Aditya Birla MINACS
866-790-5600 x 41084 | john_ferguson@gmexpert.com

[redacted]

PLEASE RETAIN THIS PLANNED NON-OPERATION (PNO) RECEIPT FOR THIS VEHICLE. THE PNO IS VALID UNTIL THE VEHICLE IS OPERATED OR REGISTRATION IS RENEWED. THE VEHICLE WILL RETAIN ITS CURRENT EXPIRATION DATE AND IF OPERATED DURING ANY PORTION OF ITS REGISTRATION YEAR, FULL YEAR RENEWAL FEES ARE DUE. ONLY WEIGHT FEES MAY BE PRO-RATED FOR COMMERCIAL VEHICLES. A PNO STATUS IS NOT A REGISTRATION. IF A VEHICLE WITH A PNO STATUS IS OPERATED, PARKED OR LEFT STANDING ON A PUBLIC STREET OR HIGHWAY, IT MAY BE SUBJECT TO CITATION. IF THIS VEHICLE WILL BE OPERATED, EVIDENCE OF FINANCIAL RESPONSIBILITY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF REGISTRATION FEES ON OR BEFORE THE DATE OF FIRST OPERATION. THERE IS NO GRACE PERIOD. IF REGISTRATION FEES ARE NOT PAID BEFORE THE VEHICLE IS OPERATED, PENALTIES MAY BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

FOR AN OHV, THE PENALTY IS 50% OF THE REGISTRATION FEE PER VEHICLE CODE SECTION 38265.

FEES AND OR PENALTIES PAID FOR FILING THE PNO WILL NOT BE CREDITED TO ANY SUBSEQUENT RENEWAL FEES DUE.

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

[redacted]

PNO-REG DEFERRED

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
BUIC	2004	2005	FV	120	K0	[redacted]

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
UT	G	PX	5GADS13S642[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC
AUTOMOBILE	11/19/08	36	11/19/08	8

REG EXPIRES: 10/10/2009

AMOUNT PAID
$ 116.00

REGISTERED OWNER
[redacted]

SN BERNRDNO
CA 9[redacted]

AMOUNT DUE	AMOUNT RECVD	
$ 116.00	CASH :	
	CHCK :	116.00
	CRDT :	

LIENHOLDER
GMAC
PO BX 8129

COCKEYSVILLE
MD 21030

H05 512 D8 0011600 0047 CS H05 111908 K0 83083DP 078

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 :	5GADS13S6[redacted]

VEHICLE INFORMATION

Merchandising Model :	BS15506 -2004 RAINIER CXL 2WD	**Warranty Start Date :**	10/09/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	INLAND VALLEY PONTIAC GMC BUICK, INC. 1411 SOUTH E ST SAN BERNARDINO , CA 92408-2722 (909) 888-6767	**Selling Source :**	11 - BUICK
		Site Code :	11026
		Business Associate Code :	171703

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

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05044	INTERMITTENT INCORRECT TURN SIGNAL OPERATION	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
SB	06047	DETERMINE IF ONSTAR CAN BE UPGRADED AT GM GLOBALCONNECT- SEE TSB 05-08-46-006	02/21/2007	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	10/09/2005	144 miles	10/09/2008	36144 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	10/09/2005	144 miles	10/09/2011	100144 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/09/2005	144 miles	10/09/2013	80144 miles
36/50000 CALIFORNIA EMISSIONS	10/09/2005	144 miles	10/09/2008	50144 miles
84/70000 CALIFORNIA SELECT COMPONENT	10/09/2005	144 miles	10/09/2012	70144 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
10/03/2008	[redacted]	#	J5490 - THROTTLE BODY ASSEMBLY REPLACEMENT	52125 miles
10/01/2008		0	J4100 - GENERATOR REPLACEMENT	52125 miles
10/01/2008		0	Z7905 - 5-DAY COURTESY TRANSPORTATION	52125 miles
12/21/2007		0	L1197 - FUEL LEVEL SENSOR REPLACEMENT	40531 miles

12/21/2007	[redacted]	0	Z7901 - 1-DAY COURTESY TRANSPORTATION	40531 miles
08/28/2007		#	J6372 - SENSOR, OXYGEN (ENGINE CONTROL) - REPLACE	36531 miles
08/28/2007		D	J6372 - SENSOR, OXYGEN (ENGINE CONTROL) - REPLACE	36531 miles
06/08/2007		#	N0110 - BATTERY REPLACEMENT	33662 miles
06/08/2007		#	Z7905 - 5-DAY COURTESY TRANSPORTATION	33662 miles
02/12/2007		#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	30565 miles
02/12/2007		#	N1720 - FUSE - REPLACE	30565 miles
02/12/2007		#	Z7903 - 3-DAY COURTESY TRANSPORTATION	30565 miles
08/09/2006		#	N4187 - INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC	18658 miles
08/08/2006		#	N4180 - INSTRUMENT CLUSTER REPLACEMENT	18658 miles
08/08/2006		#	Z7902 - 2-DAY COURTESY TRANSPORTATION	18658 miles
08/04/2006		#	N4187 - INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC	18658 miles
08/02/2006		#	N4180 - INSTRUMENT CLUSTER REPLACEMENT	18658 miles
08/02/2006		#	B4155 - OUTSIDE REARVIEW MIRROR REPLACEMENT - RIGHT SIDE	18658 miles
08/02/2006		#	C2740 - DOOR AND/OR PAD, CONSOLE COMPARTMENT - R&R OR REPLACE	18658 miles
08/02/2006		#	C1131 - WEATHERSTRIP - REAR DOOR	18658

			OPENING - LEFT - ALIGN OR REPLACE	miles
08/02/2006	1	#	C1328 - ENDGATE WEATHERSTRIP REPLACEMENT	18658 miles
08/02/2006	1	#	D1322 - MOTOR AND/OR FAN, BLOWER - R&R OR REPLACE	18658 miles
03/07/2006	0	#	C7250 - REAR SEAT CUSHION COVER REPLACEMENT	8203 miles
03/07/2006	0	#	N6620 - POWER AND GROUNDS DISTRIBUTION WIRING AND/OR CONNECTOR REP	8203 miles
03/07/2006	0	#	J9992 - CUSTOMER CONCERN NOT DUPLICATED - ENGINE CONTROLS AND FUEL	8203 miles
12/07/2005	0	#	N1720 - FUSE - REPLACE	3288 miles
12/07/2005	0	#	C2021 - SUNSHADE REPLACEMENT - LEFT SIDE	3288 miles
12/07/2005	0	#	V1388 - 05044 - REPLACE FLASHER RELAY	3288 miles
04/09/2004	0	#	N1720 - FUSE - REPLACE	45 miles
11/10/2003	A	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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randall.wray@gm.com
11/05/2008 10:42 AM

To Vickie_Speed@gmexpert.com
cc
bcc
Subject Re: 5GADS13S642247078 Mills

Option B.

Randy Wray
General Motors Corporation
office 800-248-5507 X58709
fax 951-526-2002
cell 760-271-9408

Vickie_Speed@gmexpert.com

11/04/2008 01:37 PM

To randall.wray@gm.com
cc
Subject 5GADS13S[redacted] Mills

DVM Randall Wray:

Hi, my name is Vickie Speed. This email is to follow up on my voicemail regarding Service Request [redacted] for customer [redacted] The customer's vehicle is a 2004 Buick Rainer, with 52125 miles. The customer has been working with Inland Valley Pontiac in San Bernardino, CA. Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply) and would like to review any potential offer of repurchase before it is made.

B) I am not aware of this vehicle or customer's concerns. However, I would like to review any potential offer of repurchase before it is made.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

Please reply only by email with one of the above options within 24 hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

Thank you,

Vickie Speed

vickie_speed@gmexpert.com

866.790.5700 Ext 21167

"Maria Villalobos" <maria@anthonycaronna.com>
01/28/2009 01:02 PM

To <cynthia_suniga@gmexpert.com>
cc
bcc
Subject [redacted]

History: This message has been replied to.

Cynthia:

Attached please find the properly executed Settlement Agreement and Release regarding this repurchase offer. Please mail the check in the amount of $8,541.97, payable to Caronna, Johnson & Hoddick, LLP and [redacted] to our office at your earliest convenience.

Please contact me directly with the vehicle surrender information. Please note that the selling dealer, Inland Valley, is no longer in business. Their records have been transferred to Tom Bell Chevrolet in Redlands, CA. Please make the arrangements for the vehicle surrender to take place at Tom Bell Chevrolet.

Please call me if there are any questions.

Sincerely,

Maria Villalobos
Legal Assistant
Caronna, Johnson & Hoddick, LLP
Attorneys at Law / Consumer Advocates
71-650 Sahara Road, Ste. 2, Rancho Mirage, CA 92270
Tel. 760/773-4849 Fax 760/773-0849
e-mail: Maria@anthonycaronna.com

Visit our website at:
www.moneyback.com

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SIGNED OFFER AND RELEASE-DMV REG-WS.pdf

Revised 1/23/08

Privileged and Confidential Information

CASE ASSESSMENT ☐LEGAL (NON SMALL CLAIMS)

By: Joe Merrill for Vickie Speed State: CA

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

Vehicle ID No.: 5GADS13S642[redacted] In Service Date: 10-09-05
Year, Make & Model: 2004 Buick Ranier CXL 2WD
Lien holder: GMAC☒ Other☐:
Was TAC contacted for this vehicle? :

Vehicle is: New BAC Code: 171703
Vehicle Purchased Used on: N/A
DVM requests involvement?: Yes
Purchase Price of Vehicle: $44,471.52

VEHICLE REPAIR HISTORY

☐ Brakes

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

☐ Engine/Fuel/Exhaust

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03-07-06	[redacted]	☐	8203	C/S that when the vehicle is parked on an incline the idle is high / **customer concern not duplicated.** C/S that when the vehicle is started cold it has a knocking noise from the engine which goes away once operating at temperature / **Could not duplicate the customers concern.**
08-02-06		☐	18658	C/S vehicle is only getting 16 mpg ☐per sticker it should get 22 mpg hwy / Scanned OK.

☐ Restraints

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12-07-05	[redacted]	☐	3288	C/S requests driver☒seatbelt extension if possible / **Ordered part.**

☐ Steering

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

☐ Transmission

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

☐ Axle

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

☐ Body/Trim

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12-07-05	[redacted]	3	3288	C/S loud whistle noise from left rear door top window area, also makes rattling noise while driving any speed / Left rear door out of adjustment ☐ sent to body shop ☐ adjusted left rear door. C/S when pulling out driver☒sun visor, pulls on front of headliner, headliner loose / left front screw was loose making left front sun visor loose ☐tighten up left front sun visor screw ☐ OK now. C/S gap between front bumper and fender larger on driver☒side / **No problem found**.
03-07-06		3	8203	C/S that the rear seat passenger side of bottom appears loose in middle area ☐ visible with right rear door open / Cushion ☐R&R or replace right rear or row 1 seat cushion cover and/or pad. C/S wind noise from front of driver☒side 2nd door area / front weather strip has come loose again ☐SOP part.
08-02-06		☐	18658	C/S right outside rear view mirror inoperative / internal in mirror ☐SOP ☐ replaced. C/S console lid squeaks while you are driving / warped lid, SOP ☐replaced. C/S left rear door has excessive wind noise / SOP for misaligned weather strip ☐realigned. C/S rear hatch has excessive wind noise / wind noise, SOP part in ☐install adhesive.

☐ Chassis

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

☐ Electrical

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12-07-05	[redacted]	☐	3288	C/S passenger mirror currently activated wont reset with remote ☐1 / **No problem found**. C/S cigarette lighters inoperative / test out blowing 20 amp fuse for the cigarette lighter ☐replaced with new 20 amp fuse for cigarette lighter ☐ OK now. C/S only 1 of 2 remotes beep when arming, customer requests both to beep / **No problem found** ☐update flasher relay.
03-07-06		☐	8203	C/S that the auxiliary outlets have no power / wiring ☐repair or replace distribution wiring and/or connector power & grounds. C/S that when at 75mph the cruise control seems to surge ☐ not up hills/flatland / **Operating as designed**.
08-02-06		9	18658	C/S oil gauge reads beyond right peg on freeway / internal in cluster ☐ holding on IPC ☐ cluster here ☐ removed and replaced.

				C/S speedometer will stick on 30 mph or other times drop to zero while driving / See line A.
08-08-06	[redacted]	4	18658	Installed exchange cluster and has internal failures. See RO [redacted] Job A / Internal in cluster, See RO [redacted] Auth B.
				[Rental]
02-12-07				

☐ Glass

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

☐ HVAC

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08-02-06	[redacted]	☐	18658	C/S AC has extremely foul odor when in use / excessive moisture in system ☐deodorize.
				C/S on hot days it takes bout 25 minutes to start cooling down / **Normal Operation**.

☐ Paint

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12-07-05	[redacted]	3	3288	C/S paint chip on back side of driver☒door molding / Sublet to Moss Dodge for repair ☐repaired paint as per request.
				C/S paint rubbed off edge of hood below driver☒wiper arm ☐requests touch up paint / sublet to Moss Dodge for repair ☐repaired paint as per request.

☐ Suspension

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

☐ Wheel/Tires

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

☐ Maintenance

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12-07-05	[redacted]	☐	3288	Courtesy car wash.
03-07-06		N/A	8203	C/S 7500 mile service.
08-02-06		N/A	18658	C/S LOF.

☐ Other

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11-14-03	[redacted]	N/A	0	PDI.
05-18-04		N/A	45	N1720 / Fuse ☐Replace.
12-07-05		☐	3288	C/S perform recall / **Campaign 05044** ☐intermittent incorrect turn signal operation.
12-07-05		☐	3288	C/S pigtail for tow receiver / SOP in, ordered by sales ☐added tow hitch adapter.
08-23-06		N/A	19193	Repair left front tire / has a screw in it, repair as per bill ☐repaired tire.
				Detail vehicle, remove grease from vehicle (carpet, seat & door panel).
08-25-08		N/A	18658	Instrument cluster assembly return to AC Delco.

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.
Usage: use mileage when first delivered for problem leading to repurchase.

Number of repair attempts in the presumption period:
Total days out of service during the presumption period:
Total days out of service during customer☒ ownership:

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:

RECOMMENDATION

RATIONALE

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:

RELEASE OF CLAIM

1. I, [redacted] (hereinafter referred to as "Releasor(s)"), as buyers(s) of a certain 2004 Buick Rainier, bearing Vehicle Identification Number 5GADS13S642[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of $ 27,385.80, said payment to be made as outlined below, does for him and each and all of his representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of one check: the first, in the amount of $ 22,233.83, made payable to GMAC; the second in the amount of $ 5,151.97, made payable to [redacted] and Caronna, Johnson & Hoddick, L.L. P..

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

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

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

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of $ 27,385.80, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of $ 27,385.80, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2004 Buick Rainier as determined by the Edmunds book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed _____{enter current odometer here} plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of

payment of 44.5 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

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

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

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

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

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

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

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

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

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF _____, 20_____.

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

CURRENT VEHICLE MILEAGE _____ DATE SIGNED: _____

WITNESS: _____

_____ _____
Claimant's Signature Claimant's Signature

_____ _____
Address Address

Initials: _____

_____ _____

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 Bobby J. Mills and Lynda S. Mills.

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ____

Type of identification _____

My commission expires: _____

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

Initials: _____

Facsimile Cover Sheet

To:	Cynthia
Company:	BRC
Phone:	
Fax:	(866) 485-4463
From:	Tyron Neal
Company:	GMAC
Phone:	(316) 216-4622
Fax:	(316) 652-6334
Date:	2/5/09
Pages including this cover page:	
Comments:	[redacted]

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Thank you.....GMAC.

GMAC

February 5, 2009

[redacted]
San Bernardino, CA[redacted]

Account #[redacted]
Vehicle: N04 Buicrainier[redacted]
VIN: 5GADS13S6422[redacted]

Dea[redacted]

I have enclosed a payment history for your account as you requested. If you have any further questions, please do not hesitate to call the toll free number listed below.

Thank you for financing with GMAC.

Sincerely,

Tyron Neal
Dealer Service Representative

Attachment

P.O. Box 380901 Bloomington, MN 55438
Phone: 1(316)216-4622

HISTORY\prnthaffp (TVN)

Payment History

Date Paid	Principal Paid	Finance Charge Paid	Late Charge Paid	Other Paid	Total Paid
01/20/09	$260.94	$202.06	$2.00		$465.00
12/08/08	$23.12	$131.54	$30.64		$185.30
11/10/08	$468.93	$148.73	$0.04		$617.70
10/10/08	$465.85	$151.81	$0.04		$617.70
09/09/08	$472.73	$144.93	$0.04		$617.70
08/11/08	$454.64	$163.02	$0.04		$617.70
07/10/08	$461.88	$155.78	$0.04		$617.70
06/10/08	$485.26	$132.40	$0.04		$617.70
05/16/08	$455.87	$161.79	$0.04		$617.70
04/16/08	$382.26	$235.40	$30.84		$648.50
03/04/08	$430.37	$187.29			$617.66
02/04/08		$247.06			$247.06
12/17/07	$112.76	$257.84			$370.60
11/01/07	$440.98	$176.68			$617.66
10/01/07	$455.36	$162.30			$617.66
09/03/07	$423.39	$194.27			$617.66
08/01/07	$438.25	$179.41			$617.66
07/02/07	$278.83	$60.40			$339.23
06/22/07	$150.92	$127.51			$278.43
06/01/07	$426.60	$191.06			$617.66
05/01/07	$436.23	$181.43			$617.66
04/02/07	$414.63	$203.03			$617.66
03/05/07			$21.61		$21.61
03/01/07	$437.40	$180.26			$617.66
02/01/07	$512.90	$104.76			$617.66
01/16/07	$118.13	$314.23			$432.36
12/07/06		$185.30			$185.30
11/01/06	$417.80	$199.86			$617.66
10/02/06	$408.44	$209.22			$617.66
09/01/06	$405.75	$211.91			$617.66
08/01/06	$416.85	$200.81			$617.66
07/03/06	$393.39	$224.27			$617.66
06/01/06	$397.76	$219.90			$617.66
05/01/06	$416.55	$201.11			$617.66
04/03/06	$377.98	$239.68			$617.66
03/01/06	$411.83	$205.83			$617.66
02/01/06	$394.61	$223.05			$617.66
01/02/06	$169.39	$349.44			$518.83
11/30/05		$98.83			$98.83
11/03/05	$428.59	$189.07			$617.66

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: CYNTHIA SUNIGA

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

Vehicle VIN: 5gads13s642[redacted]

Date: December 24, 2008

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL ☐ WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$0.00	1	Down Pmt / Cap Cost Reduction	$4,000.00
2	Use ONLY one of the 4 methods in this column or		2	Accessories	$0.00	2	Pmts (includes 1st month if lease)	$19,612.46
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$0.00	3	Reg/Lic/Title Fees (leases only)	$227.00
4			4	Document Fees	$0.00	4	Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	Aftermarket Items	$0.00	5	Other-Explain	$0.00
6	Base Price/Total Repurch Price	$0.00	6	Sales Tax	$0.00	6	Svc K	
7	Mileage	0	7	License Fee	$0.00	7	Other-Explain	$0.00
8	Denominator	100,000	8	Tire Fee	$0.00	8	Other-Explain	$0.00
9	**Usage**	**$0.00**	9	Service Contract	$0.00	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$0.00**	10	**Total Additions**	**$23,839.46**
11	**B. USAGE - NEGOTIATED**	$8,529.49	11			11		
12			12	☐**Usage/Depreciation**	**$8,529.49**	12	☐**Usage/Depreciation**	**$8,529.49**
13			13	Damage	$0.00	13	Damage	$0.00
14	**C. USAGE USING CENTS/MILE**		14	Late charges	$0.00	14	Late charges	
15	Mileage	0	15	Over-Allowance	$0.00	15	Aftermarket	$299.00
16	Cents per mile	$0.000	16	Negative Equity	$0.00	16	Payoff Trade	$10,199.00
17	**Usage**	**$0.00**	17	Incentives	$0.00	17	Incentives	$0.00
18			18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$1,695.00
20	**D. USAGE-CALIFORNIA ONLY**		20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21	Base price section-Used when **NOT** financed.		21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**"Actual Price Paid" (Base)**	**$0.00**	22	**Total Deductions**	**$8,529.49**	22	**Total Deductions**	**$20,722.49**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**-$8,529.49**	24	**Total Refund to Customer**	**$3,116.97**
25	**OR**		25	Loan Payoff good thru 1/16/09	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$22,074.50
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**-$8,529.49**	26	3/13/2009	
27	**"Actual Price Paid" (Pmt/Lease)**	**$35,487.96**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$2,500.00
28	Mileage	0	28	**Total Repurchase**	**-$8,529.49**	28	**Total Repurchase**	**$27,691.47**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$0.00	29	EDMUNDS (Legal Only)	$9,525.00
30	**Usage**	**$0.00**	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$7,048.50**
31			31	**Projected Loss**	**-$8,529.49**	31	**Projected Loss**	**$20,642.97**

	PURCHASE PRICE (before t/t/t)	$ 44,471.52		TRADE ALLOWANCE	$ 4,000.00		PURCHASE PRICE	$ -
	MSRP (FROM BARS INVOICE)	$ 36,370.00		PAYOFF OF TRADE	$ 10,199.00		INCENTIVE☐(from BARS)	$ -
	DIFFERENCE	$ 8,101.52		DIFFERENCE	$ (6,199.00)		OVERALLOWANCE	$ -
	if positive look for over allowance			if negative☐negative equity	$ -		ACTUAL PRICE	$ -
				TRADE ALLOWANCE	$ 4,000.00			
				ACV OF TRADE	$ -		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	$ 4,000.00		Include GM card points	
				ACV☐actual cash value			Form Rev. 04/28/2006	

WHAT TO GIVE BACK WHEN DOING A STRAIGHT REPURCHASE

IN ALL CASES, REVIEW STATE LAW TO DETERMINE IF REIMBURSEMENT OF ITEMS ARE NECESSARY.

AFTERMARKET ITEMS - Check lemon law. If not required to be given back, can they be removed without damaging the vehicle? Do you have receipts? Consider depreciating if unable to have them removed. Any additional questions, please consult with TM, local counsel or GM Legal Staff.

BASE PRICE

Base price of vehicle from sales contract
Tax
Registration/ license/ title
Interest (if applicable)
Attorney's fees
Less Usage/Depreciation
Less Incentives (if applicable)
Less Late Charges (if applicable)
Less negative equity IF included in the base price
Less Damage

All Extended service contracts and Gap Insurance should NOT be deducted IF FINANCED. Customer can cancel them and they will be refunded back to the finance institution who will refund any overage back to the customer. (Reason you don't deduct: The customer's total due will be reduced because it is included in the lien payoff)
Do not give back Sales Tax in Illinois
Do not give back finance charges in Minnesota

PAYMENTS (CA, FL & WV)

Down Payment (if applicable)
Payments made by customer
Sales tax, other government fees and aftermarket items listed on the finance contract should not be included because they are part of the payments and payoffs.
Aftermarket items (if being reimbursed) which were purchased after the vehicle was financed, should be separately included.
Trade-in (if applicable)
Attorney Fees
Options regarding extended service contracts - options 1 & 2 preferred as GM may not be able to obtain full credit refund in option 3: 1) If financed, deduct all extended service contracts and Gap Insurance. 2) Reimburse used portion and let customer obtain unused. 3) GMPP only: Give customer back whole amount of the extended service contract, GM to cancel and obtain refund.
Less usage/depreciation
Less Late charges
Less Incentives if included in down payment
Less Negative Equity (if applicable)
Less Damage

LEASE (obtain info below from left-hand column of the lease agreement)

Capital Cost Reduction
Sales Tax
Registration
Aftermarket Items (if not financed, reimburse if cash receipt provided)
Number of Payments
Attorney's fees
Less incentives if used as a portion of the cap cost reduction
Less security deposit
Less Usage/Depreciation
Less Gap/Extended service contract (if included in the lease)
A state lemon law may require GM to cancel a GMPP only and receive the credit. In this instance, the GMPP is NOT deducted.
Less Overmilage
Less Overallowance

Less Late Charges
Less Damage

Revised 11/11/08

Privileged and Confidential Information

CASE ASSESSMENT ☐LEGAL (NON SMALL CLAIMS)

By: Maggie Davis for Vicky Speed C/O CYNTHIA SUNIGA State: CA

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

Vehicle ID No.: 5GADS13S64[redacted] In Service Date: 10/09/2005 Vehicle is: New BAC Code: 233592
Year, Make & Model: 2004 Buick Rainier
Lien holder: GMAC

DVM requests involvement?: Yes

Purchase Price of Vehicle: $ 25298

Was TAC contacted for this vehicle (Y/N)? : Y

If TAC was contacted, what did they say? Yes

If TAC was NOT contacted, why? (Ask Dealership)

VEHICLE REPAIR HISTORY

☐ Engine/Fuel/Exhaust

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/07/06	[redacted]	☐	8203	C/S when vehicle is parked on an incline idles high Repair: **concern not duplicated** C/S that when vehicle is started cold has knocking noise from engine-goes away once operating temperature Repair: **cannot duplicate concern**
08/02/06		☐	18658	C/S vehicle is only getting 16MPG per sticker should get 22MPG highway Repair: **check and advised scanned ok**
02/12/07		3	30565	C/S that the accelerator will p-up speed at times while driving on its own and will come back to normal on its own Repair: **unable to verify scan checked no failure records updated PCM with new program sheet attached road tested ok at this time**
10/01/08		☐	52125	C/S she drove from San Bernardino to Yuciapa and exited freeway pulled in to gas station and vehicle shuttered and stalled out and will restart just fine, but is happening when and where ever it want and has stalled only when coming to stops Repair: **see RO** [redacted]
10/03/08		1	52125	C/S vehicle is intermittently stalling and them will restart Repair: **throttle body sticking still after cleaned replaced throttle body unit and re tested**

☐ Body/Trim

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/07/05	[redacted]	1	3288	C/S loud whistle noise from left rear door top window area also makes rattling noise while driving any speed

				Repair: **left rear door out of adjustment** **Sent to body shop adjusted left rear door**
				C/S when pulling out drivers sun visor pulls on front of headliner Repair: **headliner lose left front screw was loose making left front sun visor loose** **Tighten up L/F sun visor screw**
				C/S gap between front bumper and fender larger on drivers side Repair: **no problem found**
				Customer request drivers seatbelt ext tan if possible **Ordered part**
		*	3288	C/S paint chip on back side of drivers door molding Repair: **paint as per request**
				C/S paint rubbed of edge of hood below drivers wiper arm **Customer request tube of touch up paint**
03/07/06		1	8203	C/S that the rear seat passenger side of bottom appears loose in middle area-visible with door right rear door open Repair: **R&R right rear or row 1 seat cushion**
				C/S wind noise from front of drivers side 2nd door area Repair: **front weather strip has come loose again** **SOP part**
08/02/06		*	18658	C/S console lid squeaks while you are driving Repair: **warped lid** **Replaced**
				C/S left rear door has excessive wind noise Repair: **part ordered misaligned weather strip, realigned** **Installed adhesive**
02/12/07		*	30565	C/S that the drivers side front power seat will move back and forth on its own while driving scary will go all the way back or all the way forward pushing driver against steering wheel Repair: **unable to verify checked for bulletins none found Envoy seat creep found but does not apply will not move while driving road tested unable to verify no fault codes in drivers side seat module**
				C/S wind noise from drivers side front door at speeds of 35MPH and above Repair: **operating as designed test drive normal wind rush noise-inspected weather strip ok-no repair**
				C/S the drivers side front seat bottom an side of seat back leather is getting lines and appears line may split Repair: **normal wear on leather no splits in material recommend leather conditioner**
		*	30565	Repair **left front fender small dent and paint damage center area above fender well as per Bill repaired dent and paint as per Bill**

☐ Electrical

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/07/05	[redacted]	☐	3288	C/S passenger mirror curn activated wont reset with remote ☐1 Repair: **no problem found** C/S cig. Lighter in-op Repair: **test out blowing 20 AMP fuse cig lighter** **Replace with new 20AMP fuse for cig lighter** C/S only 1 of 2 remote beep when arming, customer request both to beep Repair: **no problem found**
03/07/06		☐	8203	C/S that the auxiliary outlets have no power Repair: **repair wiring and/or connector power and grounds distribution** C/S that when at 75MPS cruise control seems to surge not up hills flatland Repair: **operating as designed**
08/02/06		1	18658	C/S oil gauge reads beyond right peg on freeway Repair: **internal in cluster** **Remove and replaced** C/S speedometer will stick on 30 MPH or other times drop to zero while driving Repair: **related to above repair** C/S right outside rear view mirror in-op Repair: **internal in mirror** **Replaced mirror**
08/08/06		3	18658	Installed exchange cluster and has internal failure Repair: **replaced**
02/12/07		☐	30565	C/S that the light will turn off while driving at night will notice volt gauge will peg in both directions and will come back on Repair: **unable to verify road tested no DTCs present checked alternator output 14.2 volts-89AMPS no repair made** C/S that while driving the on-star will be activated unidentified caller onstar responds C/S that the power acc outlet is not working in front Repair: **fuse blown** **Replaced blown 20AMP fuse** C/S power acc in rear seat area has no power Repair: **related to above repair**
06/08/07		5	33662	C/S 2 weeks ago when driving driver side power seat when all the way forward, then all the way back and then back all the way forward again, has happened twice since 2/19/07 Repair: **found memory to get lost due to battery having low voltage found no DTCs seat memory data found to be invalid set memory seat still invalid found battery to have insufficient charge replaced battery and ok at this time case ☐9694682** C/S 1 month ago right window went down all the way and then went up

				all the way by its self Repair: **check and advise and at same time of right window going up left front went down by itself and customer had to put back up** **Repair: TAC case [redacted] see above repair, replaced battery**
08/03/07	[redacted]	7	35848	C/S when driving came up to a stop sign and driver side seat move forward and back and window went up and down and vehicle stalled out, then re-started right up and went to next stop sign and driver side seat went forward and backward window went up and down and vehicle stalled out again and would not restart had to tow to house then had towed to dealer Repair: **see line B** **Line B** General manager called customer 08/06/07 11:40AM Mrs. Mills in gear at idle engine would start to shake then engine would stall sitting at a stop light after 30 seconds or more lights came lit on dash after engine stalled, engine did start up easy when restarted no lights came lit on dash, seat did go forward and back when it stalled 1 time Repair: **tested and found negative battery terminal loose Tightened negative battery cable and tested 5 different times and working to factory specs at this time**
08/28/07	[redacted]	5	36531	C/S that vehicle stalls while driving restarts after stalls Repair: **02 sensor out of calibration scan checked no failure records scan checked sensor drops below 20 on lean swing goes low engine stumbles lean replace 02 sensor cleared codes**
12/21/07	[redacted]	2	40531	C/S that gas gauge is not reading correctly when full will only read ☐ and sometimes low fuel light is on when driving can see gauge move up then back down Repair: **fuel level sensor faulty replaced fuel level sensor** C/S fuel range is always reading off not even close to correct range Repair: **related to above repair**
10/01/08	[redacted]	5	52125	C/S intermittently when driving at night more often than not dash lights and headlights are flickering and once or twice completely went off then came back on Repair: **alternator faulty replaced alternator per bulletin 2170220 light will flicker at times normal condition bulletin posted 06/21/08**

☐ HVAC

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/02/06	[redacted]	☐	18658	C/S air conditioning has extremely foul odor when in use Repair: **excess moisture in system deodorize** C/S on hot days it takes about 25 mins to start cooling down Repair: **normal operation**

☐ Wheel/Tires

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/23/06	[redacted]	1	19193	C/S left front tire has a screw in it Repair: **repaired tire**

☐ Other

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/07/05	[redacted]	☐	3288	Recall 05044 Intermittent incorrect turn signal operation

Accident/Insurance Information:

Has the vehicle ever been involved in an accident Y or N? *NO*
Did you confirm your answer with the dealer/attorney Y or N? *YES*
What type of damage was sustained (example front end collision)
**☐☐☐

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: **35**

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

Service Manager Mr. Bill Markhoff States the dealership has closed (11.17.08) and that he would help best he could. CRS asked the Pertinent questions and Mr Markhoff had respond the best of his Knowledge

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION

Recommend Repurchase

RATIONALE

Days out – 35 verified
Electrical – Multiple problems – 2-Driver power seat/auxiliary outlets/internal cluster/fuel sensor/faulty alternator per bulletin
TAC CASE # 9694682 on right window

REASON FOR REMOVAL

CRS FINAL OFFER: REPURCHASE **DATE: 1-12-09**

OFFER TO CUST: $
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $5,151.97

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.**

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

CERTIFIED MAIL™





Law Offices
CARONNA, JOHNSON & HODDICK, LLP
ATTORNEYS AT LAW / CONSUMER ADVOCATES
71-650 Sahara Rd., Suite 2, Rancho Mirage, California 92270

NOV 0 3 2008

General Motors Corporation
c/o MSX International
1919 Concept Drive
Warren, MI 48091-1385

37

Anthony C. Caronna
Paul J. Johnson
Larry R. Hoddick

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REPLY TO
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Inland Empire Office
2068 Orange Tree Lane
Suite 215
Redlands, CA 92374
(909) 798-8180

Imperial Valley Office
220 W. Main St.
Suite B
Brawley, CA 92227
(760) 351-8851

Sent via Certified U.S. Mail/Return Receipt Requested

October 31, 2008

General Motors Corporation
c/o MSX International
1919 Concept Drive
Warren, MI 48091-1385

Re:	Our Client[redacted]
Vehicle:	2004 Buick Rainier
VIN #:	5GADS13S642[redacted]
Purchase Date:	October 9, 2005
Dealer:	Inland Valley Pontiac GMC Buick, Inc.
GMAC Account No.:	[redacted]

Dear Sir or Madam:

We have been retained to represent Mr. and Mrs. [redacted] regarding their claims and rights related to the lease of a 2004 Buick Rainier. Please direct all correspondence regarding this matter to our office and do not discuss this matter directly with our clients without the express written consent of this office.

Please review the attached service repair records. GM dealers have been unable to properly diagnose and/or repair this vehicle of its substantially impairing defects including, but not limited to, the vehicle stalling, headlamps dim and turn off, improper idle, inoperative power outlets, engine knocking, inappropriate engine surging, wind intruding into the vehicle while driving, seat moving on its own, window moving on its own, OnStar turning on by itself, defective instrument cluster, and a foul odor emanating from the air conditioning.

There has already been a reasonable opportunity by GM dealers to conform this vehicle to its express and implied warranties, but GM has been unable to do so. Mr. and Mrs. Mills have lost all confidence in this vehicle due to the above mentioned problems. The vehicle still has not been fixed.

This letter will serve as notice that after further research, we have determined that General Motors Corporation is hereby required to make restitution with our clients in accordance with the **Song-Beverly Consumer Warranty Act,** Cal. Civ. Code § 1793.2(d)(2), and/or section Cal. Civ. Code § 1794, the **Magnuson-Moss Warranty**

Act, 15 U.S.C. § 2301(3), and remedies for breach of warranty under **California UCC** §§ 2313, 2315; provisions concerning sales of goods and the warranties of merchantability and fitness for a particular purpose. General Motors Corporation is a seller, retailer, supplier and/or warrantor in breach of the implied warranties of merchantability and fitness for a particular purpose; said warranties, which accompanied the sale of this vehicle to our clients.

Mr. and Mrs. Mills are due restitution, costs, expenses and attorney's fees reasonably incurred in connection with this action as an appropriate remedy for the failure of GM dealers to repair this vehicle to conform to the express and implied warranties. Our clients hereby exercise their free choice under the law to elect restitution in lieu of replacement. Our clients are also entitled to justifiably revoke acceptance of this vehicle under the law, and hereby revoke acceptance of the 2004 Buick Rainier.

The **Song-Beverly Consumer Warranty Act** Cal Civ. Code § 1793.2, and **California UCC** require this notification letter. As required by the Act, we hereby give you fourteen (14) days to make an appropriate remedy for these violations.

Please contact our office once you have reviewed this matter. Failure to make an appropriate remedy as demanded will require us to withdraw this offer and proceed accordingly.

Very truly yours,

CARONNA, JOHNSON & HODDICK, LLP
Attorneys at Law

By: _____
John A. Jacobson, Esq.

JAJ/mv
Encl.

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE INTEREST FINANCE CHARGE

Dealer Number _____ Contract Number 92105 R.O.S. Number [redacted] Stock Number [redacted]
DATE: 10/04/2005 CONTROL # [redacted] Salesperson: TRAYON PEARCE

Buyer (Name and Address Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] SAN BERNARDINO, CA [redacted] County: SAN BERNARDINO	INLAND VALLEY PONTIAC GMC BUICK INC D.B.A. [redacted] CA 1411 S "E" STREET SAN BERNARDINO, CA 92408

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	BUICK RAINIER	144	5GADS13S642[redacted]	XX 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
7.79 %	$ 9034.69 (e)	$ 35436.83	$ 44471.52 (e)	$ 44471.52 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71 Payments	617.66	Monthly, Beginning 11/08/2005
N/A Payments	N/A	Monthly, Beginning N/A
One Final Payment	617.66	10/08/2011

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

ITEMIZATION OF THE AMOUNT FINANCED

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 25298.00 (A)
     - 1. Cash Price Vehicle $ 24999.00
     - 2. Cash Price Accessories $ 299.00
     - 3. Other (Nontaxable) Describe N/A $ N/A
     - Describe N/A $ N/A
   - B. Document Preparation Fee (not a governmental fee) $ 45.00 (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. Sales Tax (on taxable items in A+B+C) $ 1964.08 (D)
   - E. Optional DMV Electronic Filing Fee* $ 0.00 (E)
   - F. (Optional) Service Contract* $ 1695.00 (F)
   - G. (Optional) Service Contract* $ N/A (G)
   - H. Prior Credit or Lease Balance paid by Seller to ARROWHEAD CU $ 6199.00 (H)
     (see downpayment and trade-in calculation)
   - I. (Optional) Gap Contract (to whom paid)* N/A $ N/A (I)
   - J. Other (to whom paid)* N/A $ N/A (J)
     For N/A
   - **Total Cash Price** (A through J) $ 35201.08 (1)
2. **Amounts Paid to Public Officials**
   - A. License Fees $ 227.00 (A) Estimated
   - B. Registration/Transfer/Titling Fees $ N/A (B)
   - C. California Tire Fees* $ 8.75 (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. 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.

Vehicle Insurance

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

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

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

Buyer X [redacted]
Co-Buyer X [redacted]
Seller X [redacted] INLAND VALLEY PONTIAC/BUICK

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

Application for Optional Credit Insurance

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

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

Insurance Company Name N/A
Home Office Address N/A
N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life 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 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

2. **Amounts Paid to Public Officials**

A. License Fees	$ 227.00 (A)	Estimated
B. Registration/Transfer/Titling Fees	$ N/A (B)	
C. California Tire Fees*	$ 8.75 (C)	
D. Other N/A	$ N/A (D)	
E. Other N/A	$ N/A (E)	
Total Official Fees (A through E)	$ 235.75 (2)	

3. **Amount Paid to Insurance Companies**
(Total premiums from Statement of Insurance column a + b)* $ N/A (3)

4. **Smog Certification or Exemption Fee Paid to State** $ N/A (4)

5. **Subtotal** (1 through 4) $ 35436.83 (5)

6. **Total Downpayment**

A. Agreed Trade-In Value Yr 1999 Make CHRYSLER $ 4000.00 (A)
Model 300M Odom 112441
VIN 2C3HE66G4XH[redacted]

B. Less Prior Credit or Lease Balance Estimated $ 10199.00 (B)

C. Net Trade-In (A less B) (indicate if a negative number) $ -6199.00 (C)

D. Deferred Downpayment $ N/A (D)

E. Manufacturer's Rebate $ N/A (E)

F. Other N/A $ N/A (F)

G. Cash $ N/A (G)

Total Downpayment (C through G) $ 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) $ 35436.83 (7)

*Seller may keep part of these amounts.

insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).

You want to buy the credit insurance.

10/09/2005 Date — X N/A Buyer Signature — Age

Date — X N/A Co-Buyer Signature — Age

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

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

You want to buy a gap contract.

Buyer X 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 GMP

Term 60 Mos. or 100000 Miles

1.G Company N/A

Term [redacted] Miles

Buyer X [redacted]

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

X [redacted]

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 ____ installments of $ N/A $ N/A

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

☐ **Name of autobroker receiving fee, if applicable:**

N/A

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

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

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

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

WARNING:

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

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted]

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

Buyer X [redacted] Co-Buyer [redacted]

Notice to buyer:

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

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

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

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 UNDERSTANDS THESE PUBLIC LIA

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.[redacted] will refund the difference to you

Buyer X [redacted] Co-[redacted]

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

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

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

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.

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 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 COM[redacted]GNED IT.

Buyer Signature X [redacted] 10/09/2005 Co-Buyer Signature X [redacted] /2005

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner [redacted] 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 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 N/A Date N/A Guarantor X N/A Date N/A

Address N/A Address N/A

Seller Signs INLAND VALLEY PONTIAC GMC BUIC Date 10/09/2005 By X _____ Title MANAGER

LAW FORM NO. 553-CA (REV. 1/05) U.S. PATENT NO. D460,782 C8A02353 Home Ph # (909) 863-0414 Work Ph # (909) 459-2500
©2005 Reynolds and Reynolds TO ORDER www.reysource.com, 1-800-344-0996; fax 1-800-531-9055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.
CUSTOMER/TRUTH-IN-LENDING COPY

in the event of theft or damage to your vehicle that results in a total loss, there may be a gap between the amount you owe under this contract and the proceeds of your insurance settlement and deductible. THIS CONTRACT PROVIDES THAT YOU ARE LIABLE FOR THE GAP AMOUNT. An optional gap contract (debt cancellation contract) for coverage of the gap amount may be offered for an additional charge.

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:
- The vehicle and all parts or goods installed on it;
- All money or goods received (proceeds) for the vehicle;
- All insurance, maintenance service or other con[redacted]

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.

6. Applicable Law
Federal law and California law apply to this contract. 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.

7. Warranties of Buyer. You promise you have given true and correct information in your application for credit, and you have no knowledge that will make that information untrue in the future. We have relied on the truth and accuracy of that information in entering into this contract. Upon request, you will provide us with documents and other information necessary to verify any item contained in your credit application.

You waive the provisions of Calif. Vehicle Code Section [redacted] and authorize the California Department of Motor

[redacted]

SAN BERNARDINO, CA [redacted]

INLAND VALLEY PONTIAC · GMC · BUICK
1411 South "E" Street · San Bernadino · CA · 92408
(909) 888-6767 · Fax (909) 888-6776

SERVICE ADVISOR PARKER H EDMONDS

BAR # AG212196 · San Bernadino Buick/Pontiac/GMC · AC 204361 EFA #
12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
07DEC05	09DEC05	[redacted]	5GADS13S642[redacted]	[redacted]	T143		09DEC05	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:06	16:28	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	820	820

MILEAGE IN	MILEAGE OUT	LICENSE NO.
3288	3288	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
EST: 1.00	07DEC05	09:06	SA: 820		

** PRE-INVOICE **

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

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.

[redacted]

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgment upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY PONTIAC · GMC · BUICK

1411 SO. "E" STREET
SAN BERNADINO, CA 92408
(909) 888-6767

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) CUSTOMER COPY DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

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[redacted]
SAN BERNARDINO, CA [redacted]

INLAND VALLEY PONTIAC · GMC · BUICK
1411 South "E" Street · San Bernadino · CA · 92408
(909) 888-6767 · Fax (909) 888-6776
BAR # AG212196 · San Bernadino Buick/Pontiac/GMC · AC 204361
EPA #
12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM

SERVICE ADVISOR PARKER H EDMONDS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
07DEC05	09DEC05	[redacted]	5GADS13S64[redacted]	[redacted]	T143		09DEC05	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:06	16:28	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	820	820

MILEAGE IN	MILEAGE OUT	LICENSE NO.
3288	3288	

TECH.	TYPE	HOURS	DISTRUNT	RETUNIT	TOTAL
A CUSTOMER STATES PAINT CHIP ON BACK SIDE OF					
DRIVERS DOOR MOULDING					
95 SUBLET TO MOSS DODGE FOR REPAIR					
999 INTS					(N/C)
SUBL PO30089/MOSS DODGE					
INTS					(N/C)
FC:					
REPAIRED PAINT AS PER REQUEST.					
B CUSTOMER STATES PAINT RUBBED OF EDGE OF HOOD					
BELOW DRIVERS WIPER ARM- CUSTOMER REQUEST					
TUBE OF TOUCH UP PAINT -					
95 SUBLET TO MOSS DODGE FOR REPAIR					
999 INTS					(N/C)
REPAIRED PAINT AND PER REQUEST.					
C CUSTOMER STATES PIGTAIL FOR TOW RECEIVER					
-SOP IN ,ORDERED BY SALES					
60 15A					
165 INTS					(N/C)
1 12496599 ADAPTER					(N/C)
ADDED TOW HITCH ADAPTOR.					

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

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY PONTIAC · GMC · BUICK
1411 SO. "E" STREET
SAN BERNADINO, CA 92408
(909) 888-6767

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(SIGNED) CUSTOMER COPY OWNER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

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[redacted]

SAN BERNARDINO, CA[redacted]

INLAND VALLEY PONTIAC · GMC · BUICK
1411 South "E" Street · San Bernadino · CA · 92408
(909) 888-6767 · Fax (909) 888-6776
BAR # AG212156 · San Bernadino Buick/Pontiac/GMC · AC 204351 EPA #

12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 5PM

SERVICE ADVISOR PARKER H EDMONDS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
07DEC05	09DEC05	[redacted]	5GADS13S64[redacted]	[redacted]	T143		09DEC05	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:01	16:33	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	820	820

MILEAGE IN	MILEAGE OUT	LICENSE NO.
3288	3288	

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
1	15231201	FLASHER			(N/C)

UP DATE FLAHER

EST: 1.00 07DEC05 09:01 SA: 820

** PRE-INVOICE **

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

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.

[redacted]

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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INLAND VALLEY PONTIAC · GMC · BUICK

1411 SO. "E" STREET
SAN BERNADINO, CA 92408
(909) 888-6767

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

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[redacted]
SAN BERNARDINO, CA [redacted]

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 South "E" Street · San Bernadino · CA · 92408
(909) 888-6767 · Fax (909) 888-6776

BAR # AG212196 · San Bernadino Buick/Pontiac/GMC · AC 204361
EPA #
12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM

SERVICE ADVISOR PARKER H EDMONDS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
07DEC05	09DEC05	[redacted]	5GADS13S6[redacted]	[redacted]	T143		09DEC05	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:01	16:33	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	820	820

MILEAGE IN	MILEAGE OUT	LICENSE NO.
3288	3288	

TECH	TYPE	HOURS	DISTRIBT	NET AMT	TOTAL
A CUSTOMER STATES LOUD WHISTLE NOISE FROM L/REAR DOOR TOP WINDOW AREA ALSO MAKES RATTLING NOISE WHILE DRIVING ANY SPEED					
CAUSE: L/REAR DOOR OUT OF ADJUSTMENT.					
60 15A					
	165	W94			(N/C)
SENT TO BODY SHOP -ADJUSTED L.REAR DOOR .					
B CUSTOMER STATES PASSENGER MIRROR CURN ACTIVATED WONT RESET WITH REMOTE #1					
CAUSE: NO PROBLEM FOUND					
60 15A					
	165	W94			(N/C)
C CUSTOMER STATES CIG. LIGHTERS INOP					
CAUSE: TEST OUT BLOWING 20 AMP FUSE CIG LIGHTER					
60 15A					
	165	W94			(N/C)
1	88909755	FUSE KIT			(N/C)

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

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X _____

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY
PONTIAC · GMC · BUICK

1411 SO. "E" STREET
SAN BERNADINO, CA 92408
(909) 888-6767

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(SIGNED) _____ SERVICE MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER COPY

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[redacted]

SAN BERNARDINO, CA [redacted]

SERVICE ADVISOR PARKER H EDMONDS

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1411 South "E" Street · San Bernadino · CA · 92408
(909) 888-6767 · Fax (909) 888-6776
BAR # AG212196 · San Bernadino Buick/Pontiac/GMC · AC 204361
EPA #

12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
07DEC05	09DEC05	[redacted]	5GADS13S64[redacted]	[redacted]	T143		09DEC05	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:01	16:33	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	820	820

MILEAGE IN	MILEAGE OUT	LICENSE NO.
3288	3288	

TECH	TYPE	HOURS	DISTRUNIT	RETUNIT	TOTAL	
						REPLACED WITH NEW 20AMP FUSE FOR CIG LIGHTER
						OK NOW
						D CUSTOMER STATES WHEN PULLING OUT DRIVERS
						SUNVISOR PULLS ON FRONT OF HEADLINER
						,HEADLINER LOOSE
						CAUSE: L/F SCREW WAS LOOSE MAKING L/F SUN
						VISOR LOOSE
						60 15A
					(N/C)	165 W94
						TIGHEN UP L/F SUN VISOR SCREW OK NOW
						E CUSTOMER STATES GAP BETWEEN FRONT BUMPER AND
						FENDER LARGER ON DRIVERS SIDE
						CAUSE: NO PROBLEM FOUND
						60 15A
					(N/C)	165 W94
						F CUSTOMER STATES ONLY 1 OF 2 REMOTES BEEP
						WHEN ARMING ,CUSTOMER REQUEST BOTH TO
						BEEP
						CAUSE: NO PROBLEM FOUND
						60 15A

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

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

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X

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INLAND VALLEY PONTIAC · GMC · BUICK

1411 SO. "E" STREET
SAN BERNADINO, CA 92408
(909) 888-6767

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

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[redacted]

SAN BERNARDINO, CA 9[redacted]

SERVICE ADVISOR PARKER H EDMONDS

INLAND VALLEY PONTIAC·GMC·BUICK
1411 South "E" Street · San Bernardino · CA · 92408
(909) 888-6767 · Fax (909) 888-6776
BAR # A0212196 · San Bernadino Buick/Pontiac/GMC · AC 204361 EPA #

12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
07DEC05	09DEC05	[redacted]	5GADS13S64[redacted]	[redacted]	T143		09DEC05	[redacted]

TIME IN	TIME READY	YEAR MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:01	16:33	04 BUICK RAINIER	[redacted]	VARIES	09OCT05	820	820

MILEAGE IN	MILEAGE OUT	LICENSE NO.
3288	3288	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
165	W94				(N/C)
G CUSTOMER REQUEST DRIVERS SEATBELT EXT.TAN IF POSS.					
CAUSE: 0					
60 15A					
165	W94				(N/C)
ORDERED PART					
H COURTISY EXTERIOR WASH					
CAUSE: 0					
WASH COURTISY EXTERIOR WASH					
999	W94				(N/C)
WASH					
I** RECALL CAMPAIGN 05044 INTERMITTENT INCORRECT TURN SIGNAL OPERATION					
CAUSE: PERFORM RECALL					
60 .15A					
165	W94				(N/C)

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

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY PONTIAC·GMC·BUICK

1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

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) CUSTOMER COPY DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

Copyright 2000 ADP, Inc. SERVICE INVOICE #1 XSIIC

[redacted]

CUSTOMER #: [redacted]

[redacted]

SAN BERNARDINO, CA [redacted]

HOM[redacted] BUS [redacted]

WORKORDER

PAGE 1

INLAND VALLEY
PONTIAC • GMC • BUICK

1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AG212196 EPA # CAD066147257

SERVICE ADVISOR: 820 EDMONDS, PARKER H

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S642[redacted]		3288/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT2005			17:00 07DEC05		VARIES	CASH	

R.O. OPENED	READY	OPTIONS: STK: [redacted]
07DEC2005 09:01		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	60		W94	CUSTOMER STATES LOUD WHISTLE NOISE FROM L/REAR DOOR TOP WINDOW AREA ALSO MAKES RATTLING NOISE WHILE DRIVING ANY SPEED
# B	60		W94	CUSTOMER STATES PASSENGER MIRROR CURN ACTIVATED WONT RESET WITH REMOTE #1
# C	60		W94	CUSTOMER STATES CIG. LIGHTERS INOP
# D	60		W94	CUSTOMER STATES WHEN PULLING OUT DRIVERS SUNVISOR PULLS ON FRONT OF HEADLINER ,HEADLINER LOOSE
# E	60		W94	CUSTOMER STATES GAP BETWEEN FRONT BUMPER AND FENDER LARGER ON DRIVERS SIDE
# F	60		W94	CUSTOMER STATES ONLY 1 OF 2 REMOTES BEEP WHEN ARMING ,CUSTOMER REQUEST BOTH TO BEEP

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

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 the vehicle in case of fire, theft or any other cause beyond your control or for an delay 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.
Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL $ [redacted]

ORIGINAL ESTIMATE

$

[redacted]

	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA	BY
EST $				☐ PHONE ☐ IN PERSON	
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY

PHONE NO. CALLED (1) | PHONE NO. CALLED (2)

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

CUSTOMER #: [redacted]

[redacted]

SAN BERNARDINO, CA [redacted]

HOME: [redacted] BU[redacted]

[redacted]

WORKORDER

PAGE 2

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AG212196 EPA # CAD066147257

SERVICE ADVISOR: 820 EDMONDS, PARKER H

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S642[redacted]		3288/	[redacted]

DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT2005			17:00 07DEC05		VARIES	CASH	

R.O. OPENED	READY	OPTIONS: STK [redacted]
07DEC2005 09:01		

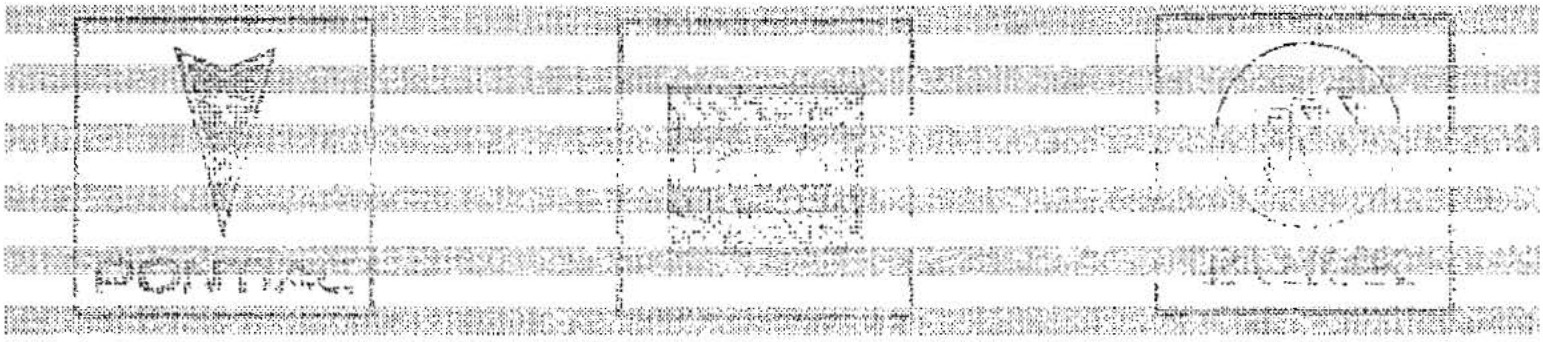
LINE	OP CODE	TECH.	TYPE	DESCRIPTION/INSTRUCTIONS
# G	60		W94	CUSTOMER REQUEST DRIVERS SEATBELT EXT.TAN IF POSS.
# H	WASH		W94	COURTISY EXTERIOR WASH

****

Preliminary Estimate : $1.00

****

HAZ WASTE UP TO $2.62
PER SERVICE



ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differe[redacted] fluid, filters, batteries, etc. will be charged as a separate char[redacted] removed in the servicing of your vehicle.

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 the vehicle in case of fire, theft or any other cause beyond your control or for an delay 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.
Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL	ORIGINAL ESTIMATE
[redacted]	$

	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA	BY
				☐PHONE ☐ IN PERSON	
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐ IN PERSON	BY
PHONE NO. CALLED (1)				PHONE NO. CALLED (2)	

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOW[redacted]
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

CUSTOMER COPY

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CUSTOMER #[redacted]

[redacted]

SAN BERNARDINO, CA [redacted]

HOME [redacted]

[redacted]

WORKORDER

PAGE 1

INLAND VALLEY
PONTIAC • GMC • BUICK
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AG212196 EPA # CAD088147257

SERVICE ADVISOR: 820 EDMONDS, PARKER H

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S642[redacted]		3288/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO #	RATE	PAYMENT	INV. DATE
09OCT2005			17:00 07DEC05	[redacted]	VARIES	CASH	

R.O. OPENED	READY	OPTIONS:
07DEC2005 09:06		STK [redacted]

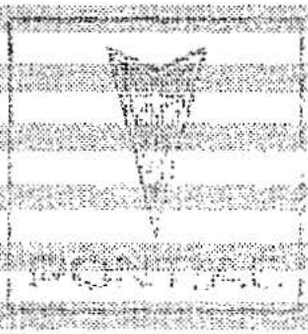
LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	95	INTS	CUSTOMER STATES PAINT CHIP ON BACK SIDE OF DRIVERS DOOR MOULDING
# B	95	INTS	CUSTOMER STATES PAINT RUBBED OF EDGE OF HOOD BELOW DRIVERS WIPER ARM- CUSTOMER REQUEST TUBE OF TOUCH UP PAINT -
# C	60	INTS	CUSTOMER STATES PIGTAIL FOR TOW RECEIVER -SOP IN ,ORDERED BY SALES

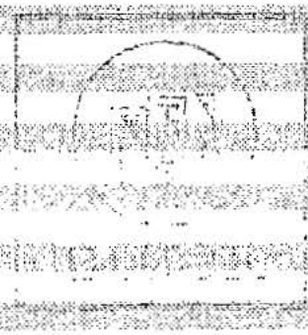
****

Preliminary Estimate : $1.00

****

HAZ WASTE UP TO $2.62
PER SERVICE





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Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL
$
TE[redacted]
ES
X

ORIGINAL ESTIMATE
$ INTS

EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐IN PERSON BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐IN PERSON BY
PHONE NO. CALLED (1)				PHONE NO. CALLED (2)

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

CUSTOMER COPY

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[redacted]

SAN BERNARDINO, CA [redacted]

INLAND VALLEY PONTIAC · GMC · BUICK
1411 South "E" Street · San Bernadino · CA · 92408
(909) 888-6767 · Fax (909) 888-6776
BAR # AG212196 · San Bernadino Buick/Pontiac/GMC · AC 204361
EPA #

12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM

SERVICE ADVISOR DAMON E CHERO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
07MAR06	09MAR06	[redacted]	5GADS13S64[redacted]	[redacted]	T921		09MAR06	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:00	15:09	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	383	383

MILEAGE IN	MILEAGE OUT	LICENSE NO.
8203	8203	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
PQ					
E CUSTOMER REPORTS THAT WHEN VEHICLE IS STARTED COLD HAS KNOCKING NOISE FROM ENGINE-GOES AWAY ONCE OPERATING TEMPERATURE. CND CANNOT DUPLICATE CUSTOMERS CONCERNS 693 W94					(N/C)
F CUSTOMER REPORTS THAT WHEN AT 75MPH CRUISE CONTROL SEEMS TO SURGE-NOT UP HILLS-FLATLAND. OAD OPERATING AS DESIGNED 860 W94					(N/C)
EST: 1.00 07MAR06 09:00 SA: 383					

** PRE-INVOICE **

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

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X [redacted]

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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INLAND VALLEY PONTIAC · GMC · BUICK
1411 SO. "E" STREET
SAN BERNADINO, CA 92408
(909) 888-6767

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(SIGNED) [redacted] DEALER/GENERAL MANAGER OR AUTHORIZED PERSON) DATE

CUSTOMER COPY

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[redacted]
SAN BERNARDINO, CA [redacted]

SERVICE ADVISOR DAMON E CHERO

INLAND VALLEY PONTIAC - GMC - BUICK
1411 South "E" Street · San Bernadino · CA · 92408
(909) 888-6767 · Fax (909) 888-6776
BAR # AG212198 - San Bernadino Buick/Pontiac/GMC - AC 204361 EPA #

12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
07MAR06	09MAR06	41027	5GADS13S6[redacted]	[redacted]	T921		09MAR06	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:00	15:09	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	383	383

MILEAGE IN	MILEAGE OUT	LICENSE NO.
8203	8203	

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CUSTOMER REPORTS THAT THE REAR SEAT PASSENGER SIDE OF BOTTOM APPEARS LOOSE IN MIDDLE AREA-VISABLE WITH DOOR RIGHT REAR DOOR OPEN.					
CAUSE: CUSTION					
C7250 COVER AND/OR PAD, REAR OR ROW 1 SEAT CUSHION RIGHT R&R OR REPLACE					
646 W94					(N/C)
FC: 2G PART#: COUNT: 0					
CLAIM TYPE:					
AUTH CODE:					
V4					
SUBL PO31850/CLARKS VINYL TOPS					
W94					(N/C)
FC:					
B CUSTOMER REPORTS THAT THE AUXILLARY OUTLETS HAVE NO POWER.					
CAUSE: WIRING					
N6620 WIRING AND/OR CONNECTOR POWER & GROUNDS DISTRIBUTION REPAIR OR REPLACE					
860 W94					(N/C)

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

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY PONTIAC - GMC - BUICK
1411 SO. "E" STREET
SAN BERNADINO, CA 92408
(909) 888-6767

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) CUSTOMER COPY DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

Copyright 2000 ADP, Inc. SERVICE INVOICE #1 XSP1C

[redacted]

SAN BERNARDINO, CA [redacted]

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 South "E" Street · San Bernadino · CA · 92408
(909) 888-6767 · Fax (909) 888-6776

BAR # AG212196 - San Bernadino Buick/Pontiac/GMC EPA # AC 204361

12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM

SERVICE ADVISOR DAMON E CHERO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
07MAR06	09MAR06	[redacted]	[redacted]5GADS13S64[redacted]	[redacted]	T921		09MAR06	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:00	15:09	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	383	383

MILEAGE IN	MILEAGE OUT	LICENSE NO.
8203	8203	

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
	2 88909755 FUSE KIT				(N/C)
	FC: 7L				
	PART#: 88909755				
	COUNT: 2				
	CLAIM TYPE:				
	AUTH CODE: E				
	OJ				
C	CUSTOMER REPORTS OF WIND NOISE FROM FRONT OF				
	DRIVERS SIDE 2ND DOOR AREA-FRONT WEATHER				
	STRIP HAS COME LOOSE-AGAIN.				
	SOP SPECIAL ORDER PART				
	860 W94				(N/C)
D	CUSTOMER REPORTS THAT WHEN VEHICLE IS PARKED				
	ON AN INCLINE-IDLES HIGH.				
CAUSE: OK					
	J9992 CUSTOMER CONCERN NOT DUPLICATED				
	148 W94				(N/C)
	FC: 9Z PART#: COUNT: 0				
	CLAIM TYPE:				
	AUTH CODE:				

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

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY
PONTIAC · GMC · BUICK

1411 SO. "E" STREET
SAN BERNADINO, CA 92408
(909) 888-6767

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) CUSTOMER COPY *DEALER, GENERAL MANAGER OR AUTHORIZED PERSON* DATE

Copyright 2000 ADP, Inc. SERVICE INVOICE #1 XS11C

[redacted]
SAN BERNARDINO, CA [redacted]

INLAND VALLEY
PONTIAC • GMC • BUICK
1411 South "E" Street · San Bernadino · CA · 92408
(909) 888-6767 · Fax (909) 888-6776

BAR # AG212196 · San Bernadino Buick/Pontiac/GMC · AC 204361
EPA #

12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM

SERVICE ADVISOR DAMON E CHERO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
07MAR06	09MAR06	41027	5GADS13S642[redacted]	41027	T921		09MAR06	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:01	15:09	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	383	383

MILEAGE IN	MILEAGE OUT	LICENSE NO.
8203	8203	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CUSTOMER REQUESTS 7500 MILE SERVICE (SEE ATTACHED SHEET)					
7500 CUSTOMER REQUESTS 7500 MILE SERVICE (SEE ATTACHED SHEET)					
	693 CPCM			74.13	74.13
	1 7500 SERVICE KIT		7.67	7.67	7.67
	1 89032612 FILTER				0.00
	7 12345615X 5W30 OIL		1.95	1.73	12.11
MISC HAZ WASTE					
	CPCM			1.73	1.73
EST: 96.00	07MAR06	09:01	SA: 383		

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	74.13
PARTS AMOUNT	19.78
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.73
TOTAL CHARGES	95.64
LESS INSURANCE	0.00
SALES TAX	1.53
PLEASE PAY THIS AMOUNT	97.17

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

[redacted]

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

PAID
MAR 09 2006
By

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY
PONTIAC • GMC • BUICK
1411 SO. "E" STREET
SAN BERNADINO, CA 92408
(909) 888-6767

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) CUSTOMER COPY (DEALER, GENERAL MANAGER OR AUTHORIZED PERSON) DATE

Copyright 2000 ADP, Inc. SERVICE INVOICE #1 XSI1C

INLAND VALLEY PONTIAC GMC BUICK
1411 South "E" Street
San Bernardino • CA • 92408
(909) 888-6767

OPEN
MON-FRI 7:00 A.M. - 6:00 P.M.

ADV. # | TECH #

7500 • 22,500 • 37,500 • 52,500 • 67,500
MILE SERVICE

1. Change oil.*
2. Replace oil filter.
3. Inspect and adjust all fluid levels.
4. Lubricate chassis as required.
5. Inspect cooling system for leaks.
6. Inspect all drive belts.
7. Inspect air filter.
8. Inspect battery.
9. Inspect all lamp operations.
10. Inspect front discs and calipers.
11. Inspect brake hydraulic system for leaks.
12. Inspect parking brake operation.
13. Inspect Brakes for Wear 8 mm 8 mm
14. Inspect clutch operation when applicable.
15. Check steering components.
16. Check tire inflation and wear.
17. Check drive shaft and carrier as applies.
18. Check shocks for leaks.
19. Check exhaust system.
20. Check drive axle and boots.
21. Check air conditioner functions.
22. Check windshield washer/wiper systems.
23. Rotate Tires.**
24. Final Inspections:
    (1) Road Test for Proper Maneuverability.
    (2) Normal Operation Driveability.
    (3) Check for Abnormal Noises.
25. Reset Oil Life System.

*** Up to 5 qts. of Oil**
**** Excludes Directional Tire and Dual Rear Wheels**

This schedule is to assist local owners in car maintenance. Following it will protect you from major breakdown due to lack of proper maintenance and extend the life of major components. The recommendations are made from factory suggestions and repair experience.

Cars & Trucks
$89.95 plus tax and Hazardous Waste
Additional Charge Balance Wheels $31.80

This sheet is a supplement to the description and prices of service work/parts shown on Repair Order/Invoice

R.O.# [redacted]

The sugg[redacted]y Inland Valley Pontiac GMC Buick equals or exceeds most factory recommendations.

[redacted] 7-06
Date

LIMITED WARRANTY - PARTS & LABOR

Inland Valley Pontiac GMC Buick warrants all labored performed to your motor vehicle as set forth on the Repair Order for a period of 90 days or 4,000 miles, whichever comes first. This time period and mileage determination shall commence from the date the labor has been completed.

All warranty work must be performed by Inland Valley Pontiac GMC Buick at its place of business located at 1411 South "E" Street, San Bernardino, CA. To obtain any warranty work you must bring your motor vehicle to this address prior to the expiration of your warranty.

This warranty is effective only if the motor vehicle is operated in a normal and ordinary manner.

This warranty is not transferable and may be enforced only by you so long as you own the motor vehicle to which this labor has been performed.

Any implied warranties you may be entitled to by law shall be limited in duration to the duration of the above described express warranty.

Parts warranted for 12 months or 12,000 miles, whichever comes first.

• WE EMPLOY GM TRAINED TECHNICIANS •

CUSTOMER #: [redacted]

[redacted]

SAN BERNARDINO, CA [redacted]

HOME: [redacted]

[redacted]

WORKORDER

PAGE 1

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AG212196 EPA # CAD066147257

SERVICE ADVISOR: 383 CHERO, DAMON E

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S642[redacted]		8203/	[redacted]

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 07MAR06		VARIES	CASH	

R.O. OPENED	READY	OPTIONS:
07MAR2006 09:00		STK [redacted]

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	60		W94	CUSTOMER REPORTS THAT THE REAR SEAT PASSENGER SIDE OF BOTTOM APPEARS LOOSE IN MIDDLE AREA-VISABLE WITH DOOR RIGHT REAR DOOR OPEN.
# B	60		W94	CUSTOMER REPORTS THAT THE AUXILLARY OUTLETS HAVE NO POWER.
# C	60		W94	CUSTOMER REPORTS OF WIND NOISE FROM FRONT OF DRIVERS SIDE 2ND DOOR AREA-FRONT WEATHER STRIP HAS COME LOOSE-AGAIN. waiting for part
# D	40		W94	CUSTOMER REPORTS THAT WHEN VEHICLE IS PARKED ON AN INCLINE-IDLES HIGH.
# E	20		W94	CUSTOMER REPORTS THAT WHEN VEHICLE IS STARTED COLD HAS KNOCKING NOISE FROM ENGINE-GOES AWAY ONCE OPERATING TEMPERATURE.
# F	60		W94	CUSTOMER REPORTS THAT WHEN AT 75MPH CRUISE CONTROL

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

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 the vehicle in case of fire, theft or any other cause beyond your control or for an delay 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. Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL
$

TEARDOWN
$ [redacted]

ORIGINAL ESTIMATE
$

REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐IN PERSON	BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐IN PERSON	BY

PHONE NO. CALLED (1)

PHONE NO. CALLED (2)

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

CUSTOMER # [redacted]

[redacted]

SAN BERNARDINO, CA [redacted]

HOME [redacted]

[redacted]

WORKORDER

PAGE 2

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AG212196 EPA # CAD066147257

SERVICE ADVISOR: 383 CHERO, DAMON E

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S64[redacted]		8203/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 07MAR06		VARIES	CASH	

R.O. OPENED	READY	OPTIONS: STK[redacted]
07MAR2006 09:00		

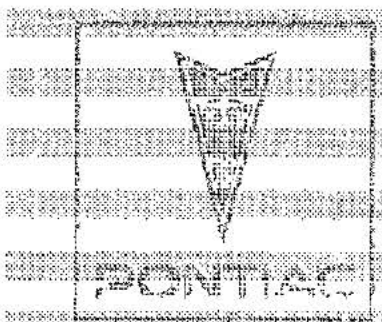
LINE	OP CODE	TECH. TYPE	DESCRIPTION/INSTRUCTIONS
			SEEMS TO SURGE-NOT UP HILLS-FLATLAND.

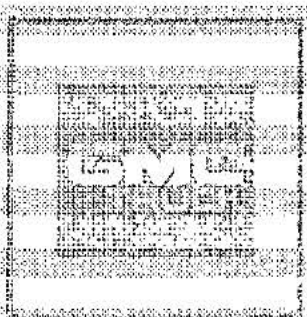
****

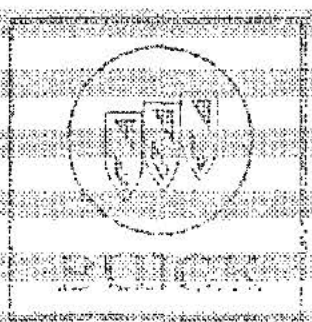
Preliminary Estimate : $1.00

****

HAZ WASTE UP TO $2.62
PER SERVICE







ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

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 the vehicle in case of fire, theft or any other cause beyond your control or for an delay 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.
Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL $	ORIGINAL ESTIMATE
TEARDOWN ESTIMATE $	$

X _____ CUSTOMER SIGNATURE

REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY

PHONE NO. CALLED (1) | PHONE NO. CALLED (2)

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

CUSTOMER # [redacted]

[redacted]

SAN BERNARDINO, CA [redacted]

HOME [redacted]

[redacted]

WORKORDER

PAGE 1

INLAND VALLEY
PONTIAC · GMC · BUICK

1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657

BAR # AG212196 EPA # CAD065147257

SERVICE ADVISOR: 383 CHERO, DAMON E

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	04	BUICK RAINIER	5GADS13S64[redacted]		8203/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 07MAR06		VARIES	CASH	

R.O. OPENED	READY	OPTIONS: STK [redacted]
07MAR2006 09:01		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	7500		CPCM	CUSTOMER REQUESTS 7500 MILE SERVICE (SEE ATTACHED SHEET)

****

Preliminary Estimate : $96.00

****

HAZ WASTE UP TO $2.62
PER SERVICE

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

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Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL
$
TEARDOWN
[redacted]

ORIGINAL ESTIMATE
$ 96.00

REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY

PHONE NO. CALLED (1) | PHONE NO. CALLED (2)

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

CUSTOMER COPY

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[redacted]
SAN BERNARDINO, CA [redacted]

SERVICE ADVISOR WARREN W PETERS

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 South "E" Street · San Bernadino · CA · 92408
(909) 888-6767 · Fax (909) 888-6776
BAR # AG212196 · San Bernadino Buick/Pontiac/GMC · AC 204361
EPA #
12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs: Mon - Fri 7AM - 6PM

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
08AUG06	11AUG06	[redacted]	[redacted]5GADS13S641[redacted]	41027	[redacted]		11AUG06	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
16:57	10:21	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	371	903

MILEAGE IN	MILEAGE OUT	LICENSE NO.
18658	18658	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A INSTALLED EXCHANGE CLUSTER AND HAS INTERNAL					
FAILURES SEE RO 102303 JOB A					
CAUSE: INTERNAL IN CLUSTER SEE RO [redacted]UTH					
B					
63 DASH/INST/CLUSTER					
710 W94					(N/C)
B** RENTAL CAR					
RENT RENTAL CAR					
710 W94					(N/C)
SUBL PO34797/ERAC					
W94					(N/C)
FC:					

** PRE-INVOICE **

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

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY
PONTIAC · GMC · BUICK

1411 SO. "E" STREET
SAN BERNADINO, CA 92408
(909) 888-6767

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

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[redacted]

SAN BERNARDINO, CA [redacted]

SERVICE ADVISOR WARREN W PETERS

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 South "E" Street · San Bernadino · CA · 92408
(909) 888-6767 · Fax (909) 888-6776

BAR # AG212196 - San Bernadino Buick/Pontiac/GMC - AC 204361 EPA #
12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
02AUG06	11AUG06	[redacted]	[redacted]GADS13S642[redacted]	[redacted]	[redacted]		11AUG06	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
17:19	11:32	04	BUICK RAINIER	[redacted]	[redacted]ARIES	09OCT05	119	903

MILEAGE IN	MILEAGE OUT	LICENSE NO.
18658	18658	

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A** LUBE,OIL,FILTER CHANGE,CHECK AIR FILTER,CHECK ALL FLUID LEVELS,CHECK BELTS & HOSES,SET TIRE PRESSURE.					
LOF LUBE,OIL,FILTER CHANGE,CHECK AIR FILTER,CHECK ALL FLUID LEVELS,CHECK BELTS & HOSES,SET TIRE PRESSURE.					
686 INT					(N/C)
1 89017342 FILTER					(N/C)
7 12345615X 5W30 OIL					(N/C)
EST: 32.00 02AUG06 17:19 SA: 903					

** PRE-INVOICE **

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

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

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X

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY
PONTIAC · GMC · BUICK

1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

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

Copyright 2000 ADP, Inc. SERVICE INVOICE #1 XSI1C

[redacted]

SAN BERNARDINO, CA [redacted]

INLAND VALLEY PONTIAC · GMC · BUICK
1411 South "E" Street · San Bernadino · CA · 92408
(909) 888-6767 · Fax (909) 888-6776

BAR # AQ212196 · San Bernadino Buick/Pontiac/GMC · AC 204361 EPA #

12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM

SERVICE ADVISOR WARREN W PETERS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
02AUG06	10AUG06	[redacted]	[redacted]5GADS13S642[redacted]	[redacted]	T454		11AUG06	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
17:18	15:19	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	119	903

MILEAGE IN	MILEAGE OUT	LICENSE NO
18658	18658	

TECH.	TYPE	HOURS	DISTRONIC	RENTONIC	TOTAL
710	W94				(N/C)

** PRE-INVOICE **

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

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY PONTIAC · GMC · BUICK
1411 SO. "E" STREET
SAN BERNADINO, CA 92408
(909) 888-6767

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #1 XS

[redacted]

SAN BERNARDINO, CA[redacted]

INLAND VALLEY
PONTIAC - GMC - BUICK
1411 South "E" Street · San Bernadino · CA · 92408
(909) 888-6767 · Fax (909) 888-6776

BAR # AG212196 - San Bernadino Buick/Pontiac/GMC - AC 204361
EPA # 12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM

SERVICE ADVISOR WARREN W PETERS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
02AUG06	10AUG06	[redacted]	5GADS13S642[redacted]	[redacted]	[redacted]		11AUG06	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
17:18	15:19	04	BUICK RAINIER [redacted]		VARIES	09OCT05	119	903

MILEAGE IN	MILEAGE OUT	LICENSE NO.
18658	18658	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CUSTOMER STATES OIL GAUGE READS BEYOND RIGHT PEG ON FREEWAY					
CAUSE: INTERNAL IN CLUSTER					
60 15A					
710 W94					(N/C)
REMOVED AND REPLACED					
B CUSTOMER STATES SPEEDOMETER WILL STICK ON 30 MPH OR OTHER TIMES DROP TO ZERO WHILE DRIVING					
CAUSE: SEE LINE A					
60 15A					
710 W94					(N/C)
C CUSTOMER STATES RIGHT OUTSIDE REAR VIEW MIRROR INOP					
CAUSE: INTERNAL IN MIRROR					
60 15A					
710 W94					(N/C)
1 15789757 MIRROR					(N/C)

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

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY
PONTIAC - GMC - BUICK

1411 SO. "E" STREET
SAN BERNADINO, CA 92408
(909) 888-6767

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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #1 XSITC

[redacted]

SAN BERNARDINO, CA [redacted]

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 South "E" Street · San Bernadino · CA · 92408
(909) 888-6767 · Fax (909) 888-6776

BAR # AG212196 · San Bernadino Buick/Pontiac/GMC · AC 204361
EPA #

12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM

SERVICE ADVISOR WARREN W PETERS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
02AUG06	10AUG06	[redacted]	[redacted]GADS13S64[redacted]	[redacted]	T454		11AUG06	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
17:18	15:19	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	119	903

MILEAGE IN	MILEAGE OUT	LICENSE NO.
18658	18658	

TECH	TYPE	HOURS	DISTRUNIT	RETURNED	TOTAL
REPLACED					
D CUSTOMER STATES CONSOLE LID SQUEAKS WHILE YOU ARE DRIVING					
CAUSE: WARPED LID					
60 15A					
710 W94					(N/C)
1 89039674 ARMREST					(N/C)
REPLACED					
E CUSTOMER STATES LEFT REAR DOOR HAS EXCESSIVE WIND NOISE PART ORDERED					
CAUSE: MISALIGNED WEATHERSTRIP					
60 15A					
710 W94					(N/C)
REALIGNED					
F 710					
CAUSE: WIND NOISE					
60 15A					
710 W94					(N/C)
1 12345097 ADHESIVE					(N/C)
1 12345632 ADHESIVE-					(N/C)

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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X

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INLAND VALLEY
PONTIAC · GMC · BUICK

1411 SO. "E" STREET
SAN BERNADINO, CA 92408
(909) 888-6767

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

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[redacted]
SAN BERNARDINO, CA[redacted]

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 South "E" Street · San Bernadino · CA · 92408
(909) 888-6767 · Fax (909) 888-6776
BAR # AG212196 · San Bernadino Buick/Pontiac/GMC · EPA # AC 204361
12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM

SERVICE ADVISOR WARREN W PETERS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
02AUG06	10AUG06	[redacted]	5GADS13S64[redacted]	[redacted]	[redacted]		11AUG06	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST/PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
17:18	15:19	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	119	903

MILEAGE IN	MILEAGE OUT	LICENSE NO.
18658	18658	

TECH. TYPE HOURS UST/UNIT NET/UNIT	TOTAL
INSTALL ADHIESIVE	
G CUSTOMER STATES AIR CONDITIONING HAS	
EXTREMELY FOUL ODOR WHEN IN USE	
CAUSE: EXCESS MOISTURE IN SYSTEM	
60 15A	
710 W94	(N/C)
1 12378554 ODOR ELIM	(N/C)
DEORDORIZE	
H CUSTOMER STATES ON HOT DAYS IT TAKES ABOUT	
25 MINUTES TO START COOLING DOWN	
CAUSE: NORMAL OPER	
60 15A	
710 W94	(N/C)
I** CUSTOMER STATES VEHICLE IS ONLY GETTING 16	
MPG PER STICKER SHOULD GET 22 MPG HIGHWAY	
CHECK AND ADVISE	
CAUSE: SCANED OK	
40 DRIVABILITY	

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

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

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INLAND VALLEY
PONTIAC · GMC · BUICK
1411 SO. "E" STREET
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(909) 888-6767

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

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CUSTOMER #[redacted]

[redacted]

SAN BERNARDINO, CA [redacted]

HOME: [redacted]

[redacted]

WORKORDER

PAGE 1

INLAND VALLEY
PONTIAC • GMC • BUICK
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AG212196 EPA # CAD066147257

SERVICE ADVISOR: 903 PETERS,WARREN W

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S64[redacted]		18658/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 03AUG06		VARIES	CASH	

R.O. OPENED	READY	OPTIONS: STK:4[redacted]
02AUG2006 17:19		

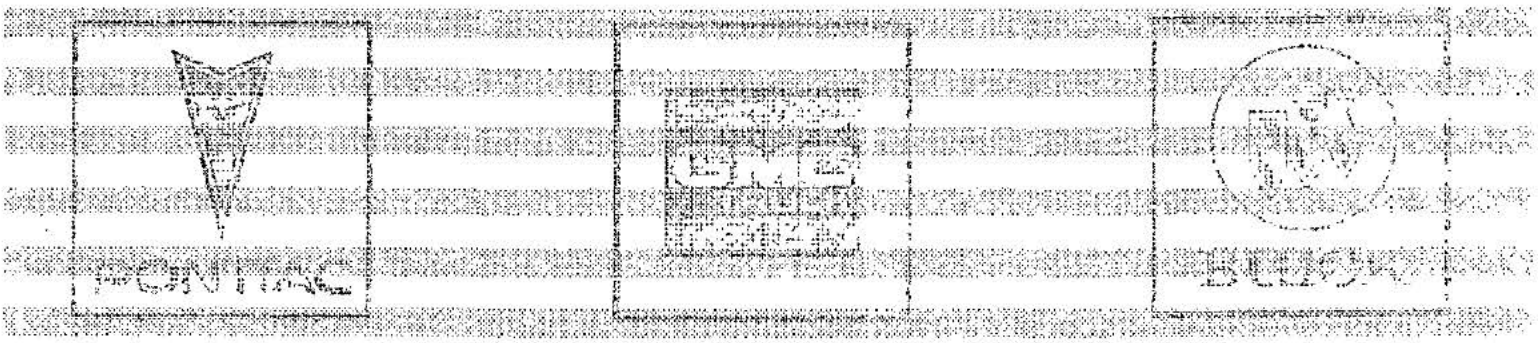
LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

****

Preliminary Estimate : $32.00

****

HAZ WASTE UP TO $2.62
PER SERVICE



ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge [redacted] removed in the servicing of your vehicle.

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 the vehicle in case of fire, theft or any other cause beyond your control or for an delay 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.
Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL	ORIGINAL ESTIMATE
$	$ 32.00

[redacted]TURE

	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐IN PERSON	BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐IN PERSON	BY

PHONE NO. CALLED (1) | PHONE NO. CALLED (2)

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

CUSTOMER COPY

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[redacted]

[redacted]

SAN BERNARDINO, CA [redacted]
HOME [redacted] BUS [redacted]

WORKORDER

PAGE 1

INLAND VALLEY
PONTIAC • GMC • BUICK
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AG212196 EPA # CAD066147257

SERVICE ADVISOR: 903 PETERS, WARREN W

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S642[redacted]		18658/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 03AUG06		VARIES	CASH	

R.O. OPENED	READY	OPTIONS: STK [redacted]
02AUG2006 17:18		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	60		W94	CUSTOMER STATES OIL GAUGE READS BEYOND RIGHT PEG ON FREEWAY
# B	60		CPC	CUSTOMER STATES SPEEDOMETER WILL STICK ON 30 MPH OR OTHER TIMES DROP TO ZERO WHILE DRIVING
# C	60		W94	CUSTOMER STATES RIGHT OUTSIDE REAR VIEW MIRROR INOP
# D	60		W94	CUSTOMER STATES CONSOLE LID SQUEAKS WHILE YOU ARE DRIVING
# E	60		W94	CUSTOMER STATES LEFT REAR DOOR HAS EXCESSIVE WIND NOISE PART ORDERED
# F	60		W94	CUSTOMER STATES REAR HATCH HAS EXCESSIVE WIND NOISE PART HERE

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

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 the vehicle in case of fire, theft or any other cause beyond your control or for an delay 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.
Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL $

TEARDOWN ESTIMATE $

ORIGINAL ESTIMATE
$ 0

X [redacted]
CUSTOMER SIGNATURE

REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY

PHONE NO. CALLED (1)

PHONE NO. CALLED (2)

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

CUSTOMER #: [redacted]

[redacted]

SAN BERNARDINO, CA [redacted]

HOME: [redacted]

[redacted]

WORKORDER

PAGE 2

INLAND VALLEY
PONTIAC • GMC • BUICK
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AG212196 EPA # CAD066147257

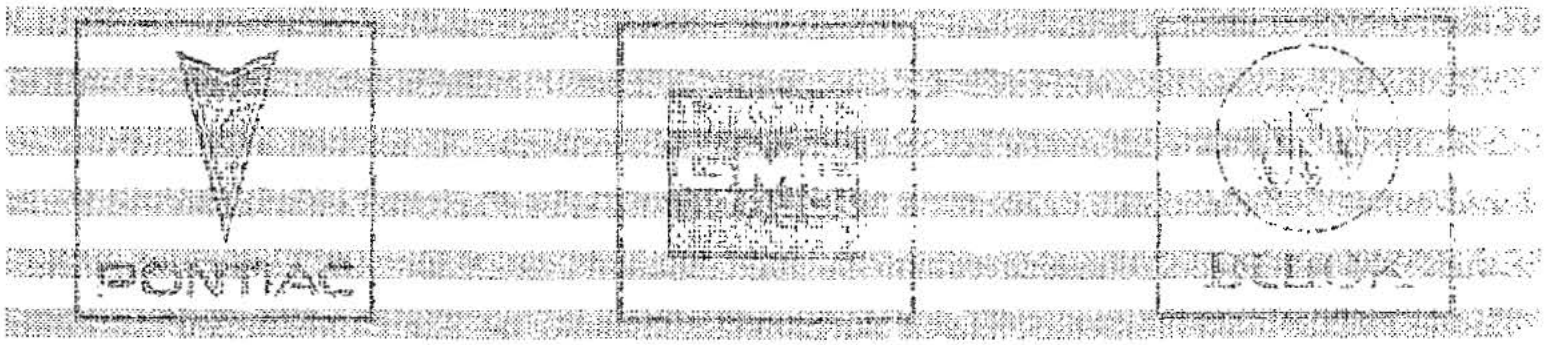
SERVICE ADVISOR: 903 PETERS, WARREN W

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S642[redacted]		18658/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 03AUG06		VARIES	CASH	

R.O. OPENED	READY	OPTIONS:
02AUG2006 17:18		STK[redacted]

LINE	OP CODE	TECH. TYPE	DESCRIPTION/INSTRUCTIONS
# G	60	W94	CUSTOMER STATES AIR CONDITIONING HAS EXTREMELY FOUL ODOR WHEN IN USE
# H	60	W94	CUSTOMER STATES ON HOT DAYS IT TAKES ABOUT 25 MINUTES TO START COOLING DOWN
			HAZ WASTE UP TO $2.62 PER SERVICE



ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

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HAZARDOUS WASTE DISPOSAL $

TEARDOWN ESTIMATE $

ORIGINAL ESTIMATE

$

X
CUSTOMER SIGNATURE

REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY

PHONE NO. CALLED (1) | PHONE NO. CALLED (2)

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

[redacted]

SAN BERNARDINO, CA [redacted]

INLAND VALLEY PONTIAC · GMC · BUICK
1411 South "E" Street · San Bernadino · CA · 92408
(909) 888-6767 · Fax (909) 888-6776

BAR # AG212196 · San Bernadino Buick/Pontiac/GMC · EPA # AC 20436

12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM

SERVICE ADVISOR DAMON E CHERO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
23AUG06	23AUG06	[redacted]	5GADS13S64[redacted]	[redacted]	[redacted]		23AUG06	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:37	15:07	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	383	383

MILEAGE IN	MILEAGE OUT	LICENSE NO.
19193	19193	

TECH	TYPE	HOURS	LISTPRICE	NETPRICE	TOTAL
A REPAIR LEFT FRONT TIRE HAS A SCREW IN IT-REPAIR AS PER BILL.					
53 REPAIRED TIRE					
	650	INT			(N/C)
B DETAIL VEHICLE REMOVE GREASE FROM VEHICLE(CARPET, SEAT & DOOR PANEL).					
84 COMPLETED					
	999	INT			(N/C)
EST: 1.00		23AUG06	08:37	SA: 383	

** PRE-INVOICE **

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

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 [redacted] vehicle to [redacted] F.

ALL PARTS ARE NEW UNLES[redacted]

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INLAND VALLEY PONTIAC · GMC · BUICK
1411 SO. "E" STREET
SAN BERNADINO, CA 92408
(909) 888-6767

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

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[redacted]

SAN BERNARDINO, CA[redacted]

SERVICE ADVISOR DAMON E CHERO

INLAND VALLEY PONTIAC • GMC • BUICK
1411 South "E" Street · San Bernardino · CA · 92408
(909) 888-6767 · Fax (909) 381-6657
BAR # AG212186 EPA # CAD066147257

12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
12FEB07	17FEB07	[redacted]	5GADS13S64[redacted]	[redacted]	[redacted]		17FEB07	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:53	11:17	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	371	383

MILEAGE IN	MILEAGE OUT	LICENSE NO.
30565	30565	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL	
A	LUBE,OIL,FILTER CHANGE,CHECK AIR FILTER,CHECK ALL FLUID LEVELS,CHECK BELTS & HOSES,SET TIRE PRESSURE.					
	LOF LUBE,OIL,FILTER CHANGE,CHECK AIR FILTER,CHECK ALL FLUID LEVELS,CHECK BELTS & HOSES,SET TIRE PRESSURE.					
	686 CPC			7.08	7.08	
	1 89017342 FILTER		5.95	5.95	5.95	
	7 12345615X 5W30 OIL		2.61	2.61	18.27	
B	ADVISED REC. 30K SERVICE, TRANS FLUSH & FUEL INJECTION SERVICE-CUSTOMER DECLINED					
	10 MINOR MAINTENANCE					
	686 CPC			0.00	0.00	

EST: 33.00 12FEB07 07:53 SA: 383

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	7.08
PARTS AMOUNT	24.22
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	31.30
LESS INSURANCE	0.00
SALES TAX	1.88
PLEASE PAY THIS AMOUNT	33.18

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

X _____
CUSTOMER SIGNATURE

REC. 30K SERVICE, FUEL INJECTION SERVICE & TRAM S FLUSH

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY PONTIAC • GMC • BUICK
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER COPY

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[redacted]

SAN BERNARDINO, CA [redacted]

INLAND VALLEY PONTIAC · GMC · BUICK
1411 South "E" Street · San Bernardino · CA · 92408
(909) 888-6767 · Fax (909) 381-6657
BAR # AG212196 EPA # CAD068147257

12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

SERVICE ADVISOR DAMON E CHERO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	[redacted] NO.
12FEB07	17FEB07	41027	5GADS13S642[redacted]	[redacted]	[redacted]		17FEB07	

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:52	11:17	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	371	383

MILEAGE IN	MILEAGE OUT	LICENSE NO.
30565	30565	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A REPAIR LEFT FRONT FENDER-SMALL DENT & PAINT DAMAGE-CENTER AREA ABOVE FENDERWELL AS PER BILL.					
95 REPAIRED DENT & PAINT AS PER BILL					
999	INT				(N/C)
SUBL PO38346/WEST COAST COLLISION					
	INT				(N/C)
FC:					
EST: 1.00 12FEB07 07:52 SA: 383					

** PRE-INVOICE **

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

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

(X) CUSTOMER SIGNATURE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY PONTIAC · GMC · BUICK
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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) CUSTOMER COPY DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

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[redacted]

SAN BERNARDINO, CA [redacted]

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 South "E" Street · San Bernardino · CA · 92408
(909) 888-6767 · Fax (909) 381-6657

BAR # AG212198 EPA # CAD066147257
12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

SERVICE ADVISOR DAMON E CHERO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
12FEB07	17FEB07	[redacted]	5GADS13S642[redacted]	[redacted]	[redacted]		17FEB07	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:50	11:16	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	371	383

MILEAGE IN	MILEAGE OUT	LICENSE NO.
30565	30565	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
FC:					
EST: 1.00		12FEB07 07:50 SA: 383			

** PRE-INVOICE **

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

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. I also

X [redacted]

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY
PONTIAC · GMC · BUICK
TRUCKS

1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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

CUSTOMER COPY

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[redacted]

SAN BERNARDINO, CA 9[redacted]

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 South "E" Street · San Bernardino · CA · 92408
(909) 888-6767 · Fax (909) 381-6657

BAR # AG212195 EPA # CAD066147257
12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

SERVICE ADVISOR DAMON E CHERO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
12FEB07	17FEB07	[redacted]	5GADS13S642[redacted]	[redacted]	[redacted]		17FEB07	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:50	11:16	04	BUICK RAINIER	909-863-0414	VARIES	09OCT05	371	383

MILEAGE IN	MILEAGE OUT	LICENSE NO.
30565	30565	

TECH	TYPE	HOURS	LIST PRICE	KEY/UNIT	TOTAL
A CUSTOMER REPORTS THAT THE ACELERATOR WILL P-UP SPEED AT TIMES WHILE DRIVING ON ITS OWN & WILL COME BACK TO NORMAL ON ITS OWN.					
CAUSE: UNABLE TO VERIFY					
40 DRIVABILITY					
685 W94					(N/C)
SCAN CHECKED NO FIALURE RECORDS-UPDATED PCM WIT H NEW PROGRAM SHEET ATTATCHED-ROADTESTED OK AT THIS TIME.					
B CUSTOMER REPORTS THAT THE DRIVERS SIDE FRONT POWER SEAT WILL MOVE BACK & FORTH ON ITS OWN WHILE DRIVING-SCARY WILL GO ALL THE WAY BACK OR ALL THE WAY FORWARD-PUSHING DRIVER AGAINST STEERING WHEEL.					
CAUSE: UNABLE TO VERIFY					
60 15A					
954 W94					(N/C)
CHECKED FOR BULLETINS-NONE FOUND ENVOY SEAT CRE EP FOUND-BUT DOES NOT APPLY-WILL NOT MOVE					

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

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

X _____
CUSTOMER SIGNATURE

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY
PONTIAC · GMC · BUICK
TRUCKS

1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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 11 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

CUSTOMER COPY

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[redacted]

SAN BERNARDINO, CA [redacted]

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 South "E" Street · San Bernardino · CA · 92408
(909) 888-6767 · Fax (909) 381-6657

BAR # AG212186 EPA # CA0066147267
12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

SERVICE ADVISOR DAMON E CHERO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
12FEB07	17FEB07	[redacted]	5GADS13S642[redacted]	[redacted]	[redacted]		17FEB07	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:50	11:16	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	371	383

MILEAGE IN	MILEAGE OUT	LICENSE NO.
30565	30565	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL	
	954 W94				(N/C)	
1	88909755 FUSE KIT				(N/C)	
	REPLACED BLOWN 20AMP FUSE					
F	CUSTOMER REPORTS THAT TH EPOWER ACC. IN REAR SEAT AREA HAS NO POWER.					
	CAUSE: SEE LINE E					
	60 15A					
	954 W94				(N/C)	
G	CUSTOMER REPORTS OF WIND NOISE FROM DRIVERS SIDE FRONT DOOR AT SPEEDS OF 35MPH & ABOVE-SEE HISTORY.					
	CAUSE: OPERATING AS DESIGNED					
	60 15A					
	954 W94				(N/C)	
	TEST DRIVE NORMAL WIND RUSH NOISE-INSPECTED					
	WEA THER STRIP OK-NO REPAIR					
H	CUSTOMER REPORTS THAT THE DRIVERS SIDE FRONT SEAT BOTTOM & SIDE OF SEAT BACK LEATHER					

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

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

X _____
CUSTOMER SIGNATURE

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

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

CUSTOMER COPY

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[redacted]

SAN BERNARDINO, CA [redacted]

INLAND VALLEY
PONTIAC - GMC - BUICK
1411 South "E" Street - San Bernardino - CA - 92408
(909) 889-6767 - Fax (909) 381-6657

SERVICE ADVISOR DAMON E CHERO

BAR # AG212196 EPA # CAD066147257
12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
12FEB07	17FEB07	[redacted]	5GADS13S642[redacted]	[redacted]	[redacted]		17FEB07	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:50	11:16	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	371	383

MILEAGE IN	MILEAGE OUT	LICENSE NO.
30565	30565	

TECH	TYPE	HOURS	LST/FRONT	NET/UNIT	TOTAL
IS GETTING LINES & APPEARS LINE MAY SPLIT-ADVISE.					
CAUSE: NORMAL WEAR ON LEATHER					
60 15A					
954 W94					(N/C)
NO SPLITS IN MATERIAL-REC. LEATHER CONDITIONER					
I CUSTOMER REPORTS THAT THE PASSENGER SIDE FRONT SEAT BOTTOM & OUTSIDE OIF SEAT BACK COVERS ARE GETTING LINES & APPEAR MAY SPLIT.					
CAUSE: SEE LINE H					
60 15A					
954 W94					(N/C)
J RENTAL CAR					
RENT RENTAL CAR					
646 W94					(N/C)
SUBL PO38308/ERAC					
W94					(N/C)

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

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

X _____
CUSTOMER SIGNATURE

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INLAND VALLEY
PONTIAC - GMC - BUICK
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER COPY

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[redacted]

SAN BERNARDINO, CA [redacted]

INLAND VALLEY PONTIAC · GMC · BUICK
1411 South "E" Street · San Bernardino · CA · 92408
(909) 888-6757 · Fax (909) 381-6657

BAR # AQ212196 EPA # CA0066147257
12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

SERVICE ADVISOR DAMON E CHERO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
12FEB07	17FEB07	[redacted]	5GADS13S6[redacted]	[redacted]	[redacted]		17FEB07	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:50	11:16	04	BUICK RAINIER	9[redacted]	VARIES	09OCT05	371	383

MILEAGE IN	MILEAGE OUT	LICENSE NO.
30565	30565	

TECH	TYPE	HOURS	LIST/ANT	NET/UNIT	TOTAL	
WHILE DRIVING. ROADTESTED UNABLE TO VERIFY, NO FAULT CODES IN DRIVERS SIDE SEAT MODULE.						
C CUSTOMER REPORTS THAT THE LIGHTS WILL TURN OFF WHILE DIRVING AT NIGHT-WILL NOTICE VOLT GUAGE WILL PEG IN BOTH DIRECTIONS & WILL COME BACK ON.						
CAUSE: UNABLE TO VERIFY						
60 15A						
	954	W94			(N/C)	
ROADTESTED NO DTCS PRESENT CHECKED ALTERNATOR O UTPUT 14.2VOLTS-89AMPS NO REPAIR MADE						
D CUSTOMER REPORTS THAT WHILE DRIVING THE ON-STAR WILL BE ACTIVATED-UNIDENTIFIED CALLER-ONSTAR RESPONDS.						
60 15A						
	954	W94			(N/C)	
E CUSTOMER REPORTS THAT THE POWER ACC. OUTLET IS NOT WORKING IN FRONT.						
CAUSE: FUSE BLOWN						
60 15A						

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

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

X _____
CUSTOMER SIGNATURE

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY PONTIAC · GMC · BUICK
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

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

CUSTOMER COPY

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CUSTOMER #: [redacted]

[redacted]

SAN BERNARDINO, CA [redacted]

HOME [redacted] BUS: [redacted]

CELL [redacted]

[redacted]

WORKORDER

PAGE 1

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AG212196 EPA # CAD066147257

SERVICE ADVISOR: 383 CHERO, DAMON E

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S64[redacted]		30565/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 15FEB07		VARIES	CASH	

R.O. OPENED	READY	OPTIONS: STK [redacted]
12FEB2007 07:50		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	40		W94	CUSTOMER REPORTS THAT THE ACELERATOR WILL P-UP SPEED AT TIMES WHILE DRIVING ON ITS OWN & WILL COME BACK TO NORMAL ON ITS OWN.
# B	60		W94	CUSTOMER REPORTS THAT THE DRIVERS SIDE FRONT POWER SEAT WILL MOVE BACK & FORTH ON ITS OWN WHILE DRIVING-SCARY WILL GO ALL THE WAY BACK OR ALL THE WAY FORWARD-PUSHING DRIVER AGAINST STEERING WHEEL.
# C	60		W94	CUSTOMER REPORTS THAT THE LIGHTS WILL TURN OFF WHILE DIRVING AT NIGHT-WILL NOTICE VOLT GUAGE WILL PEG IN BOTH DIRECTIONS & WILL COME BACK ON.
# D	60		W94	CUSTOMER REPORTS THAT WHILE DRIVING THE ON-STAR WILL BE ACTIVATED-UNIDENTIFIED CALLER-ONSTAR RESPONDS.
# E	60		W94	CUSTOMER REPORTS THAT THE POWER ACC. OUTLET IS NOT WORKING IN FRONT.

PONTIAC GMC BUICK

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

"DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS"

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: _____ *Phone Number:* _____

Fax Number: _____ *E-Mail Address:* _____

Date: _____

_____
(Customer's Signature)

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

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 the vehicle in case of fire, theft or any other cause beyond your control or for an delay 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. Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL $ _____

TEARDOWN

ESTIMATE $

ORIGINAL ESTIMATE

$ 8

X _____
CUSTOMER SIGNATURE

REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY

PHONE NO. CALLED (1)

PHONE NO. CALLED (2)

CUSTOMER COPY

INLAND VALLEY
PONTIAC • GMC • BUICK
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AG212196 EPA # CAD066147257

CUSTOMER #: [redacted]
[redacted]
SAN BERNARDINO, CA [redacted]
HOME: [redacted] BUS: [redacted]
CELL: [redacted]

WORKORDER [redacted]

SERVICE ADVISOR: 383 CHERO, DAMON E

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S64[redacted]		30565/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 15FEB07		VARIES	CASH	

R.O. OPENED	READY	OPTIONS: STK:
12FEB2007 07:50		[redacted]

LINE	OP CODE	TECH.	TYPE	DESCRIPTION/INSTRUCTIONS
# F	60		W94	CUSTOMER REPORTS THAT TH EPOWER ACC. IN REAR SEAT AREA HAS NO POWER.
# G	60		W94	CUSTOMER REPORTS OF WIND NOISE FROM DRIVERS SIDE FRONT DOOR AT SPEEDS OF 35MPH & ABOVE-SEE HISTORY.
# H	60		W94	CUSTOMER REPORTS THAT THE DRIVERS SIDE FRONT SEAT BOTTOM & SIDE OF SEAT BACK LEATHER IS GETTING LINES & APPEARS LINE MAY SPLIT-ADVISE.
# I	60		W94	CUSTOMER REPORTS THAT THE PASSENGER SIDE FRONT SEAT BOTTOM & OUTSIDE OIF SEAT BACK COVERS ARE GETTING LINES & APPEAR MAY SPLIT.
# J	RENT		W94	RENTAL CAR

****

Preliminary Estimate : $1.00

****

PONTIAC GMC BUICK

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

"DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS"
I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: _____ Phone Number: _____
Fax Number: _____ E-Mail Address: _____
Date: _____
(Customer's Signature)

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 the vehicle in case of fire, theft or any other cause beyond your control or for an delay 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. Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL $

TEARDOWN ESTIMATE $

ORIGINAL ESTIMATE $

X _____ CUSTOMER SIGNATURE

REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY

PHONE NO. CALLED (1) PHONE NO. CALLED (2)

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

CUSTOMER #[redacted]

[redacted]

SAN BERNARDINO, CA [redacted]

HOME [redacted] BUS: [redacted]

CELL [redacted]

[redacted]

WORKORDER

PAGE 3

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AG212196 EPA # CAD066147257

SERVICE ADVISOR: 383 CHERO, DAMON E

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S64[redacted]		30565/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 15FEB07		VARIES	CASH	

R.O. OPENED	READY	OPTIONS: STK:[redacted]
12FEB2007 07:50		

LINE	OP CODE	TECH.	TYPE	DESCRIPTION/INSTRUCTIONS
				HAZ WASTE UP TO $2.62 PER SERVICE

PONTIAC GMC TRUCK BUICK

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: _____ *Phone Number:* _____

Fax Number: _____ *E-Mail Address:* _____

Date: _____ _____ *(Customer's Signature)*

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 the vehicle in case of fire, theft or any other cause beyond your control or for an delay 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. Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL $	ORIGINAL ESTIMATE
TEARDOWN ESTIMATE $	$

X _____ CUSTOMER SIGNATURE

REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐IN PERSON	BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐IN PERSON	BY

PHONE NO. CALLED (1) PHONE NO. CALLED (2)

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

CUSTOMER #: [redacted]

[redacted]

SAN BERNARDINO, CA [redacted]

HOME [redacted] BUS: [redacted]

CELL [redacted]

WORKORDER [redacted]

PAGE 1

INLAND VALLEY
PONTIAC · GMC · BUICK

1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657

BAR # AG212196 EPA # CAD066147257

SERVICE ADVISOR: 383 CHERO, DAMON E

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S64[redacted]		30565/ [redacted]	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 15FEB07		VARIES	CASH	

R.O. OPENED	READY	OPTIONS:
12FEB2007 07:53		STK [redacted]

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	LOF		CPC	LUBE, OIL, FILTER CHANGE, CHECK AIR FILTER, CHECK ALL FLUID LEVELS, CHECK BELTS & HOSES, SET TIRE PRESSURE.
# B	10		CPC	ADVISED REC. 30K SERVICE, TRANS FLUSH & FUEL INJECTION SERVICE-CUSTOMER DECLINED

****

Preliminary Estimate : $33.00

****

HAZ WASTE UP TO $2.62
PER SERVICE

PONTIAC GMC BUICK

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

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SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

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I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: _____ *Phone Number:* _____

Fax Number: _____ *E-Mail Address:* _____

Date: _____

_____
(Customer's Signature)

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

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HAZARDOUS WASTE DISPOSAL	ORIGINAL ESTIMATE
$	$ 33.00
TEARDOWN	
ESTIMATE $	

X _____
CUSTOMER SIGNATURE

REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY

PHONE NO. CALLED (1) | PHONE NO. CALLED (2)

CUSTOMER COPY

CUSTOMER #[redacted]

[redacted]

SAN BERNARDINO, CA [redacted]

HOME: [redacted] BU[redacted]

CELL: [redacted]

[redacted]

WORKORDER

PAGE 1

INLAND VALLEY
PONTIAC · GMC · BUICK

1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AG212196 EPA # CAD066147257

SERVICE ADVISOR: 383 CHERO, DAMON E

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S6422[redacted]		30565/	[redacted]

DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 15FEB07		VARIES	CASH	

R.O. OPENED	READY	OPTIONS: STK:
12FEB2007 07:52		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
#	A 95		INT	REPAIR LEFT FRONT FENDER-SMALL DENT & PAINT DAMAGE-CENTER AREA ABOVE FENDERWELL AS PER BILL.

****

Preliminary Estimate : $1.00

****

HAZ WASTE UP TO $2.62
PER SERVICE

PONTIAC GMC BUICK

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

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"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

"DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS"
I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: _____ Phone Number: _____

Fax Number: _____ E-Mail Address: _____

Date: _____

_____
(Customer's Signature)

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

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HAZARDOUS WASTE DISPOSAL
$

TEARDOWN
ESTIMATE $

ORIGINAL ESTIMATE
$ 8

CUSTOMER SIGNATURE

REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐IN PERSON	BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐IN PERSON	BY

PHONE NO. CALLED (1)

PHONE NO. CALLED (2)

CUSTOMER COPY

[redacted]
SAN BERNARDINO, CA [redacted]

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 South "E" Street · San Bernardino · CA · 92408
(909) 888-6767 · Fax (909) 381-6657

SERVICE ADVISOR JOSHUA G PETTY

BAR # AG212196 EPA # CAD066147257
12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
08JUN07	13JUN07	[redacted]	5GADS13S642[redacted]	[redacted]	[redacted]		13JUN07	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
12:55	13:53	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	383	371

MILEAGE IN	MILEAGE OUT	LICENSE NO.
33662	33662	

TECH	TYPE	HOURS	LST/ART	NET/UNIT	TOTAL
EST: 1.00		08JUN07	12:55	SA: 371	

** PRE-INVOICE **

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

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. I also

X [redacted]

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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) CUSTOMER COPY DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

Copyright 2000 ADP, Inc. SERVICE INVOICE PT #5710

[redacted]

SAN BERNARDINO, CA [redacted]

SERVICE ADVISOR JOSHUA G PETTY

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 South "E" Street · San Bernardino · CA · 92408
(909) 888-6767 · Fax (909) 381-6657

BAR # AG212186 EPA # CAD006142257
12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs.: Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
08JUN07	13JUN07	[redacted]	5GADS13S64[redacted]	[redacted]	[redacted]		13JUN07	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
12:55	13:53	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	383	371

MILEAGE IN	MILEAGE OUT	LICENSE NO.
33662	33662	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CUSTOMER STATES THAT, 2 WEEKS AGO WHEN DRIVING DRIVERSIDE POWER SEAT WHEN ALL THE WAY FORWARD, THEN ALL THE WAY BACK AND THEN BACK ALL THE WAY FORWARD AGAIN, HAS HAPPENED TWICE SINCE 02.19.07					
CAUSE: TESTED					
65 TRIM/GLASS					
954 W94					(N/C)
1 19001632 BATTERY					(N/C)
FC: PART#: COUNT:					
CLAIM TYPE:					
AUTH CODE:					
FOUND MEMORY TO GET LOST DUE TO BATTERY HAVING LOW VOLTAGE, FOUND NO DTC'S, SEAT MEMORY DATA DOU NF TO BE INVALID, SET MEMORY SEAT, STILL INVALI D FOUND BATTERY TO HAVE INSUFFENCIENT CHARGE, R EPLACED BATTERY AND OK AT THIS TIME (CASE#96946 82)					
B CUSTOMER STATES THAT, 1 MONTH AGO RIGHT WINDOW WENT DOWN ALL THE WAY AND THEN WENT UP ALL THE WAY BY ITS SELF PLEASE					

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

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

X _____
CUSTOMER SIGNATURE

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE 8.1 XSITC

[redacted]

SAN BERNARDINO, CA [redacted]

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 South "E" Street · San Bernardino · CA · 92408
(909) 888-6767 · Fax (909) 381-6657

BAR # AG212196 EPA # CADOR6147257

SERVICE ADVISOR JOSHUA G PETTY

12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs: Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
08JUN07	13JUN07	[redacted]7	5GADS13S642[redacted]	[redacted]	[redacted]		13JUN07	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
12:55	13:53	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	383	371

MILEAGE IN	MILEAGE OUT	LICENSE NO.
33662	33662	

TECH	TYPE	HOURS	LISTPRICE	NETUNIT	TOTAL
CHECK AND ADVISE, AND AT SAME TIME OF RIGHT WINDOW GOING UP LEFT FRONT WENT DOWN BY ITSSELF AND CUSTOMER HAD TO PUT BACK UP PLEASE CHECK AND ADVISE					
CAUSE: TAC CASE#9694682					
65 TRIM/GLASS					
954 W94					(N/C)
SEE LINE#A (REPLACED BATTERY) F C RENTAL CAR					
CAUSE: RENTAL CAR					
RENT RENTAL CAR					
646 W94					(N/C)
FC: PART#: COUNT:					
CLAIM TYPE:					
AUTH CODE:					
SUBL PO40097/ERAC					
W94					(N/C)
FC:					
RENTAL CAR					

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

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

X

CUSTOMER SIGNATURE

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the *Uniform Rules for Better Business Bureau Arbitration*, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY
PONTIAC · GMC · BUICK
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #1 XSIIC

[redacted]

CUSTOMER #: [redacted]

[redacted]

SAN BERNARDINO, CA [redacted]

HOME [redacted] BUS: [redacted]

CELL [redacted]

WORKORDER

PAGE 1

INLAND VALLEY
PONTIAC • GMC • BUICK

1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657

BAR # AG212196 EPA # CAD066147257

SERVICE ADVISOR: 371 PETTY, JOSHUA G

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S642[redacted]		33662/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 08JUN07		VARIES	CASH	

R.O. OPENED	READY	OPTIONS: STK: [redacted]
08JUN2007 12:55		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	65		W94	CUSTOMER STATES THAT, 2 WEEKS AGO WHEN DRIVING DRIVERSIDE POWER SEAT WHEN ALL THE WAY FORWARD, THEN ALL THE WAY BACK AND THEN BACK ALL THE WAY FORWARD AGAIN, HAS HAPPENED TWICE SINCE 02.19.07
# B	65		W94	CUSTOMER STATES THAT, 1 MONTH AGO RIGHT WINDOW WENT DOWN ALL THE WAY AND THEN WENT UP ALL THE WAY BY ITS SELF PLEASE CHECK AND ADVISE, AND AT SAME TIME OF RIGHT WINDOW GOING UP LEFT FRONT WENT DOWN BY ITSSELF AND CUSTOMER HAD TO PUT BACK UP PLEASE CHECK AND ADVISE
# C	RENT		W94	RENTAL CAR

****

Preliminary Estimate : $1.00

****

HAZ WASTE UP TO $2.62 PER SERVICE

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

SAVE PARTS ☐

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

"DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS"
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Name of Designee: _____ Phone Number: _____

Fax Number: _____ E-Mail Address: _____

Date: _____

_____ *(Customer's Signature)*

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HAZARDOUS WASTE DISPOSAL $

TEARDOWN ESTIMATE $

ORIGINAL ESTIMATE $

CUSTOMER SIGNATURE

REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY

PHONE NO. CALLED (1) PHONE NO. CALLED (2)

CUSTOMER COPY

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 :	5GADS13S[redacted]

VEHICLE INFORMATION

Merchandising Model :	BS15506 -2004 RAINIER CXL 2WD	Warranty Start Date :	10/09/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	INLAND VALLEY PONTIAC GMC BUICK, INC. 1411 SOUTH E ST SAN BERNARDINO , CA 92408-2722 (909) 888-6767	Selling Source :	11 - BUICK
		Site Code :	11026
		Business Associate Code :	171703

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

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	13044	INTERMITTENT INCORRECT TURN SIGNAL OPERATION	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
SB	05047	ONSTAR HARDWARE CAN BE UPGRADED TO DIGITAL. SEE TSB 05-08-46-006.	02/21/2007	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Active	Refer to Help page for details or: http://www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271. In Canada, http://onstar.enrollment.ca or (877)438-9677.		
XM Equipped	No	XM Radio ID	N/A	XM Status	N/A	Refer to Help page for details or: http://www.gm.xmradio.com or (800)556-3600. In Canada, http:// xmradio.ca or (877) 438-9677.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	10/09/2005	144 miles	10/09/2008	36144 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	10/09/2005	144 miles	10/09/2011	100144 miles

96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/09/2005	144 miles	10/09/2013	80144 miles
36/50000 CALIFORNIA EMISSIONS	10/09/2005	144 miles	10/09/2008	50144 miles
84/70000 CALIFORNIA SELECT COMPONENT	10/09/2005	144 miles	10/09/2012	70144 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
02/12/2007	[redacted]	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	30565 miles
02/12/2007		#	N1720 - FUSE - REPLACE	30565 miles
02/12/2007		#	Z7903 - 3-DAY COURTESY TRANSPORTATION	30565 miles
08/09/2006		#	N4187 - INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC	18658 miles
08/08/2006		#	N4180 - CLUSTER ASSEMBLY, INSTRUMENT PANEL - R&R OR REPLACE	18658 miles
08/08/2006		#	Z7902 - 2-DAY COURTESY TRANSPORTATION	18658 miles
08/04/2006		#	N4187 - INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC	18658 miles
08/02/2006		#	N4180 - CLUSTER ASSEMBLY, INSTRUMENT PANEL - R&R OR REPLACE	18658 miles
08/02/2006		#	B4155 - MIRROR, OUTSIDE REARVIEW - RIGHT - REPLACE	18658 miles
08/02/2006		#	C2740 - DOOR AND/OR PAD, CONSOLE COMPARTMENT - R&R OR REPLACE	18658 miles
08/02/2006		#	C1131 - WEATHERSTRIP - REAR DOOR OPENING - LEFT - ALIGN OR REPLACE	18658 miles
08/02/2006		#	C1328 - WEATHERSTRIP - TAILGATE/ENDGATE OPENING - ONE PIECE - ALIG	18658 miles
08/02/2006		#	D1322 - MOTOR AND/OR FAN, BLOWER - A/C - R&R OR REPLACE	18658 miles
03/07/2006		#	C7250 - COVER AND/OR PAD, REAR OR ROW 1 SEAT CUSHION - RIGHT - R&R	8203 miles
03/07/2006		#	N6620 - WIRING AND/OR CONNECTOR - POWER & GROUNDS DISTRIBUTION - R	8203 miles
03/07/2006		#	J9992 - CUSTOMER CONCERN NOT DUPLICATED	8203 miles
12/07/2005		#	N1720 - FUSE - REPLACE	3288 miles
12/07/2005		#	C2021 - SUNSHADE AND/OR SUPPORT - LEFT - R&R OR REPLACE	3288 miles
12/07/2005		#	V1388 - 05044 - REPLACE FLASHER RELAY	3288 miles
04/09/2004		#	N1720 - FUSE - REPLACE	45 miles
11/10/2003		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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[redacted]

SAN BERNARDINO, CA [redacted]

SERVICE ADVISOR JOSHUA G PETTY

1411 South "E" Street · San Bernardino · CA · 92408
(909) 888-6767 · Fax (909) 381-6857

BUICK PONTIAC GMC TRUCKS

DLR # A021215B EPA # CA0960147717
12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
03AUG07	10AUG07	[redacted]	5GADS13S64[redacted]	41027	[redacted]		10AUG07	115962

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
11:07	13:29	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	371	371

MILEAGE IN	MILEAGE OUT	LICENSE NO.
35848	35848	

NOW	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
IT STALLED 1 TIME.					
CAUSE: TESTED AND FOPUND NEGATIVE BATTERY TERMIBNAL LOOSE					
60 15A					
685 W94					(N/C)
TIGHTENED NEGATIVE BQATTERY CABLE QAND TESTED 5 DIFFERENT TIMES AND WORKIN TO FACTORY SPECS AT THIS TIME					
EST: 1:00 03AUG07 11:07 SA: 371					

** PRE-INVOICE **

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

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. I also acknowledge and approve all repairs as itemized

[redacted]

CUSTOMER SIGNATURE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY BUICK PONTIAC GMC TRUCKS

1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, 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) [redacted] GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER COPY

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[redacted]

SAN BERNARDINO, CA [redacted]

1411 South "E" Street - San Bernardino - CA - 92408
(909) 888-6767 - Fax (909) 381-6667

SERVICE ADVISOR JOSHUA G PETTY

BAR # AG21x105 EPA # CA9OLS1437x7
12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs: Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
03AUG07	10AUG07	[redacted]	5GADS13S642[redacted]	[redacted]	[redacted]		10AUG07	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
11:07	13:29	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	371	371

MILEAGE IN	MILEAGE OUT	LICENSE NO.
35848	35848	

TECH.	TYP	HOURS	IN FRONT	RETURN	TOTAL

A CUSTOMER STATES THAT, WHEN DRIVING CAME UP TO A STOP SIGN AND DRIVERSIDE SEAT MOVE FORWARD AND BACK AND WINDOW WENT UP AND DOWN AND VEHCILE STALLED OUT, THEN RE-STARTED RIGHT UP, AND WENT TO NEXT STOP SIGN AND DRIVERSIDE SEAT WENT FORWARD AND ABACK WARD AND WINDOW WENT UP AND DOWN, AND VEHICLE STALLED OPUT AGAIN AND WOULD NOT RESTART HAD TO TOW TO HOUSE THEN HAD TOWED TO DEALER PLEASE CHECK AND ADVISE.

CAUSE: SEE LINE#B

40 DRIVABILITY

685 W94 (N/C)

NOT CORRECT DESCRIPTION

B** GENERAL MANAGER CALLED CUSTOMER 08.06.07 11:40AM MRS.MILLS, IN GEAR AT IDLE ENGINE WOULD START TO SHAKE THEN ENGINE WOULD STALL SITTING AT A STOP LIGHT AFTER 30SECONDS OR MORE, LIGHTS CAME LIT ON DASH AFTER ENGINE STALLED, ENGINE DID START UP EASY WHEN REOSTARTED, NO LIGHTS CAME LIT ON DASH, SEAT DID GO FORWARD AND BACK WHEN

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

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

X _____

CUSTOMER SIGNATURE

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1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

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(SIGNED) CUSTOMER COPY GENERAL MANAGER OR AUTHORIZED PERSON DATE

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[redacted]

SAN BERNARDINO, CA [redacted]

INLAND VALLEY BUICK · PONTIAC · GMC
1411 South "E" Street · San Bernardino · CA · 92408
(909) 888-6767 · Fax (909) 381-6657
BUICK PONTIAC GMC TRUCKS
BAR # AG212196 EPA # CA0068147257

12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs: Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

SERVICE ADVISOR DAMON E CHERO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
28AUG07	01SEP07	[redacted]	5GADS13S642[redacted]	[redacted]	[redacted]		01SEP07	1[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SA
11:22	12:28	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	371	383

MILEAGE IN	MILEAGE OUT	LICENSE NO.
36531	36531	

TECH.	TYPE	HOURS	LISTPRICE	NETPRICE	TOTAL
EST: 1.00		28AUG07 11:22 SA: 383			

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0[redacted]
SALES TAX	0
PLEASE PAY THIS AMOUNT	0.00

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. I also acknowledge and approve all repairs as itemized

[redacted] CUSTOMER SIGNATURE

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INLAND VALLEY BUICK · PONTIAC · GMC TRUCKS
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

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(SIGNED) DEALER/GENERAL MANAGER OR AUTHORIZED PERSON DATE

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[redacted]
SAN BERNARDINO, CA [redacted]

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1411 South "E" Street · San Bernardino · CA · 92408
(909) 888-6767 · Fax (909) 381-6657
BUICK PONTIAC GMC TRUCKS
BAR # AG212196 EPA # CAD066147257

12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

SERVICE ADVISOR DAMON E CHERO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
28AUG07	01SEP07	[redacted]	5GADS13S64[redacted]	[redacted]	[redacted]		01SEP07	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SIA
11:22	12:28	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	371	383

MILEAGE IN	MILEAGE OUT	LICENSE NO.
36531	36531	

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CUSTOMER REPORTS THAT VEHICLE STALLS WHILE DRIVING-RESTARTS AFTER STALLS.					
CAUSE: O2 SENSOR OUT OF CALIBRATION					
40 DRIVABILITY					
		685	W94		(N/C)
1	12586996	SENSOR			(N/C)
SCAN CHECKED-NO FAILURE RECORDS, SCAN CHECKED S ENSOR DROPS BELOW 20 ON LEAN SWING GOES LOW ENG INE STUMBLES LEAN-REPLACED O2 SENSOR-CLEARED CO DES					
B RENTAL CAR					
RENT RENTAL CAR					
		999	W94		(N/C)
SUBL PO41238/ERAC					
			W94		(N/C)
FC:					

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

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

X _____
CUSTOMER SIGNATURE

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INLAND VALLEY BUICK · PONTIAC · GMC
BUICK PONTIAC GMC TRUCKS

1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

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

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[redacted]
SAN BERNARDINO, CA [redacted]

INLAND VALLEY
BUICK · PONTIAC · GMC
1411 South "E" Street · San Bernardino · CA · 92408
(909) 888-6767 · Fax (909) 381-6657
BUICK PONTIAC GMC TRUCKS
BAR # AG212196 EPA # CA0086147257

12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

SERVICE ADVISOR JOSHUA G PETTY

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
21DEC07	22DEC07	[redacted]	5GADS13S6422[redacted]	41027	[redacted]		22DEC07	121023

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
12:22	15:42	04	BUICK RAINIER	909-863-0414	VARIES	09OCT05	371	371

MILEAGE IN	MILEAGE OUT	LICENSE NO.
40531	40531	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CUSTOMER STATES THAT GAS GAUGE IS NOT READING CORRECTLY WHEN FULL WILL ONLY READ 3/4'S AND SOMETIMES LOW FUEL LIGHT IS ON AND WHEN DRIVING CAN SEE GAUGE MOVE UP THEN BACK DOWN					
CAUSE: FUEL LEVEL SENSOR FAULTY L1197 SENSOR, FUEL LEVEL (TANK UNIT) REPLACE					
984WGM94					(N/C)
1 88965821 SEN KIT					(N/C)
REPALCED FUEL LEVEL SENSOR					
B CUISTOMER STATESTHAT FUEL RANGE IS ALWAYS READING OFF NOT EVEN CLOSE TO CORRECXT RANGE PLEASE CHECK ND ADVISE.					
CAUSE: F 40 SEE LINE#A					
984WGM94					(N/C)
C RENTAL CAR					
CAUSE: RENTAL CAR					
Z7901 1 DAY RENTAL					

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

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

X _____
CUSTOMER SIGNATURE

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INLAND VALLEY BUICK · PONTIAC · GMC TRUCKS
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

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

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[redacted]

SAN BERNARDINO, CA [redacted]

SERVICE ADVISOR JOSHUA G PETTY

INLAND VALLEY BUICK · PONTIAC · GMC
1411 South "E" Street · San Bernardino · CA · 92408
(909) 888-6767 · Fax (909) 381-6657
BAR # AG212196 EPA # CAD066147257
12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
21DEC07	22DEC07	[redacted]	5GADS13S642[redacted]				22DEC07	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
12:22	15:42	04	BUICK RAINIER	909-863-0414	VARIES	09OCT05	371	371

MILEAGE IN	MILEAGE OUT	LICENSE NO.
40531	40531	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
984WGM94					(N/C)
SUBL PO42796/ERAC					
WGM94					(N/C)
FC:					
RENTAL CAR					
D** LUBE,OIL,FILTER CHANGE,CHECK AIR FILTER,CHECK ALL FLUID LEVELS,CHECK BELTS & HOSES,SET TIRE PRESSURE.					
LOF LUBE,OIL,FILTER CHANGE,CHECK AIR FILTER,CHECK ALL FLUID LEVELS,CHECK BELTS & HOSES,SET TIRE PRESSURE.					
984	CPC			7.08	7.08
1	89017342 FILTER		5.95	5.95	5.95
7	12345615X 5W30 OIL		2.62	2.62	18.34
MISC HAZARD WASTE					
	CPT			1.85	1.85
EST: 1.00	21DEC07 12:22 SA: 371				

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

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

X

CUSTOMER SIGNATURE

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INLAND VALLEY BUICK · PONTIAC · GMC
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

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

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[redacted]

SAN BERNARDINO, CA [redacted]

INLAND VALLEY BUICK · PONTIAC · GMC
1411 South "E" Street · San Bernardino · CA · 92408
(909) 888-6767 · Fax (909) 381-6657
BUICK PONTIAC GMC TRUCKS
BAR # AG212196 EPA # CA0066147257

12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

SERVICE ADVISOR JOSHUA G PETTY

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
21DEC07	22DEC07	[redacted]	5GADS13S64[redacted]	[redacted]	[redacted]		22DEC07	121023

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
12:22	15:42	04	BUICK RAINIER	909-863-0414	VARIES	09OCT05	371	371

MILEAGE IN	MILEAGE OUT	LICENSE NO.
40531	40531	

TECH.	TYPE	HOURS	LISTAUNT	RET/U NIT	TOTAL
EST: 135.00		21DEC07	12:25	SA: 371	
CONTACT: MILLS				915-0548	
DED LOF					

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	7.08
PARTS AMOUNT	24.29
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.
TOTAL CHARGES	33.
LESS INSURANCE	0.
SALES TAX	1.
PLEASE PAY THIS AMOUNT	35.16

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

WAVE DED PER BILL MARKLOFF

CK3455 9.15

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY BUICK · PONTIAC · GMC TRUCKS
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

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CUSTOMER #: [redacted]

[redacted]

SAN BERNARDINO CA [redacted]

HOME [redacted] BU [redacted]

CELL [redacted]

[redacted]

WORKORDER
REPRINT
PAGE 1

INLAND VALLEY
BUICK · PONTIAC · GMC
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AG212196 EPA # CAD066147257

SERVICE ADVISOR: 371 PETTY, JOSHUA G

CO	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S642[redacted]		40531/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 21DEC07		VARIES	CASH	

R.O. OPENED	READY	OPTIONS: STK: [redacted]
21DEC2007 12:22		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	40		WGM94	CUSTOMER STATES THAT GAS GAUGE IS NOT READING CORRECTLY WHEN FULL WILL ONLY READ 3/4'S AND SOMETIMES LOW FUEL LIGHT IS ON AND WHEN DRIVING CAN SEE GAUGE MOVE UP THEN BACK DOWN
# B	40		WGM94	CUISTOMER STATESTHAT FUEL RANGE IS ALWAYS READING OFF NOT EVEN CLOSE TO CORRECXT RANGE PLEASE CHECK ND ADVISE.
# C	RENT		WGM94	RENTAL CAR
# D	*LOF		CPC	LUBE, OIL, FILTER CHANGE, CHECK AIR FILTER, CHECK ALL FLUID LEVELS, CHECK BELTS & HOSES, SET TIRE PRESSURE.

****

Preliminary Estimate : $1.00
Current Estimate : $135.00 21DEC 12:25 SA 371

****

BUICK PONTIAC GMC

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

"DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS"
I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: _____ *Phone Number:* _____
Fax Number: _____ *E-Mail Address:* _____
Date: _____
(Customer's Signature)

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

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 the vehicle in case of fire, theft or any other cause beyond your control or for an delay 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.
Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL $

TEARDOWN ESTIMATE $

ORIGINAL ESTIMATE
$ 35 00

X [redacted]
CUSTOMER SIGNATURE

REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY

PHONE NO. CALLED (1) PHONE NO. CALLED (2)

CUSTOMER COPY

CUSTOMER #

SAN BERNARDINO, CA
HOME BUS:
CELL

WORKORDER
REPRINT
PAGE 2

INLAND VALLEY
BUICK · PONTIAC · GMC
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AG212196 EPA # CAD066147257

SERVICE ADVISOR: 371 PETTY, JOSHUA G

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S642		40531/	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 21DEC07		VARIES	CASH	

R.O. OPENED	READY	OPTIONS: STK:
21DEC2007 12:22		

LINE	OP CODE	TECH.	TYPE	DESCRIPTION/INSTRUCTIONS
				HAZ WASTE UP TO $2.62
				PER SERVICE

BUICK PONTIAC GMC

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
. DISCOVER

"DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS"
I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee: _____ Phone Number: _____
Fax Number: _____ E-Mail Address: _____
Date: _____ _____
(Customer's Signature)

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 the vehicle in case of fire, theft or any other cause beyond your control or for an delay 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. Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL $
TEARDOWN
ESTIMATE $

ORIGINAL ESTIMATE
$

X _____
CUSTOMER SIGNATURE

REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐IN PERSON	BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐IN PERSON	BY

PHONE NO. CALLED (1) PHONE NO. CALLED (2)

CUSTOMER COPY

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[redacted]
SAN BERNARDINO, CA [redacted]

INLAND VALLEY BUICK · PONTIAC · GMC
1411 South "E" Street · San Bernardino · CA · 92408
(909) 888-6767 · Fax (909) 381-8657
BAR # AG212186 EPA # CA0066147257

SERVICE ADVISOR JOSHUA G PETTY

12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION		TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
03OCT08	07OCT08	[redacted]	5GADS13S64[redacted]	[redacted]	T5736		08OCT08	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
15:20	10:39	04	BUICK RAINIER	[redacted]	VARIES	09OCT05	371	371

MILEAGE IN	MILEAGE OUT	LICENSE NO.
52125	52125	

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CUSTOMER STATES THAT, VEHICLE IS					
INTERMITTENLY STALLING AND THEWN WILL					
RE-START PLEASE CHECK AND ADVISE.					
CAUSE: THROTTLE BODY STICKING STILL AFTER					
CLEANED					
40 DRIVABILITY					
	685	W94			(N/C)
1	12568580	BODY			(N/C)
1	12575463	GASKET			(N/C)
REPALCED THROTTLE BODY UNTI AND RE-TESTED					
OKNOW					
EST: 1.00		03OCT08 15:20 SA: 371			

PAID
OCT - 8 2008

** PRE-INVOICE **

Customer Can NOT Have old Part Back, warranty Item Had To BE TURNED Back Into Buick 10-8-08

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

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

X _____
CUSTOMER SIGNATURE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY BUICK · PONTIAC · GMC
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #1 XS11C

[redacted]

SAN BERNARDINO, CA [redacted]

INLAND VALLEY
BUICK · PONTIAC · GMC TRUCKS
1411 South "E" Street · San Bernardino · CA · 92408
(909) 888-6767 · Fax (909) 381-6657

SERVICE ADVISOR JOSHUA G PETTY

BAR # AG212196 EPA # CAD068147257
12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
01OCT08	08OCT08	41027	5GADS13S642[redacted]	[redacted]	[redacted]		08OCT08	1[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
16:15	16:07	04	BUICK RAINIER	909-863-0414	VARIES	09OCT05	119	371

MILEAGE IN	MILEAGE OUT	LICENSE NO.
52125	52125	

TECH	TYPE	HOURS	LIST/UNIT	NET/JOB	TOTAL
SUBL 45650/ERAC					
	WGMT				(N/C)
FC:					
RENTAL CAR					
CUSTOMER PAY DEDUCTIBLE FOR REPAIR ORDER					100.00
EST: 100.00 01OCT08 16:15 SA: 371					

CR 3802
PAID
OCT - 8 2008

** PRE-INVOICE **

Customer Can Have Old Parts Back If Core Charge Is Paid
10-8-08

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	100.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	100.00

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

X _____
CUSTOMER SIGNATURE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY BUICK · PONTIAC · GMC TRUCKS
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #1 XS1C

[redacted]

SAN BERNARDINO, CA 9[redacted]

SERVICE ADVISOR JOSHUA G PETTY

INLAND VALLEY BUICK · PONTIAC · GMC
1411 South "E" Street · San Bernardino · CA · 92408
(909) 888-6767 · Fax (909) 381-6657
BAR # AG212196 EPA # CAD066147257
12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
01OCT08	08OCT08	41027	5GADS13S64[redacted]	[redacted]	[redacted]		08OCT08	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
16:15	16:07	04	BUICK RAINIER	9[redacted]	VARIES	09OCT05	119	371

MILEAGE IN	MILEAGE OUT	LICENSE NO.
52125	52125	

TECH. TYPE HOURS LIST/UNIT KEY UNIT	TOTAL
ONLY WHEN COMING TO STOPS.	
CAUSE: SEE RO#	
40 SEE RO#1[redacted]	
685 WGMT	(N/C)
C RECOMMEND 45K SERVICE, FUEL SYSTEM SERVICE, TRANSMISSION FLUSH,M COOLANT FLUSH, BRAKE FLUSH, POWER STEERING FLUSH,ENGIEN FLUSH, REAR DIFF SERVICE,AND ENGIEN PRESSUYRE WASH AND 4 TIRES AND ALIGNMENT ADVISED CUSTOMER AND DECLINED.	
10 NOTED	
685 CPC 0.00	0.00
D** RENTAL CAR	
CAUSE: RENTAL CAR	
Z7905 5 DAY RENTAL	
685 WGMT	(N/C)
FC: PART#: COUNT: 0	
CLAIM TYPE:	
AUTH CODE:	

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

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

X

CUSTOMER SIGNATURE

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY BUICK · PONTIAC · GMC
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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) CUSTOMER COPY DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

Copyright 2000 ADP, Inc. SERVICE INVOICE #1 XS11C

[redacted]

SAN BERNARDINO, CA [redacted]

INLAND VALLEY
BUICK · PONTIAC · GMC
1411 South "E" Street · San Bernardino · CA · 92408
(909) 888-6767 · Fax (909) 381-6657
BUICK PONTIAC GMC TRUCKS
BAR # AG212196 EPA # CA0066147257

12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
Service hrs. Mon - Fri 7AM - 6PM Saturday 8AM - 5PM

SERVICE ADVISOR JOSHUA G PETTY

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO	INVOICE PRINTED	INVOICE NO.
01OCT08	08OCT08	41027	5GADS13S642[redacted]	[redacted]	[redacted]		08OCT08	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
16:15	16:07	04	BUICK RAINIER	9[redacted]	VARIES	09OCT05	119	371

MILEAGE IN	MILEAGE OUT	LICENSE NO.
52125	52125	

TECH	TYPE	HOURS	LISTPRICE	NET/UNIT	TOTAL
A CUSTOMER STATES THAT INTERMITTENLY WHEN					
DRIVING AT KNIGHT MORE OFTEN THAN NOT					
DASH LIGHTS AND HEADLIGHTS ARE FLICKERING					
AND ONCE OR TWICE COMPLETELY WENT OFF					
THEN CAME BACK ON					
CAUSE: ALTENATOR FAULTY					
J4100 GENERATOR ASSEMBLY REPLACE					
685 WGMT					(N/C)
1 19151920 W-GEN REM					(N/C)
FC: PART#: COUNT:					
CLAIM TYPE:					
AUTH CODE:					
REPALCED ALTENATOR(NOTE:PER BULLITEN 2170220					
LI GHT WILL FLICKER AT TIMES NORMAL					
CONDITION)BULL ITEN POSTED 6-21-08					
B CUSTOMER STATES THAT, SHE DROVE FROM SAN					
BERNARDINO TO YUCIAPA AND EXITED FREEWAY					
PULLED INTO GAS STATION AND VEHCIEL					
SHUTTERED AND STALLED OUT AND WILL					
RESTART JUST FINE, BUT IS HAPPENING WHEN					
AND WHERE EVER IT WANT AND HAS STALLED					

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

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

X _____
CUSTOMER SIGNATURE

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."

INLAND VALLEY BUICK · PONTIAC · GMC
BUICK PONTIAC GMC TRUCKS
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
(909) 888-6767

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, 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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #1 XSI1C

CUSTOMER # [redacted]

[redacted]

SAN BERNARDINO, CA [redacted]
HOME: [redacted] US: [redacted]
CELL: [redacted]

[redacted]

WORKORDER

PAGE 1

INLAND VALLEY
BUICK · PONTIAC · GMC

1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AG212196 EPA # CAD066147257

SERVICE ADVISOR: 371 PETTY, JOSHUA G

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S642[redacted]		52125/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05-IS			17:00 01OCT08		VARIES	CASH	

R.O. OPENED	READY	OPTIONS: STK: [redacted]
01OCT2008 16:15		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	60		WGMT	CUSTOMER STATES THAT INTERMITTENLY WHEN DRIVING AT KNIGHT MORE OFTEN THAN NOT DASH LIGHTS AND HEADLIGHTS ARE FLICKERING AND ONCE OR TWICE COMPLETELY WENT OFF THEN CAME BACK ON
# B	40		WGMT	CUSTOMER STATES THAT, SHE DROVE FROM SAN BERNARDINO TO YUCIAPA AND EXITED FREEWAY PULLED INTO GAS STATION AND VEHCIEL SHUTTERED AND STALLED OUT AND WILL RESTART JUST FINE, BUT IS HAPPENING WHEN AND WHERE EVER IT WANT AND HAS STALLED ONLY WHEN COMING TO STOPS.
# C	10		CPC	RECOMMEND 45K SERVICE, FUEL SYSTEM SERVICE, TRANSMISSION FLUSH,M COOLANT FLUSH, BRAKE FLUSH, POWER STEERING FLUSH,ENGIEN FLUSH, REAR DIFF SERVICE,AND ENGIEN PRESSUYRE WASH AND 4 TIRES AND ALIGNMENT ADVISED CUSTOMER AND DECLINED.

****

Preliminary Estimate : $100.00

****

HAZ WASTE UP TO $2.62
PER SERVICE

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

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 the vehicle in case of fire, theft or any other cause beyond your control or for an delay 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.
Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL
$

TEARDOWN

[redacted]

ORIGINAL ESTIMATE

$ 100.00

"DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS"

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: _____ *Phone Number:* _____
Fax Number: _____ *E-Mail Address:* _____
Date: _____ _____ *(Customer's Signature)*

REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY

PHONE NO. CALLED (1) | PHONE NO. CALLED (2)

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

CUSTOMER #[redacted]

[redacted]

SAN BERNARDINO CA [redacted]

HOME: [redacted] BUS: [redacted]

CELL: [redacted]

[redacted]

WORKORDER

PAGE 1

INLAND VALLEY
PONTIAC • GMC • BUICK

1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AG212198 EPA # CAD066147257

SERVICE ADVISOR: 383 CHERO, DAMON E

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S64[redacted]		19193/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			16:00 23AUG06		VARIES	CASH	

R.O. OPENED	READY	OPTIONS: STK:41027
23AUG2006 08:37		

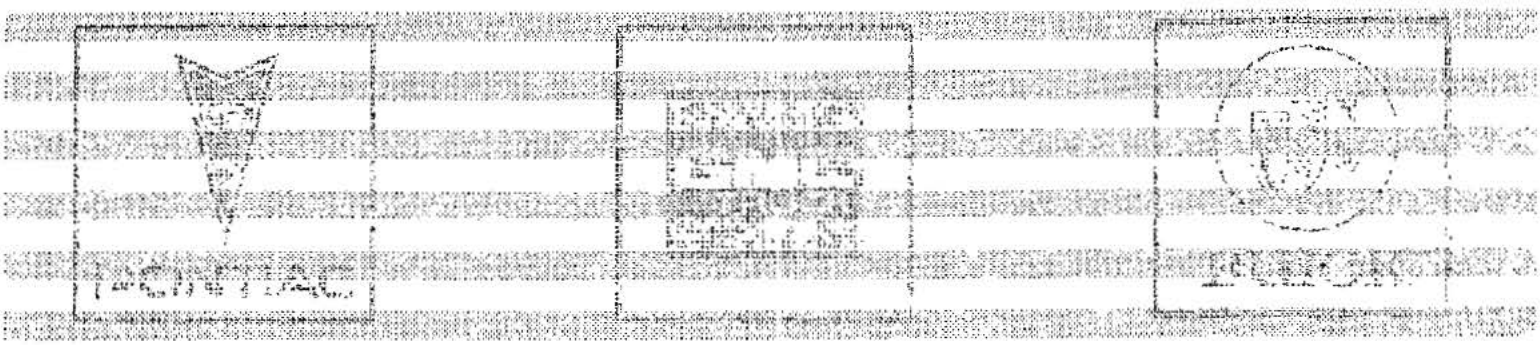
LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	53	INT	REPAIR LEFT FRONT TIRE HAS A SCREW IN IT-REPAIR AS PER BILL.
# B	84	INT	DETAIL VEHICLE REMOVE GREASE FROM VEHICLE(CARPET, SEAT & DOOR PANEL).

****

Preliminary Estimate : $1.00

****

HAZ WASTE UP TO $2.62
PER SERVICE



ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

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 the vehicle in case of fire, theft or any other cause beyond your control or for an delay 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.
Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL $

TEARDOWN [redacted]

ORIGINAL ESTIMATE

$

X [redacted]

REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐IN PERSON	BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐IN PERSON	BY

PHONE NO. CALLED (1) | PHONE NO. CALLED (2)

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

INLAND VALLEY
PONTIAC · GMC · BUICK

1411 South "E" Street · San Bernadino · CA · 92408
(909) 888-6767 · Fax (909) 888-6776

BUICK PONTIAC GMC TRUCKS

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.
NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS.
NO RETURNS AFTER 30 DAYS. 10% RE-STOCK CHARGE ON ALL RETURNED PARTS.

DISCLAIMER OF WARRANTIES

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

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
16 DEC 05		16 DEC 05	16 DEC 05	3[redacted]

SOLD TO

ACCOUNT NO. 1000

CASH

SHIP TO

CASH

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
	352		CASH	SAN BERNARDINO C

QUANTITY ORD.	QUANTITY SHP.	QUANTITY B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	12345775	PAINTTUBE	6.02	6.02	6.02

PAID DEC 16 2005

THANK YOU FOR CHOOSING INLAND VALLEY
PARTS & SERVICE NOW OPEN ON SATURDAYS
FROM 8:00AM TILL 5:00PM FOR YOUR GMC,
PONTIAC, BUICK, CHEVROLET, CADILLAC,
AND OLDSMOBILE PARTS & SERVICE NEEDS

CU
X[redacted]

PARTS	6.02
SUBLET	
FREIGHT	0.00
SALES TAX	0.47
TOTAL	$6.49

CUSTOMER COPY

Copyright 2000 ADP, Inc. PARTS INVOICE 1-UP XP13C1

GMAC

THANK YOU FOR CHOOSING YOUR DEALER AND GMAC

FOR ASSISTANCE CALL: 800-200-4622
TDD/TTY (HEARING IMPAIRED): 800-833-4622
visit us at www.gmacfs.com

[redacted]
SAN BERNARDINO CA [redacted]

MAKE/MODEL: 04 [redacted]ER
VIN: 5GADS13S64[redacted]

ACCOUNT NUMBER : [redacted]

STATEMENT REFLECTS
PAYMENT(S) RECEIVED THROUGH: 10/10/08

ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	11/01/08
Amount Due	617.66
TOTAL	617.66

PAST DUE PAYMENTS PAY IMMEDIATELY	
Due Date	Amount
TOTAL	

OTHER UNPAID AMOUNTS	
Late Charge	30.6
Insurance Premium	
Miscellaneous	
TOTAL	30.6

TOTAL PAYMENTS AND OTHER UNPAID AMOUNTS:	648.3

PAYMENTS APPLIED AS FOLLOWS

DUE DATE	SCHEDULED PAYMENT	DATE PAID	UNPAID BALANCE	FINANCE CHARGE	LATE CHARGE	OTHER CHARGE	TOTAL PAID
08/01/08	617.66	08/11/08	454.64	163.02	0.04		617.
09/01/08	617.66	09/09/08	472.73	144.93	0.04		617.
10/01/08	617.66	10/10/08	465.85	151.81	0.04		617.

MESSAGES



REMAINING UNPAID BALANCE $22,542.65. THIS AMOUNT DOES NOT INCLUDE FINANCE CHARGES AND OTHER UNPAID AMOUNTS. PLEASE CALL US FOR YOUR PAYOFF.

RETURN THIS PORTION WITH YOUR PAYMENT

ACCOUNT NUMBER: [redacted]

BOBBY J MILLS

GMAC
www.gmacfs.com

NEXT PAYMENT DUE:	617.66
TOTAL PAST DUE:	
TOTAL OTHER:	30.68
TOTAL DUE NOW:	648.34
AMOUNT PAID-INSURANCE PREMIUM:	
TOTAL AMOUNT PAID:	

PAYMENT PROCESSING CENTER
PO BOX 78234
PHOENIX AZ 85062-8234

GMRSFU00

DO NOT SEND CASH OR POST DATED CHECKS. ALL CHECKS WILL BE DEPOSITED UPON RECEIPT. MAKE CHECKS PAYABLE TO GMAC. RETURN THIS NOTICE WITH YOUR PAYMENT TO THE ABOVE ADDRESS.

[redacted]

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

VIA FAX ONLY

January 12, 2009

John Jacobson, Esq.
Caronna, Johnson & Hoddick, L.L.P.
76-650 Sahara Rd Ste 2
Rancho Mirage, CA 92270

RE: Bobby Mills
Service Reque[redacted]
2004 Buick Rainier
Vehicle Identification Number: 5GADS13S64[redacted]
Customer Relationship Specialist: Cynthia Suniga

Dear Mr. Jacobson:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2004 Buick Rainier for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

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

Down Payment	$ 4,000.00
License/Title/Registration	$ 227.00
Payments 31 @ $617.66	$ 19,147.46
Service Contract	$ 1,695.00
Subtotal:	$ 23,374.46
Less Payoff Trade	- $ 10,199.00
Less Aftermarket	- $ 299.00
Less Usage/Depreciation	- $ 8,529.49
Subtotal	$ 20,722.49

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER SAAB CADILLAC

* Minus Payoff to lien holder (good through {1/16/09}) $ 22,233.83
* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Repurchase Total	$ 27,385.80
Attorney's Fees	$ 2,500.00
Total due to attorney and client:	$ 5,151.97

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

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.

General Motors requests you make this offer available to your client at the earliest possible opportunity. If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us via the facsimile number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling 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
LQ0074 V12212007
Attach.

CURRENT VEHICLE MILEAGE: 54161

X [redacted]

Client's Signature Client's Signature

1-28-2009 1-28-2009

Date Date










RELEASE OF CLAIM

1. I, [redacted] (hereinafter referred to as "Releasor(s)"), as buyers(s) of a certain 2004 Buick Rainier, bearing Vehicle Identification Number 5GADS13S6-[redacted] hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of $ 27,385.80, said payment to be made as outlined below, does for him and each and all of his representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of one check: the first, in the amount of $ 22,233.83, made payable to GMAC; the second in the amount of $ 5,151.97, made payable to Bobby J. Mills, Lynda S. Mills and Caronna, Johnson & Hoddick, L.L. P..

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

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

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

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of $ 27,385.80, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of $ 27,385.80, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2004 Buick Rainier as determined by the Edmunds book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 54161 {enter current odometer here} plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of

Initials: ____

payment of 44.5 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

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

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

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

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

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

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

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

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

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 28th DAY OF January, 20 09.

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

CURRENT VEHICLE MILEAGE 54161 DATE SIGNED: 1-28-2009

WITNESS: [redacted]

X [redacted] [redacted]

Claimant's Signature

[redacted]

Address

[redacted]

Initials: ____

SAN BERNARDINO, CA. [redacted] SAN BERNARDINO, CA. [redacted]
City, State, Zip Code City, State, Zip Code

STATE OF California

COUNTY OF San Bernardino

Sworn to (or affirmed) and subscribed before me this 28th day of January, 20 09, by Bobby J. Mills and Lynda S. Mills.

Kelly M. Terpstra
Signature of Notary Public

KELLY M TERPSTRA
Commission # 1784785
Notary Public - California
San Bernardino County
My Comm. Expires Dec 15, 2011

Kelly M. Terpstra
Print, type or stamp Commissioned Name of Notary Public

Personally Known X OR Produced identification ____

Type of identification ____

My commission expires: December 15, 2011

CC: File
LG002S-T
Rev 05/01/07

Initials: ____

[redacted]

PLEASE RETAIN THIS PLANNED NON-OPERATION (PNO) RECEIPT FOR THIS VEHICLE. THE PNO IS VALID UNTIL THE VEHICLE IS OPERATED OR REGISTRATION IS RENEWED. THE VEHICLE WILL RETAIN ITS CURRENT EXPIRATION DATE AND IF OPERATED DURING ANY PORTION OF ITS REGISTRATION YEAR, FULL YEAR RENEWAL FEES ARE DUE. ONLY WEIGHT FEES MAY BE PRO-RATED FOR COMMERCIAL VEHICLES. A PNO STATUS IS NOT A REGISTRATION. IF A VEHICLE WITH A PNO STATUS IS OPERATED, PARKED OR LEFT STANDING ON A PUBLIC STREET OR HIGHWAY, IT MAY BE SUBJECT TO CITATION. IF THIS VEHICLE WILL BE OPERATED, EVIDENCE OF FINANCIAL RESPONSIBILITY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF REGISTRATION FEES ON OR BEFORE THE DATE OF FIRST OPERATION. THERE IS NO GRACE PERIOD. IF REGISTRATION FEES ARE NOT PAID BEFORE THE VEHICLE IS OPERATED, PENALTIES MAY BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

FOR AN OHV, THE PENALTY IS 50% OF THE REGISTRATION FEE PER VEHICLE CODE SECTION 38265.

FEES AND OR PENALTIES PAID FOR FILING THE PNO WILL NOT BE CREDITED TO ANY SUBSEQUENT RENEWAL FEES DUE.

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

[redacted]

PNO-REG DEFERRED

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
BUIC	2004	2005	FV	120	K0	[redacted]

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
UT	G	PY	5GADS13S642[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC
AUTOMOBILE	11/19/08	36	11/19/08	8

REG EXPIRES: 10/10/2008

AMOUNT PAID
$ 116.00

REGISTERED OWNER
[redacted]

SN BERNRDNO
CA [redacted]

AMOUNT DUE
$ 116.00

AMOUNT RECVD
CASH :
CHCK : 116.00
CRDT :

LIENHOLDER
GMAC
PO BX 8129

COCKEYSVILLE
MD 21030

H05 512 D8 0011600 0047 CS H05 111908 K0 83083DP 078

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)
Caronna, Johnson + Hoddick, LLP

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.)
71-650 Sahara Road, Ste. 2

Requester's name and address (optional)

City, state, and ZIP code
Rancho Mirage, CA 92270

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
3 3 - 0 8 7 6 8 2 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. (See the instructions on page 4.)

Sign Here Signature of U.S. person ► M Villalobos Date ► 1-3-08

Purpose of Form

A person who is required to file an information return with the IRS, must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

U.S. person. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee.

In 3 above, if applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

For federal tax purposes, you are considered a person if you are:

- An individual who is a citizen or resident of the United States,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, or
- Any estate (other than a foreign estate) or trust. See Regulations sections 301.7701-6(a) and 7(a) for additional information.

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

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

VIA FAX ONLY

November 4, 2008

John Jacobson, Esq.
Caronna, Johnson & Hoddick, L.L.P.
76-650 Sahara Rd Ste 2
Rancho Mirage, CA 92270

RE: [redacted]
Service Reques[redacted]
2004 Buick Rainier
Vehicle Identification Number: 5GADS13S642[redacted]
Customer Relationship Specialist: Vickie Speed

Dear Mr. Jacobson:

This is to advise that General Motors is in receipt of the above referenced case dated October 31, 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
- ☐ Finance agreement
- ☐ Buyer's agreement

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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

LG006
V08012008

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAINT -

CAUSE - Battery cables loose (neg.)

CORRECTION - Scan check no codes or failure records

Road test check all grades & shake wiring neg

Battery cable loose, Torque to spec, Road test over 85 L. Does let sit in stall idle in gear with ac on. Could not duplicate after cable tighten

Road test 3 times after ok at this time.

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

AUG 10 07 09.99

AUG 9 07 12.86

AUG 9 07 14.25

AUG 9 07 15.48

AUG 8 07 15.92

AUG 8 07 16.25

AUG 7 07 13.40

AUG 7 07 16.43

AUG 8 07 16.25

AUG 8 07 16.71

35906

35929

35851

35860

35884

35906

35929

35933

35933

35946

35933

35946

685

685

685

685

SOCIAL SECURITY NUMBER

REPAIR

(10)

[redacted]

WORKORDER

PAGE 1

INLAND VALLEY
BUICK PONTIAC GMC, INC.
411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6857
SAR # AG212188 EPA # CADOS8147257

SAN BERNARDINO, CA
HOME: [redacted] BUS [redacted]
CELL: [redacted]

SERVICE ADVISOR: 383 CHERO, DAMON E

COL	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	01 BUICK RAINIER	5GADS13S642[redacted]		36531/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	RO NO.	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 28AUG07		VARIES	CASH	

R.O. OPENED	READY	OPTIONS: STK:41027
28AUG2007 11:22		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	40		W94	CUSTOMER REPORTS THAT VEHICLE STALLS WHILE DRIVING-RESTARTS AFTER STALLS.
# B	RENT		W94	RENTAL CAR

****

Preliminary Estimate : $1.00

****

HAZ WASTE UP TO $2.62
PER SERVICE

685

PS # 41238

cooled radiator
pressure tested 17psi
motor mount lft
for pull 11-30 DA

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

ORIGINATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS:
I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: _____ Phone Number: _____
Age Number: _____ E-Mail Address: _____
Date: _____

(Customer's Signature)

I hereby authorize the repair work (only) 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 the 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 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. Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL

TEAROWN

ESTIMATE #: [redacted]

ORIGINAL ESTIMATE

$ 8

		DATE	TIME	CONTACTED VIA	BY
EST $	PHONE CONTACTED			☐ PHONE ☐ IN PERSON	
REVISED EST $	PHONE CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY

PHONE NO. CALLED (1)

PHONE NO. CALLED (2)

TECH COPY

RECEIVED
AUG 12 2008
BY:

36531 out
36556 in
0.3 dia
Ch Hour 9-5

FU628 07 15:32

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH CODE

PARTS TURNED IN

COMPLAINT -

CAUSE - Oz sensor out of calibration

CORRECTION - Scan. Dealer up codes on failure records, sensor flash sensor & Lots Oz. Monitor proper voltage on Loop arming goes to low engine stumbles bean,

SOCIAL SECURITY NUMBER

REPAIR

FU628 07 12:34

FU629 07 15:28

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE	AUTH CODE

PARTS TURNED IN

9-6 189 NO!

50 9AL911

COMPLAINT -

CAUSE -

CORRECTION

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

(2)

(11)

GMPP

CUSTOMER: [redacted]

HOME: [redacted] BUS: [redacted]

CELL: [redacted]

1 [redacted]

WORKORDER
REPRINT
PAGE 1

INLAND VALLEY
BUICK PONTIAC GMC, INC.
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6757
FAX (909) 381-6657
BAR # AG212196 EPA # CAD086147257

SERVICE ADVISOR: 371 PETTY, JOSHUA G

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S642 [redacted]		40531/	[redacted]

DEL DATE	PROJ. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
09OCT05 IS			17:00 21DEC07		VARIES	CASH	

R.O. OPENED	READY	OPTIONS:	STK: 41027
21DEC2007 12:22			

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	40	384	WGM94	CUSTOMER STATES THAT GAS GAUGE IS NOT READING CORRECTLY WHEN FULL WILL ONLY READ 3/4'S AND SOMETIMES LOW FUEL LIGHT IS ON AND WHEN DRIVING CAN SEE GAUGE MOVE UP THEN BACK DOWN
# B	0		WGM94	CUISTOMER STATES THAT FUEL RANGE IS ALWAYS READING OFF NOT EVEN CLOSE TO CORRECXT RANGE PLEASE CHECK ND ADVISE.
# C	RENT		WGM94	RENTAL CAR
# D	*LOF	384	CEC	LUBE, OIL, FILTER CHANGE, CHECK AIR FILTER, CHECK ALL FLUID LEVELS, CHECK BELTS & HOSES, SET TIRE PRESSURE.

****

Preliminary Estimate : $1.00
Current Estimate : $135.00 21DEC 12:25 SA 371

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, battery, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

"DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS"
I hereby designate the individual named below as authorize any additional work not specified or parts not available at the above quoted prices for parts and labor.

Name of Designee: _____ Phone Number: _____
Fax Number: _____ E-Mail Address: _____
Date: _____

(Customer's Signature)

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 the vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by the unavailability of parts or delays in transportation 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. Subject to conditions on reverse side of this contract.

"HAZARDOUS WASTE DISPOSAL" [redacted]

ORIGINAL ESTIMATE
$ 35.25

REVISED EST $	PHONE NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐PHONE ☐IN PERSON	BY
				CONTACTED VIA ☐PHONE ☐IN PERSON	BY

SHOPPING CALLED (1) PHONE NO. CALLED (2)

TECH COPY

DEC22 10.23 DEC22 08.45 DEC22 08.45

0.3 dia sweep test 12-22

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE
		L1197	2.0	0					

PARTS TURNED IN: 984

COMPLAINT - fuel gauge inaccurate

CAUSE - Travell to fuel level sensor fault

CORRECTION - Test system, DTC P0463 History found open in fuel level sensor at 3/4 full mark

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE
						Replace fuel level sensor,			

PARTS TURNED IN

COMPLAINT -

CAUSE - Clear DTC -

CORRECTION -

SOCIAL SECURITY

RO. LIR WO. NO.	EMPL NO.	MECH. PAY $	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF / ON
121 023	984		2.0			12/22

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

PARTS TURNED IN

COMPLAINT -

CAUSE

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAIN -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

RO. LIR WO. NO.	EMPL NO.	MECH. PAY $	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF / ON
121 023	984	1	.3			12/22

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOT

PARTS TURNED IN: 984

COMPLAINT -

CAUSE -

CORRECTION - Part. LOF

SOCIAL SECURITY NUMBER

REPAIR

12

CUSTOMER #

WORKORDER

PAGE 1

INLAND VALLEY
BUICK PONTIAC GMC, INC.
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6787
FAX (909) 381-6657
BAR # A62121:98 SPA # CA0056147257

SAN BERNARDINO, CA
HOME: BUS:
CELL:

SERVICE ADVISOR: 371 PETTY,JOSHUA G

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S64		52125/	

CEG DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
090CT05 IS			17:00 010CT08		VARIES	CASH	

R.O. OPENED	READY	OPTIONS: STK:41027
010CT2008 16:15		SEE HISTORY What history?

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	60	185	MGMT	CUSTOMER STATES THAT INTERMITTENTLY WHEN DRIVING AT KNIGHT MORE OFTEN THAN NOT DASH LIGHTS AND HEADLIGHTS ARE FLICKERING AND ONCE OR TWICE COMPLETELY WENT OFF THEN CAME BACK ON JH160 8
# B	40		MGMT	CUSTOMER STATES THAT, SHE DROVE FROM SAN BERNARDINO TO YUCIAPA AND EXITED FREEWAY PULLED INTO GAS STATION AND VEHCIEL SHUTTERED AND STALLED OUT AND WILL RESTART JUST FINE, BUT IS HAPPENING WHEN AND WHERE EVER IT WANT AND HAS STALLED ONLY WHEN GOWING TO STORE
# C	10		CPC	RECOMMEND 45K SERVICE, FUEL SYSTEM SERVICE, TRANSMISSION FLUSH, M. COOLANT FLUSH, BRAKE FLUSH, POWER STEERING FLUSH, ENGIEN FLUSH, REAR DIFF SERVICE, AND ENGIN PRESSURE WASH AND 4 TIRES AND ALIGNMENT ADVISED CUSTOMER AND DECLINED.

****

Preliminary Estimate : $100.00

****

HAZ WASTE UP TO $2.62
PER SERVICE

Z1905 4560 remove and replace to diagnose HP-55

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine oil, automatic transmission fluid, antifreeze, differential fluid, liners, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

SERVICE DEPARTMENT HOURS:
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD • VISA
AMERICAN EXPRESS
DISCOVER

I hereby authorize the repair work listed and agree to pay the same 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 delay 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. Subject to all terms on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL

ORIGINAL ESTIMATE
$ 100.00

"PERSON TO CONTACT TO AUTHORIZE ADDITIONAL WORK OR PARTS"
I hereby designate the individual named below to authorize any additional work or specified parts not included in the original written estimated price for parts and labor.

Name of Designee: _____ Phone number: _____
Fax Number: _____ E-Mail Address: _____
Date: _____

(Customer's Signature)

EST $	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY
REVISED EST $	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY

PHONE NO. CALLED (1) PHONE NO. CALLED (2)

Generated 1106 AM by SERVICEWORKS AT SONIC

INLAND VALLEY

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	AUTH. CODE

PARTS TURNED IN

COMPLAINT

CAUSE -

CORRECTION -

SOCIAL SECURITY NUMBER

REPAIR

1

BOOKED

13

[redacted]

CUSTOMER [redacted]

SAN BERNARDINO, CA [redacted]

HOME [redacted] BUS [redacted]

WORKORDER

PAGE 1

INLAND VALLEY
PONTIAC GMC BUICK, INC.
1411 SO. "E" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AG212195 EPA # CAD056147257

SERVICE ADVISOR: 820 EDMONDS, PARKER H

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	04	BUICK RAINIER	5GADS138642 [redacted]		3288/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT2005			17:00 07DEC05		VARIES	CASH	

R.O. OPENED	READY	OPTIONS:
07DEC2005 09:01		STK:41027

LINE OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 60	165	W94	CUSTOMER STATES LOUD WHISTLE NOISE FROM L/REAR DOOR TOP WINDOW AREA ALSO MAKES RATTLING NOISE WHILE DRIVING ANY SPEED Body shop
# B 60	165	W94	CUSTOMER STATES PASSENGER MIRROR CURN ACTIVATED WONT RESET WITH REMOTE #1 NPF
# C 60	165	W94	CUSTOMER STATES CIG. LIGHTERS INOP
# D 60	165	W94	CUSTOMER STATES WHEN PULLING OUT DRIVERS SUNVISOR PULLS ON FRONT OF HEADLINER ,HEADLINER LOOSE
# E 60	165	W94	CUSTOMER STATES GAP BETWEEN FRONT BUMPER AND FENDER LARGER ON DRIVERS SIDE NPF
# F 60	165	W94	CUSTOMER STATES ONLY 1 OF 2 REMOTES BEEP WHEN ARMING ,CUSTOMER REQUEST BOTH TO BEEP NPF

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

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 the vehicle in case of fire, theft or any other cause beyond your control or for no delay 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. Subject to conditions on reverse side of this contract.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

HAZARDOUS WASTE DISPOSAL $

TEARDOWN

ORIGINAL ESTIMATE $

[redacted]

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

WE ACCEPT THE FOLLOW[redacted]
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

REVISED EST. #	PK NO. CONTACTED	DATE	TIME	CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY
				CONTACTED VIA ☐ PHONE ☐ IN PERSON	BY

PHONE NO. CALLED (1) PHONE NO. CALLED (2)

TECH COPY

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PAGE 03

INLAND VALLEY

11/04/2008 18:29 9093815657

A

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT: Line (C) cig lighter [illegible]

CAUSE: Test out blown 20 amp fuse for cig lighter

CORRECTION: Replace with new 20 amp fuse for cig lighter OK now

D

COMPLAINT: Line (D) L/F sun [illegible] [illegible] base

CAUSE: L/F screw [illegible] base [illegible] L/F sun [illegible] base.

CORRECTION: Tighten up L/F sun [illegible] [illegible] OK now

E

COMPLAINT

CAUSE:

CORRECTION:

ENGINE

4 CYL ☐ 6 CYL ☐ V/S ☐ V/B ☐ DIESEL ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ___

P/S ☐ P/B ☐ A/C ☐ A/R ☐ OTHER ___

BRAKE CONDITION

RF ___ /32 ___ % LF ___ /32 ___ %

RR ___ /32 ___ % LR ___ /32 ___ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY TECH ___

CONTROL ASM ___

FOREMAN'S SIG. X ___

2

Transcendental Printing Solutions © (800) 307-2032

LABOR RECORD

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

Line (D) 11 58 11 12

FLAG SHEET

DEC 9 / 2005

FLAG SHEET

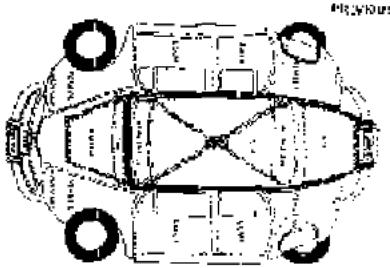
Lose

FLAG SHEET

FLAG SHEET

FLAG SHEET

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS.



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

(14)

CUSTOMER [redacted]

[redacted]

SAN BERNARDINO, CA [redacted]

HOME: [redacted]

[redacted]

WORKORDER

PAGE 2

INLAND VALLEY
PONTIAC GMC BUICK, INC.
1411 SO. "F" STREET
SAN BERNARDINO, CA 92408
PHONE (909) 888-6767
FAX (909) 381-6657
BAR # AE212196 EPA # CAC056147267

SERVICE ADVISOR: 820 EDMONDS, PARKER H

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	04	BUICK RAINIER	5GADS13S64[redacted]		3288/	[redacted]

DEL DATE	PROJ. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT2005			17:00 07DEC05	[redacted]	VARIES	CASH	

R.O. OPENED	READY	OPTIONS:
07DEC2005 09:01		STK: [redacted]

LINE	OP CODE	TECH.	TYPE	DESCRIPTION/INSTRUCTIONS
# G	60	165	W94	CUSTOMER REQUEST DRIVERS SEATBELT EXT.TAN IF POSS.
# H	WASH		W94	COURTISY EXTERIOR WASH

****

12-07-2005 09:09

Preliminary Estimate : $1.00

ADD operation [illegible]

****

(I) 165 W94 RECALL CAMPAIGN OSD44 INTERMITTENT INCORRECT TURN SIGNAL OPERATION

HAZ WASTE UP TO $2.62
PER SERVICE

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS ☐

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine, oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

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 the vehicle in case of fire, theft or any other cause beyond your control or for an delay 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. Subject to conditions on reverse side of this contract.

HAZARDOUS WASTE DISPOSAL $

TEARDOWN

ORIGINAL ESTIMATE $ W

EST [redacted]

X [redacted]

REV EST # | DATE | TIME | CONTACTED VIA ☐ PHONE ☐ IN PERSON | BY

REVISED EST # | PH NO. CONTACTED | DATE | TIME | CONTACTED VIA ☐ PHONE ☐ IN PERSON | BY

PHONE NO. CALLED (1) | PHONE NO. CALLED (2)

SERVICE DEPARTMENT HOURS
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. 5:00 P.M.

WE ACCEPT THE FOLLOWING
MASTER CARD * VISA
AMERICAN EXPRESS
DISCOVER

TECH COPY

INLAND VALLEY

11/04/2008 18:29 9093815657

A

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT: List (I) did Recall 05044

CAUSE: Perf Recall

CORRECTION: w/ ~~[illegible]~~ date flasher

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: OD

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER

BRAKE CONDITION

	R.O. OR W.O. NO.	EMPL. NO.	MECH. TAY	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF / ON
RF	93178		1	0.6		165	12-12
RR							

FUEL GAUGE

1/4 1/2 FULL

QUALITY TECH

CONTROL ASM

FOREMAN'S SIG. X

LABOR RECORD

FLAG SHEET OFF ON

FLAG SHEET OFF ON

FLAG SHEET OFF ON

FLAG SHEET OFF ON

FLAG SHEET OFF ON

FLAG SHEET OFF ON

RECEIVED DEC 0 7 2005

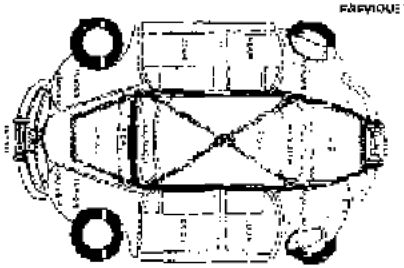
FLAG SHEET OFF ON

FLAG SHEET OFF ON

FLAG SHEET OFF ON

ET OFF ON

INDICATE ANY DAMAGE CUSTOMER HAS QUESTION PREVIOUS TO MAKING REPAIRS.



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

To reorder call Printing Solutions at (800) 107-2032

Form **W-9**
(Rev. November 2000)
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)
Caronna, Johnson + Haddick, LLP

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.)
71-650 Sahara Road, Ste. 2

Requester's name and address (optional)

City, state, and ZIP code
Rancho Mirage, CA 92270

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.

Social security number
			–			–		

or

Employer identification number
3 3 – 0 8 7 6 8 2 4

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 U.S. resident alien).

Certification instructions. [redacted] the IRS that you are currently subject to backup withholding because you [redacted]. For real estate transactions, item 2 does not apply. For mortgage interest paid [redacted] of debt, contributions to an individual retirement arrangement (IRA), and [redacted] required to sign the Certification, but you must provide your correct TIN. [redacted]

Sign Here — Signature of U.S. person ▶ [redacted] Date ▶ 1-3-08

Purpose of Form

A person who is required to file an information return with the IRS, must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

U.S. person. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee.

In 3 above, if applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

For federal tax purposes, you are considered a person if you are:

- An individual who is a citizen or resident of the United States,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, or
- Any estate (other than a foreign estate) or trust. See Regulations sections 301.7701-6(a) and 7(a) for additional information.

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

02/05/2003 12:24 FAX 001/001

The Law Offices of
William R. McGee
Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9140, Fax: (858)485-9961
E-mail: LemonAtty@aol.com

FACSIMILE TRANSMISSION SHEET

PAGE 1 OF 4
(including this cover sheet)

DATE: December 8, 2008

TO: Cynthia Suniga, BRC Customer Relationship Specialist

RE: Franco Campilongo

FAX NO.: (866)485-4463

FROM: William R. McGee, Esq.

MESSAGE: Enclosed is the duly executed letter of agreement; the release will follow in the near future. Do not hesitate to contact me with any question or comment regarding the above. As always, thank you for your courteous consideration of my client's claim.



If all pages are not received, or there is an error in transmission, please contact sender at (858)485-9140.

THIS MESSAGE IS INTENDED FOR THE USE OF THE SPECIFIC INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAWS. IF THE READER OF THIS COMMUNICATION IS NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE.

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

VIA FAX ONLY

December 5, 2008

William McGee, Esq.
Law Offices of William R McGee
16855 W Bernardo Dr Ste 380
San Diego, CA 92127

RE: [redacted]
Service Request [redacted]
2006 Saab 9-3
Vehicle Identification Number: YS3FH76U86[redacted]
Customer Relationship Specialist: Cynthia Suniga

Dear Mr. McGee:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2006 Saab 9-3 for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

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

Down Payment	$ 9,800.32
Payments-	
24 @ Various	$ 14,388.48
Registration Fees	$ 224.10
Subtotal:	$ 24,412.90
Less Usage/Depreciation	- $ 2,026.53

* Minus Payoff to lien holder (good through 12-11-08) $ 21,582.72
* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Repurchase Total	$ 47,719.09
Attorney's Fees	$ 3,750.00
Total due to attorney and client:	$ 26,136.37

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

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.

General Motors requests you make this offer available to your client at the earliest possible opportunity. If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us via the facsimile number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling 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
LG0074 V122120R07
Attach.

CURRENT VEHICLE MILEAGE: See Release

Client's Signature

Client's Signature

12/8/08

Date

Date

001/011

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: CYNTHIA SUNIGA

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

Vehicle VIN: 5gads13s642[redacted]

Date: December 24, 2008

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	To calculate usage:		1	Base Price	$0.00	1	Down Pmt / Cap Cost Reduction	$4,000.00
2	Use ONLY one of the 4 methods in this column or		2	Accessories	$0.00	2	Pmts (includes 1st month if lease)	$19,612.46
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$0.00	3	Reg/Lic/Title Fees (leases only)	$227.00
4			4	Document Fees	$0.00	4	Tax (leases only)	$0.00
5	A. USAGE USING L.L. FORMULA		5	Aftermarket Items	$0.00	5	Other-Explain	$0.00
6	Base Price/Total Repurch Price	$0.00	6	Sales Tax	$0.00	6	Svc K	
7	Mileage	0	7	License Fee	$0.00	7	Other-Explain	$0.00
8	Denominator	100,000	8	Tire Fee	$0.00	8	Other-Explain	$0.00
9	**Usage**	**$0.00**	9	Service Contract	$0.00	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$0.00**	10	**Total Additions**	**$23,839.46**
11	B. USAGE - NEGOTIATED	$8,529.49	11			11		
12			12	* Usage/Depreciation	$8,529.49	12	* Usage/Depreciation	$8,529.49
13			13	Damage	$0.00	13	Damage	$0.00
14	C. USAGE USING CENTS/MILE		14	Late charges	$0.00	14	Late charges	
15	Mileage	0	15	Over-Allowance	$0.00	15	Aftermarket	$299.00
16	Cents per mile	$0.000	16	Negative Equity	$0.00	16	Payoff Trade	$10,199.00
17	**Usage**	**$0.00**	17	Incentives	$0.00	17	Incentives	$0.00
18			18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$1,695.00
20	D. USAGE-CALIFORNIA ONLY		20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21	Base price section-Used when NOT financed.		21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	"Actual Price Paid" (Base)	$0.00	22	**Total Deductions**	**$8,529.49**	22	**Total Deductions**	**$20,722.49**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**-$8,529.49**	24	**Total Refund to Customer**	**$3,116.97**
25	OR		25	Loan Payoff good thru 1/16/09	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$22,074.50
26	Payment/Lease-Used when financed.		26	**Total Refund to Customer**	**-$8,529.49**	26	3/13/2009	
27	"Actual Price Paid" (Pmt/Lease)	$35,487.96	27	Attorney's Fees	$0.00	27	Attorney's Fees	$2,500.00
28	Mileage	0	28	**Total Repurchase**	**-$8,529.49**	28	**Total Repurchase**	**$27,691.47**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$0.00	29	EDMUNDS (Legal Only)	$9,525.00
30	**Usage**	**$0.00**	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$7,048.50**
31			31	**Projected Loss**	**-$8,529.49**	31	**Projected Loss**	**$20,642.97**

PURCHASE PRICE (before l/t/f)	$ 44,471.52	TRADE ALLOWANCE	$ 4,000.00	PURCHASE PRICE	$ -
MSRP (FROM BARS INVOICE)	$ 36,370.00	PAYOFF OF TRADE	$ 10,199.00	INCENTIVE* (from BARS)	$ -
DIFFERENCE	$ 8,101.52	DIFFERENCE	$ (6,199.00)	OVERALLOWANCE	$ -
[redacted] e		if negative=negative equity	$ -	ACTUAL PRICE	$ -
[redacted]	2/22/09	TRADE ALLOWANCE	$ 4,000.00		
	Date	ACV OF TRADE	$ -	Do not include fuel fill credit	
		DIFFERENCE	$ 4,000.00	Include GM card points	
		ACV=actual cash value		Form Rev. 04/28/2006	

02/22/2009 11:08 FAX



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

VIA FAX ONLY

January 12, 2009

John Jacobson, Esq.
Caronna, Johnson & Hoddick, L.L.P.
76-650 Sahara Rd Ste 2
Rancho Mirage, CA 92270

RE: [redacted]
Service Request: [redacted]
2004 Buick Rainier
Vehicle Identification Number: 5GADS13S[redacted]
Customer Relationship Specialist: Cynthia Suniga

Dear Mr. Jacobson:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2004 Buick Rainier for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

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

Down Payment	$ 4,000.00
License/Title/Registration	$ 227.00
Payments 31 @ $617.66	$ 19,147.46
Service Contract	$ 1,695.00
Subtotal:	$ 23,374.46
Less Payoff Trade	- $ 10,199.00
Less Aftermarket	- $ 299.00
Less Usage/Depreciation	- $ 8,529.49
Subtotal	$ 20,722.49

* Minus Payoff to lien holder (good through (1/16/09)) $ 22,233.83
* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Repurchase Total	$ 27,385.80
Attorney's Fees	$ 2,500.00
Total due to attorney and client:	$ 5,151.97

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

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.

General Motors requests you make this offer available to your client at the earliest possible opportunity. If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us via the facsimile number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling 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
LG0074 V12212007
Attach.

CURRENT VEHICLE MILEAGE: 54161

X [redacted]

1-28-2009
Date

1-28-2009
Date

RELEASE OF CLAIM

1. I, [redacted] hereinafter referred to as "Releasor(s)"), as buyers(s) of a certain 2004 Buick Rainier, bearing Vehicle Identification Number 5GADS13S64[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of $ 27,385.80, said payment to be made as outlined below, does for him and each and all of his representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of one check: the first, in the amount of $ 22,233.83, made payable to GMAC; the second in the amount of $ 5,151.97, made payable to Bobby J. Mills, Lynda S. Mills and Caronna, Johnson & Hoddick, L.L. P..

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

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

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

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of $ 27,385.80, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of $ 27,385.80, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2004 Buick Rainier as determined by the Edmunds book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 54161 (enter current odometer here) plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of

Initials: ____

payment of 44.5 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

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

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

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

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

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

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

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

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

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 28th DAY OF January, 20 09.

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

CURRENT VEHICLE MILEAGE 54161 DATE SIGNED: 1-28-2009

WITNESS: [signature]

X [redacted] [redacted]

Claimant's Signature

[redacted] [redacted]

Initials: ____

SAN BERNARDINO, CA. [redacted] SAN BERNARDINO, CA. [redacted]
City, State, Zip Code City, State, Zip Code

STATE OF California

COUNTY OF San Bernardino

Sworn to (or affirmed) and subscribed before me this 28th day of January, 20 09, by Bobby J. Mills and Lynda S. Mills.

Kelly M. Terpstra
Signature of Notary Public

KELLY M. TERPSTRA
Commission # 1784785
Notary Public - California
San Bernardino County
MyComm. Expires Dec 15, 2011

Kelly M. Terpstra
Print, type or stamp Commissioned Name of Notary Public

Personally Known X OR Produced identification ____

Type of identification ____

My commission expires: December 15, 2011

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

Initials: ____
Page 3 of 3

RETAIL INSTALLMENT SALE CONTRAC
SIMPLE INTEREST FINANCE CHARGE

Dealer Number _____ Contract Number 43105 R.O.S. Number [redacted] Stock Number [redacted]
DATE: 10/04/2005 CONTRO[redacted] Salesperson: TRAYON PEARCE

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted]	INLAND VALLEY PONTIAC GMC BUICK INC
[redacted] CA [redacted]	1411 S "E" STREET
SAN BERNARDINO, CA [redacted] County: SAN BERNARDINO	SAN BERNARDINO, CA 92408

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	BUICK RAINIER	144	5GADS13S[redacted]	XX 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
7.79 %	$ 9034.69 (e)	$ 35436.83	$ 44471.52 (e)	$ 44471.52 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71 Payments	617.66	Monthly, Beginning 11/08/2005
N/A Payments	N/A	Monthly, Beginning N/A
One Final Payment	617.66	10/08/2011

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you payoff 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, and prepayment refunds and penalties.

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price
   - A. Cash Price of Motor Vehicle and Accessories $ 25298.00 (A)
     - 1. Cash Price Vehicle $ 24999.00
     - 2. Cash Price Accessories $ 299.00
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Preparation Fee (not a governmental fee) $ 45.00 (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. Sales Tax (on taxable items in A+B+C) $ 1964.08 (D)
   - E. Optional DMV Electronic Filing Fee* $ 0.00 (E)
   - F. (Optional) Service Contract* $ 1695.00 (F)
   - G. (Optional) Service Contract* $ N/A (G)
   - H. Prior Credit or Lease Balance paid by Seller to ARROWHEAD CU $ 6199.00 (H)
     (see downpayment and trade-in calculation)
   - I. (Optional) Gap Contract (to whom paid) N/A $ N/A (I)
   - J. Other (to whom paid)* N/A $ N/A (J)
     For N/A
   - Total Cash Price (A through J) $ 35201.08 (1)
2. Amounts Paid to Public Officials
   - A. License Fees $ 227.00 (A) Estimated
   - B. Registration/Transfer/Titling Fees $ N/A (B)
   - C. California Tire Fees* $ 8.75 (C)
   - D. Other N/A $ N/A (D)
   - E. Other N/A $ N/A (E)

STATEMENT OF INSURANCE

NOTICE: Insurance is not required as a condition of financing the purchase of a motor vehicle. To purchase or negotiate any insurance with us or through a person we name, tell us. You may buy insurance from an insurance company, agent or broker. You are not required to buy, sell or obtain insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

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

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, INSURANCE 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 r[redacted]

Buyer [redacted]
Co-Buyer
Seller [redacted]

If any insurance is checked below, unless otherwise indicated, the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

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

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

Insurance Company Name
N/A
Home Office Address N/A
N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life 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 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

2. **Amounts Paid to Public Officials**
   - A. License Fees $ 227.00 (A) Estimated
   - B. Registration/Transfer/Titling Fees $ N/A (B)
   - C. California Tire Fees* $ 8.75 (C)
   - D. Other N/A $ N/A (D)
   - E. Other N/A $ N/A (E)

   Total Official Fees (A through E) $ [illegible] (2)
3. **Amount Paid to Insurance Companies**
   (Total premiums from Statement of Insurance column a + b)* $ N/A (3)
4. **Smog Certification or Exemption Fee Paid to State** $ N/A (4)
5. **Subtotal** (1 through 4) $ 35436.83 (5)
6. **Total Downpayment**
   - A. Agreed Trade-In Value Yr 1999 Make CHRYSLER $ 4000.00 (A)
     Model 300M Odom 112441
     VIN 2C3HE66G4XH831698
   - B. Less Prior Credit or Lease Balance Estimated $ 10199.00 (B)
   - C. Net Trade-In (A less B) (Indicate if a negative number) $ -6199.00 (C)
   - D. Deferred Downpayment $ N/A (D)
   - E. Manufacturer's Rebate $ N/A (E)
   - F. Other N/A $ N/A (F)
   - G. Cash $ N/A (G)

   Total Downpayment (C through G) $ 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) $ 35436.83 (7)

*Seller may keep part of these amounts.

surance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

10/09/2005 Date — X N/A Buyer Signature — Age

Date — X N/A Co-Buyer Signature — Age

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

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

You want to buy a gap contract.

Buyer X N/A

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 ____
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 [illegible]
Term 60 Mos. or 100000 Miles
1.G Company N/A
Term [illegible]
Buyer X [illegible]

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 [illegible] Co-Buyer X [illegible]

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 [illegible] Buyer Signs
X [illegible] Co-Buyer Signs

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 [illegible] X [illegible]

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 [illegible] will refund the difference to you.

Buyer [illegible] Co-Buyer X [illegible]

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

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

Buyer Signature X [illegible] Co-Buyer Signature X [illegible]

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 UNDERSTANDS THESE PUBLIC L

SIS 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 [redacted] efund the difference to you.

Buyer [redacted] Co-Buyer X [redacted]

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

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

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

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.

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 contra [redacted] al cause, such as fraud.

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 Signature X [redacted] Date 10/09/2005 Co-Buyer Signature [redacted] Date 10/09/2005

Co-Buyers and Other Ow [redacted] sponsible 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 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 N/A Date N/A Guarantor X N/A Date N/A

Address N/A Address N/A

Seller Signs INLAND VALLEY PONTIAC GMC [redacted] Date 10/09/2005 By X _____ Title MANAGER

LAW FORM NO. 553-CA (REV. 10/2) U.S. PATENT NO. D440,782 C6AO2353 Home Ph # (909) 863-0414 Work Ph # (909) 459-2500
©2005 Reynolds and Reynolds TO ORDER www.reynolds.com, 1-800-344-3669; fax 1-800-621-4054
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.
CUSTOMER/TRUTH-IN-LENDING COPY

in the event of theft or damage to your vehicle that results in a total loss, there may be a gap between the amount you owe under this contract and the proceeds of your insurance settlement and deductible. THIS CONTRACT PROVIDES THAT YOU ARE LIABLE FOR THE GAP AMOUNT. An optional gap contract (debt cancellation contract) for coverage of the gap amount may be offered for an additional charge.

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:
- The vehicle and all parts or goods installed on it;
- All money or goods received (proceeds) for the vehicle;
- All insurance, maintenance service or other con- [redacted] 1802.2d and, subject to California Department of Motor

You waive the provisions of Calif. Vehicle Code Section

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.

6. Applicable Law
Federal law and California law apply to this contract. 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.

7. Warranties of Buyer. You promise you have given true and correct information in your application for credit, and you have no knowledge that will make that information untrue in the future. We have relied on the truth and accuracy of that information in entering into this contract. Upon request, you will provide us with documents and other information necessary to verify any item contained in your credit application.

2004 RAINIER CXL 2WD
47U AUGUSTA GREEN METALLIC /L6G
332 LIGHT CASHMERE
ORDER NO. GPPS9B/TRE STOCK NO.
VIN 5GA DS13 S6 4[redacted]

BUICK MOTOR DIVISION
GENERAL MOTORS CORPORATION
200 RENAISSANCE CENTER
DETROIT MI 48243-1300
VEHICLE INVOICE [redacted]

**********11*11026S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
BS15506 RAINIER CXL 2WD	35295.00	31941.98
AJ7 SIDE IMPACT AIR BAGS	350.00	301.00
C4D GVW RATING - 5550 LBS	N/C	N/C
DT4 SMOKER'S PACKAGE	30.00	25.80
GT4 FINAL DRIVE RATIO 3.73	N/C	N/C
LL8 VORTEC 4200 SFI I6	0.00	0.00
M30 TRANSMISSION-4 SPEED AUTO	0.00	0.00
V1K LUGGAGE RACK CROSS BARS	45.00	38.70
YF5 CALIFORNIA EMISSION	N/C	N/C

RETAIL - STOCK
INVOICE 11/10/03
SHIPPED 11/10/03
EXP I/T 11/24/03
INT COM 11/24/03
PRC EFF 11/10/03
KEYS S489J S489J
WFP-S QTR OPT-1
BANK: GMAC - 085
CHG-TO 11-026

SHIP WT: 4419
HP: 32.1
GVW: 5550
GVWF: 2950
GVWR: 3200
GMS: 31960.88
SUPPLR: 33399.12
MRM: 36370.00
NTR: 1/2
DAN: RANSC
MEMO 1711.00

TOTAL MODEL & OPTIONS	35720.00	32307.48	ACT 237 31885.88
DESTINATION CHARGE	650.00	650.00	H/B 261 1071.60
LAM DEALER CONTRIBUTION		357.20	ADV 261 357.20
LAM GROUP CONTRIBUTION		357.20	EXP 65A 357.20
TOTAL	36370.00	33671.88	PAY 310 33671.88

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 32070.85

****

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

****

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

INLAND VALLEY PONTIAC GMC BUICK, INC

REMIT TO GMAC NO. 085
VIN 5GADS13S64[redacted]
$ 33671.88 INV [redacted]
DUE 11/24/03 DEALER 11-026

RCMPR010 VEHI[illegible]E DELIVERY/INCENTIVE HISTOR[illegible] 11/11/06
PROC[illegible]SING SOURCE: BUICK 14:17:16
PAGE: 1

VIN: 5GADS13S6 4[redacted] SELLG SCE: 11 MDL YR: 04 ORD NO: GPPS9B

ODATE: 08/28/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 11 11026
DDATE: 10/09/05 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 01/26/06 ORDER BY:
CANC: 10/09/05
CANC DOE: 01/26/06
TRADE: DLVY TO: B MILLS
TRD DOE: 2375 E. FOOTHILL DRIVE
SRVC IN: SAN BERNARDINO CA 92346
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
FFC	01	11 11026	0[redacted]	10/12/05	51.00	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
XPQ	01	11 11026	[redacted]	01/26/05	5,500.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: HOU INC MEMO NO: [redacted] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

Revised 11/11/08

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Maggie Davis for Vicky Speed C/O CYNTHIA SUNIGA State: CA

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

Vehicle ID No.: 5GADS13S64[redacted] In Service Date: 10/09/2005 Vehicle is: New BAC Code: 233592
Year, Make & Model: 2004 Buick Rainer
Lien holder: GMAC
Was TAC contacted for this vehicle (Y/N)? : Y

DVM requests involvement?: Yes

Purchase Price of Vehicle: $ 25298

If TAC was contacted, what did they say? Yes

If TAC was NOT contacted, why? (Ask Dealership)

VEHICLE REPAIR HISTORY

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/07/06	[redacted]	*	8203	C/S when vehicle is parked on an Incline idles high Repair: **concern not duplicated** C/S that when vehicle is started cold has knocking noise from engine-goes away once operating temperature Repair: **cannot duplicate concern**
08/02/06		*	18658	C/S vehicle is only getting 16MPG per sticker should get 22MPG highway Repair: **check and advised scanned ok**
02/12/07		3	30565	C/S that the accelerator will p-up speed at times while driving on its own and will come back to normal on its own Repair: **unable to verify scan checked no failure records updated PCM with new program sheet attached road tested ok at this time**
10/01/08		*	52125	C/S she drove from San Bernardino to Yuciapa and exited freeway pulled in to gas station and vehicle shuttered and stalled out and will restart just fine, but is happening when and where ever it want and has stalled only when coming to stops Repair: **see RO** [redacted]
10/03/08		1	52125	C/S vehicle is intermittently stalling and them will restart Repair: **throttle body sticking still after cleaned replaced throttle body unit and re tested**

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/07/05	[redacted]	1	3288	C/S loud whistle noise from left rear door top window area also makes rattling noise while driving any speed

				Repair: **left rear door out of adjustment** **Sent to body shop adjusted left rear door**
				C/S when pulling out drivers sun visor pulls on front of headliner Repair: **headliner lose left front screw was loose making left front sun visor loose** **Tighten up L/F sun visor screw**
				C/S gap between front bumper and fender larger on drivers side Repair: **no problem found**
				Customer request drivers seatbelt ext tan if possible **Ordered part**
	[redacted]	*	3288	C/S paint chip on back side of drivers door molding Repair: **paint as per request**
				C/S paint rubbed of edge of hood below drivers wiper arm **Customer request tube of touch up paint**
03/07/06		1	8203	C/S that the rear seat passenger side of bottom appears loose in middle area-visible with door right rear door open Repair: **R&R right rear or row 1 seat cushion**
				C/S wind noise from front of drivers side 2nd door area Repair: **front weather strip has come loose again** **SOP part**
08/02/06		*	18658	C/S console lid squeaks while you are driving Repair: **warped lid** **Replaced**
				C/S left rear door has excessive wind noise Repair: **part ordered misaligned weather strip, realigned** **Installed adhesive**
02/12/07		*	30565	C/S that the drivers side front power seat will move back and forth on its own while driving scary will go all the way back or all the way forward pushing driver against steering wheel Repair: **unable to verify checked for bulletins none found Envoy seat creep found but does not apply will not move while driving road tested unable to verify no fault codes in drivers side seat module**
				C/S wind noise from drivers side front door at speeds of 35MPH and above Repair: **operating as designed test drive normal wind rush noise-inspected weather strip ok-no repair**
				C/S the drivers side front seat bottom an side of seat back leather is getting lines and appears line may split Repair: **normal wear on leather no splits in material recommend leather conditioner**
	[redacted]	*	30565	Repair **left front fender small dent and paint damage center area above fender well as per Bill repaired dent and paint as per Bill**

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/07/05	[redacted]	*	3288	C/S passenger mirror curn activated wont reset with remote #1 Repair: **no problem found** C/S cig. Lighter in-op Repair: **test out blowing 20 AMP fuse cig lighter** **Replace with new 20AMP fuse for cig lighter** C/S only 1 of 2 remote beep when arming, customer request both to beep Repair: **no problem found**
03/07/06		*	8203	C/S that the auxiliary outlets have no power Repair: **repair wiring and/or connector power and grounds distribution** C/S that when at 75MPS cruise control seems to surge not up hills flatland Repair: **operating as designed**
08/02/06		1	18658	C/S oil gauge reads beyond right peg on freeway Repair: **internal in cluster** **Remove and replaced** C/S speedometer will stick on 30 MPH or other times drop to zero while driving Repair: **related to above repair** C/S right outside rear view mirror in-op Repair: **internal in mirror** **Replaced mirror**
08/08/06		3	18658	Installed exchange cluster and has internal failure Repair: **replaced**
02/12/07		*	30565	C/S that the light will turn off while driving at night will notice volt gauge will peg in both directions and will come back on Repair: **unable to verify road tested no DTCs present checked alternator output 14.2 volts-89AMPS no repair made** C/S that while driving the on-star will be activated unidentified caller onstar responds C/S that the power acc outlet is not working in front Repair: **fuse blown** **Replaced blown 20AMP fuse** C/S power acc in rear seat area has no power Repair: **related to above repair**
06/08/07		5	33662	C/S 2 weeks ago when driving driver side power seat when all the way forward, then all the way back and then back all the way forward again, has happened twice since 2/19/07 Repair: **found memory to get lost due to battery having low voltage found no DTCs seat memory data found to be invalid set memory seat still invalid found battery to have insufficient charge replaced battery and ok at this time case #** [redacted] C/S 1 month ago right window went down all the way and then went up

				all the way by its self Repair: **check and advise and at same time of right window going up left front went down by itself and customer had to put back up** **Repair: TAC case #9694682 see above repair, replaced battery**
08/03/07	[redacted]	7	35848	C/S when driving came up to a stop sign and driver side seat move forward and back and window went up and down and vehicle stalled out, then re-started right up and went to next stop sign and driver side seat went forward and backward window went up and down and vehicle stalled out again and would not restart had to tow to house then had towed to dealer Repair: **see line B** **Line B** General manager called customer 08/06/07 11:40AM Mrs. Mills in gear at idle engine would start to shake then engine would stall sitting at a stop light after 30 seconds or more lights came lit on dash after engine stalled, engine did start up easy when restarted no lights came lit on dash, seat did go forward and back when it stalled 1 time Repair: **tested and found negative battery terminal loose Tightened negative battery cable and tested 5 different times and working to factory specs at this time**
08/28/07		5	36531	C/S that vehicle stalls while driving restarts after stalls Repair: **02 sensor out of calibration scan checked no failure records scan checked sensor drops below 20 on lean swing goes low engine stumbles lean replace 02 sensor cleared codes**
12/21/07		2	40531	C/S that gas gauge is not reading correctly when full will only read ¾ and sometimes low fuel light is on when driving can see gauge move up then back down Repair: **fuel level sensor faulty replaced fuel level sensor** C/S fuel range is always reading off not even close to correct range Repair: **related to above repair**
10/01/08		5	52125	C/S intermittently when driving at night more often than not dash lights and headlights are flickering and once or twice completely went off then came back on Repair: **alternator faulty replaced alternator per bulletin 2170220 light will flicker at times normal condition bulletin posted 06/21/08**

☐ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/02/06	[redacted]	*	18658	C/S air conditioning has extremely foul odor when in use Repair: **excess moisture in system deodorize** C/S on hot days it takes about 25 mins to start cooling down Repair: **normal operation**

☐ Wheel/Tires

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/23/06	[redacted]	1	19193	C/S left front tire has a screw in it Repair: **repaired tire**

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/07/05	[redacted]	*	3288	Recall 05044 Intermittent incorrect turn signal operation

Accident/Insurance Information:

Has the vehicle ever been involved in an accident Y or N? *NO*
Did you confirm your answer with the dealer/attorney Y or N? *YES*
What type of damage was sustained (example front end collision)

Are the RO's attached if the vehicle was in an accident Y or N

Has the customer filed any insurances claims on this Vehicle Y or N

If Yes. Did the insurance company deny the claim? Y or N

Are there any Aftermarket Modifications to the Vehicle Y or *N NO*
Have you confirm this with the dealership *Y* or N

If "Yes" to aftermarket, please list:

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.
Usage: use mileage when first delivered for problem leading to repurchase

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:	**35**

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)
Service Manager Mr. Bill Markhoff States the dealership has closed (11.17.08) and that he would help best he could. CRS asked the Pertinent questions and Mr Markhoff had respond the best of his Knowledge

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION

Recommend Repurchase

RATIONALE

Days out – 35 verified
Electrical – Multiple problems – 2-Driver power seat/auxiliary outlets/internal cluster/fuel sensor/faulty alternator per bulletin
TAC CASE # [redacted]n right window

REASON FOR REMOVAL

CRS FINAL OFFER: REPURCHASE **DATE: 1-12-09**

OFFER TO CUST: $
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $5,151.97

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.**

Anthony C. Caronna
Paul J. Johnson
Larry R. Hoddick

Law Offices
CARONNA, JOHNSON & HODDICK, LLP
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Rancho Mirage, California 92270
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Suite 215
Redlands, CA 92374
(909) 798-8180

Imperial Valley Office
220 W. Main St.
Suite B
Brawley, CA 92227
(760) 351-8851

Sent via Certified U.S. Mail/Return Receipt Requested

October 31, 2008

General Motors Corporation
c/o MSX International
1919 Concept Drive
Warren, MI 48091-1385

Re:	Our Clients: [redacted]
Vehicle:	2004 Buick Rainier
VIN #:	5GADS13S642[redacted]
Purchase Date:	October 9, 2005
Dealer:	Inland Valley Pontiac GMC Buick, Inc.
GMAC Account No.:	[redacted]

Dear Sir or Madam:

We have been retained to represent Mr. and Mrs. [redacted] regarding their claims and rights related to the lease of a 2004 Buick Rainier. Please direct all correspondence regarding this matter to our office and do not discuss this matter directly with our clients without the express written consent of this office.

Please review the attached service repair records. GM dealers have been unable to properly diagnose and/or repair this vehicle of its substantially impairing defects including, but not limited to, the vehicle stalling, headlamps dim and turn off, improper idle, inoperative power outlets, engine knocking, inappropriate engine surging, wind intruding into the vehicle while driving, seat moving on its own, window moving on its own, OnStar turning on by itself, defective instrument cluster, and a foul odor emanating from the air conditioning.

There has already been a reasonable opportunity by GM dealers to conform this vehicle to its express and implied warranties, but GM has been unable to do so. Mr. and Mrs. Mills have lost all confidence in this vehicle due to the above mentioned problems. The vehicle still has not been fixed.

This letter will serve as notice that after further research, we have determined that General Motors Corporation is hereby required to make restitution with our clients in accordance with the **Song-Beverly Consumer Warranty Act,** Cal. Civ. Code § 1793.2(d)(2), and/or section Cal. Civ. Code § 1794, the **Magnuson-Moss Warranty**

Act, 15 U.S.C. § 2301(3), and remedies for breach of warranty under **California UCC** §§ 2313, 2315; provisions concerning sales of goods and the warranties of merchantability and fitness for a particular purpose. General Motors Corporation is a seller, retailer, supplier and/or warrantor in breach of the implied warranties of merchantability and fitness for a particular purpose; said warranties, which accompanied the sale of this vehicle to our clients.

[redacted] are due restitution, costs, expenses and attorney's fees reasonably incurred in connection with this action as an appropriate remedy for the failure of GM dealers to repair this vehicle to conform to the express and implied warranties. Our clients hereby exercise their free choice under the law to elect restitution in lieu of replacement. Our clients are also entitled to justifiably revoke acceptance of this vehicle under the law, and hereby revoke acceptance of the 2004 Buick Rainier.

The **Song-Beverly Consumer Warranty Act** Cal Civ. Code § 1793.2, and **California UCC** require this notification letter. As required by the Act, we hereby give you fourteen (14) days to make an appropriate remedy for these violations.

Please contact our office once you have reviewed this matter. Failure to make an appropriate remedy as demanded will require us to withdraw this offer and proceed accordingly.

Very truly yours,

CARONNA, JOHNSON & HODDICK, LLP
Attorneys at Law

By: _____
John A. Jacobson, Esq.

JAJ/mv
Encl.

The Law Offices of

William R. McGee

Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9140, Fax: (858)485-9961
E-mail: LemonAtty@aol.com

FACSIMILE TRANSMISSION SHEET

PAGE 1 OF 5
(Including this cover sheet)

DATE: December 8, 2008

TO: Cynthia Suniga, BRC Customer Relationship Specialist

RE: Franco Campilongo

FAX NO.: (866)485-4463

FROM: William R. McGee, Esq.

MESSAGE: Enclosed is the duly executed Release of Claim, as well as the Title Transfer form. **Please confirm that there will be one check, jointly payable to my client and I**, as set forth in the Release of Claim. It is my understanding that we will be given the dealership contact as soon as possible to arrange for the exchange of the subject vehicle for the settlement check(s). ***Please contact my assistant, Laura (858)485-9350, with the surrender closing date and contact. You may also e-mail her at LauraJTurner@hotmail.com.*** Do not hesitate to contact me with any question or comment regarding the above. As always, thank you for your courteous consideration of my client's claim.

If all pages are not received, or there is an error in transmission, please contact sender at (858)485-9140.

THIS MESSAGE IS INTENDED FOR THE USE OF THE SPECIFIC INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAWS. IF THE READER OF THIS COMMUNICATION IS NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE.

RELEASE OF CLAIM

1. I, [redacted] (hereinafter referred to as "Releasor(s)"), as buyers(s) of a certain 2006 Saab 9-3, bearing Vehicle Identification Number YS3FH76U86[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of $ $47,719.09, said payment to be made as outlined below, does for him/themselves and each and all of his/their representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of $ 21,582.72, made payable to GMAC; the second in the amount of $ 26,136.37, made payable to Law Offices of William R. McGee and Santuccio Giuseppe or Campilongo Franco.

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

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

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

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of $ 26,136.37, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of $ 26,136.37 Total of all checks, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2006 Saab 9-3 as determined by the Edmunds book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 22 450 (enter current odometer here) plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of

Initials: [signature]

payment of 44.5 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

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

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

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

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

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

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

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

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

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 8 DAY OF DECEMBER, 2008.

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

CURRENT VEHICLE MILEAGE 22450 DATE SIGNED: 12/08/08

WITNESS: [redacted]

Claimant's Signature

Claimant's Signature

430 LAUREL ST

Initials:

Address

MENLO PARK, CA 94025

City, State, Zip Code

Address

City, State, Zip Code

STATE OF CALIFORNIA

COUNTY OF Santa Clara

Sworn to (or affirmed) and subscribed before me this 8th day of December, 2008, by {, ~~Santuccio Giuseppe or~~ Campilongo Franco.

Dapinder Bhagrath

Signature of Notary Public

DAPINDER BHAGRATH

Print, type or stamp Commissioned Name of Notary Public

DAPINDER BHAGRATH
COMM. #1545593
NOTARY PUBLIC - CALIFORNIA
SANTA CLARA COUNTY
My Comm. Expires Jan. 18, 2009

Personally Known _____ OR Produced identification ✓

Type of identification CA. DRIVER LICENSE

My commission expires: Jan 18th, 2009

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

Initials

APPLICATION FOR:

A Public Service Agency

- ☐ **Duplicate Title** *(Complete Parts 1 through 3)*
- ☐ **Paperless Title Certification** *(Complete Parts 1 through 3)*
- ☐ **Transfer of Title With Duplicate Title** *(Seller completes Parts 1 through 5, Buyer completes Parts 6 through 10, as needed.)*
- ☐ **Transfer of Title With Paperless Title** *(Seller completes Parts 1 through 5, Buyer completes Parts 6 through 10, as needed.)*

LICENSE PLATE/VESSEL NUMBER [redacted] | VEHICLE/VESSEL ID NUMBER 4S3FH76U8[redacted] | YEAR/MAKE 2006/SAAB

1. REGISTERED OWNER(S) OF RECORD

[redacted] | TRUE FULL NAME (LAST, FIRST, MIDDLE)

[redacted] | APT./SPACE NUMBER | CITY MENLO PARK | STATE CA | [redacted]

MAILING ADDRESS (IF DIFFERENT FROM ABOVE) | APT./SPACE NUMBER | CITY | STATE | DRIVER LICENSE/ID CARD NUMBER

2. LEGAL OWNER OF RECORD (TITLE HOLDER)—Do not enter name of owners above

NAME OF FIRM OR INDIVIDUAL HAVING A LIEN ON THIS VEHICLE

ADDRESS | APT./SPACE NUMBER | CITY | STATE | ZIP CODE

3. MISSING TITLE STATEMENT—*WARNING*: Issuance of a duplicate title cancels the original title.

The Certificate of Title issued for this vehicle/vessel is:

☐ Lost ☐ Stolen ☐ Not received ☐ Illegible/Mutilated *(attach old title)* ☐ Paperless Title

I certify under penalty of perjury under the laws of the State of California that the information I have provided is true and correct. I agree to indemnify and save harmless the Director of Motor Vehicles for any loss suffered resulting from the issuance of said duplicate certificate of title.

SIGNATURE | DATE | DAYTIME TELEPHONE NUMBER

X

PRINTED NAME OF OWNER/AGENT SIGNING FOR COMPANY | PRINTED NAME OF LEGAL OWNER

4. REGISTERED OWNER(S) RELEASE OF OWNERSHIP AND/OR INTEREST

I/we release interest in the described vehicle/vessel.

SIGN X [redacted] | DATE 12/08/08 | [redacted]

SIGN X | DATE

5. LEGAL OWNER OF RECORD RELEASE OF OWNERSHIP AND/OR INTEREST—Signature must be notarized.

The undersigned lienholder (legal owner of record) certifies release of interest in the vehicle/vessel.

SIGNATURE OF LEGAL OWNER (COMPANY NAME MUST BE COUNTERSIGNED) | PRINTED NAME OF AGENT SIGNING FOR COMPANY | DATE

X

State of California)
County of)
On _____ before me, _____
personally appeared _____

personally known to me (or 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.

WITNESS my hand and official seal.

Signature _____

(Seal)

REG 227 (REV. 6-2000) WWW



Case Number: [redacted]
Originator Name: [redacted]
Created Date: 02/22/2009

Vehicle Info

***VIN:**	5GADS13S6422[redacted]	**MSRP:**	36370.0	***TAC #:**	[redacted]
Year:	2004	**Make:**	Buick	**Model:**	Rainier

Vehicle Comments & TAC Explanation:
replace battery

Original Purchase Date: 10/09/2005
*** Repurchase Mileage:** 54161
*** Original Purchase Condition:** New

Vehicle Owner(s)

Entity Type	Person				
*** Names(s) on Title:**	[redacted]	*** Title State:**	CA		
*** Primary Owner:**	[redacted]				
*** Address**	[redacted]				
*** City**	San Bernardino	*** State**	CA	*** ZIP Code:**	[redacted]
*** Day Phone:**	[redacted]	*** Home Phone:**		*** Cell Phone:**	
*** E-mail:**		*** Fax Phone:**			

*** Reason Repurchase** Mutiple electrical issues, broken

UCC Codes (N0102) Electrical - General - Broken

Repurchasing Dealer: -

*** Dealer #:**	114614	**Dealer Name:**	TOM BELL CHEVROLET		
Region:	10	**District:**	1314		
*** Phone:**	(909) 793-2681	**Fax:**	(909) 792-7297		
*** Contact Name:**	Maria Reyes	*** Contact Title:**	Repurchase Manager	**E-Mail:**	

Repair

*** Contact Name:**		*** Contact Title:**	

Vehicle Location: -

Customer's Attorney

Legal Case Ref. #:	[redacted]	**Tax Id:**	[redacted]	**Tax Id Type:**	Fed ID
Firm Name:	Caronna Johnson Hoddick	**Contact:**	Larry Hoddick	**1099:**	Y
Address:	71-650 Sahara Rd, Ste. 2				
City:	Rancho Mirage	**State:**	CA	**Zip Code:**	92270
Phone:	(760) 773-4849	**Fax:**	(760) 773-0849	**E-mail:**	

Local Counsel

Firm Name:		**Contact Person:**			
Address:					
City:		**State:**		**Zip Code:**	
Phone:		**Fax:**		**E-mail:**	



Case Number: [redacted]
Originator Name: [redacted]
Created Date: 02/22/2009

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	*** Company:**	GMAC	**Account #:**	[redacted]
Payoff Amount:	22074.5	**Per Diem:**	4.65	**Payoff Date:**	2009-03-13
Contact or Attention:	Payoff Dept.	**Address**	600 N Marienfield, Suite 2..		
City	Midland	**State**	TX	**ZIP Code:**	79701
Day Phone:	(800) 216-4622	**Fax:**		**E-mail:**	

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Auction	**Trans. State:**	CA
*** Trans. Type:**	Straight	**Trans. Source:**	Early Res - NISM - Vol Mediated		
Compliance Type:		**Compliance Date:**			
*** Closing Date:**	2009-03-03	**Money to Dealer:**	0.0	**Money to Manuf.:**	0.0

Repurchase Vehicle

Replacement VIN:

Disposition:

*** Processing Instructions:** n/a

Disbursement(s)

Payment Type	Payee	Payee Line 2	Amount
Joint Customer/Attorney Repurchase	Bobby J Mills, Lynda S Mills	Caronna Johnson Hoddick	5616.97
Lien Payoff	GMAC		22074.5

December 12, 2017

[redacted]
Washington, DC [redacted]

Service Request: 7[redacted]

Dear [redacted]

We are sorry you have experienced concerns with your ChevroletTrailBlazer. We take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one complimentary lube, oil, and filter service to be used on your 2002 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDS13S62[redacted] This offer will cover the cost of an oil change for the oil type (conventional or synthetic) provided in your vehicle at the time of delivery. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don□t hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

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

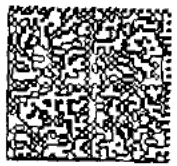
ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary lube, oil, and filter service

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

STATE OF OHIO
Office of the Attorney General

Consumer Protection Section
30 E. Broad St., 14th Fl., Columbus, OH 43215

PRESORTED
FIRST CLASS



UNITED STATES POSTAGE
PITNEY BOWES
02 1A $ 00.34⁶
0004620807 NOV 08 2008
MAILED FROM ZIP CODE 43215

251000

NOV 13 2008

I*RDA31 46232

STATE OF OHIO
Office of the Attorney General

November 6, 2008

GENERAL MOTORS CHEVROLET DIV
PO BOX 33170
DETROIT, MI 48232-5170

Re: [redacted]
Complaint #: [redacted]

Dear Sir/Madam:

I have been assigned to mediate the enclosed consumer complaint that has been filed against you.

In an effort to make you aware of the information received by the Attorney General's Consumer Protection Section, I am sending this complaint to you for response.

I would appreciate it if you would provide me with your written reply within ten days of receipt of this request so the complaint can be resolved without further action by the Consumer Protection Section.

In the event this complaint has already been satisfactorily resolved, either because you believed the complaint to be justified or because you offered a good faith adjustment, please advise me of the terms of the resolution so I can confirm with the consumer that the resolution offered is acceptable and close the file.

Thank you for your prompt attention to this matter.

Respectfully submitted,

NANCY H. ROGERS
Attorney General of Ohio

Britt Harrison

Britt Harrison
Consumer Protection Specialist
Consumer Protection Section
(614) 995-5165
BHarrison@ag.state.oh.us
(866) 347-2543 (Fax)

Enclosure
2202

NOTE: Please send all communication electronically when possible.

Complaints Details

Office of the Ohio Attorney General

Complaint No. **461531**

Date Entered: **11/06/2008**

Consumer:

[redacted]
MAINEVILLE, OH [redacted]
(513)697-8860 Daytime

Email: [redacted]

Supplier:

GENERAL MOTORS CHEVROLET DIV
PO BOX 33170
DETROIT, MI 48232-5170
WAYNE County

(800)231-1841 x 5872
Daytime
(800)231-1841 Daytime
(866)215-6750 Fax

AUTOMOBILE/MOTORIZED VEHICLES

Solicited via: Other

Purchase Information:
Product or Service: Vehicle Sales Used
Problem Area: Unknown or Other
Purchase Date: 10/01/2005
Total Price: $0.00
Disputed Amount: $0.00
Amount Paid so Far: $28,000.00

Description:
The headlights on the vehicle flash from high to low beam when driving. This have been going on for 3 years since we bought the vehicle. I have had it in the dealer several time over the course of the 3 years, to no avial. On my last visit they told me GM sent a notice saying this was a normal condition for this car. I contacted GM and they told me their resolution is that it is a normal condition and I have to live with it.

Satisfactory Solution:
I would like the problem of the headlights flashing from high to low beam corrected, we feel this is a very unsafe condition

Complaint N[redacted]

General Motors Corporation
Customer and Relationship Services
Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

November 17, 2008

State of Ohio
Office of the Attorney General
Consumer Protection Division
Attention: Britt Harrison, Consumer Protection Specialist

Customer: [redacted]
Reference number: [redacted]
Service request: [redacted]
Customer Relationship Specialist: Kay Reeves

Dear Britt Harrison, Consumer Protection Specialist:
Thank you for your recent correspondence regarding Mr [redacted] We are sorry he is dissatisfied with his 2005 Chevrolet TrailBlazer. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles.

We apologize for any inconvenience Mr. Klein may have experienced.

The inspection of Mr. [redacted] vehicle at Montgomery Chevrolet Company revealed it is operating within General Motors specifications. Although we would like to increase Mr. [redacted] s satisfaction with his vehicle, we do not feel additional repairs or adjustments are appropriate at this time. If the condition the customer is experiencing should change, we will be happy to review the matter further.

If you have further questions me at 866-790-5600 Monday through Friday between 9:00 a.m. and 5:30p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

LC0016
V6272006

December 12, 2017

[redacted]
Maineville, OH [redacted]

Service Request: [redacted]

Dear [redacted]

Thank you again for making us aware of the situation with your 2005 Chevrolet TrailBlazer. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

As a Chevrolet customer, BBB AUTO LINE is available to you at no cost. The BBB AUTO LINE program is discussed in your vehicle□s □Warranty and Owner Assistance Information Booklet.□

To contact the BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website by visiting www.dr.bbb.org/goauto.

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

December 12, 2017

[redacted]
Spokane, WA [redacted]

Dear [redacted]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S0523[redacted]. The processing time will take approximately eight weeks.

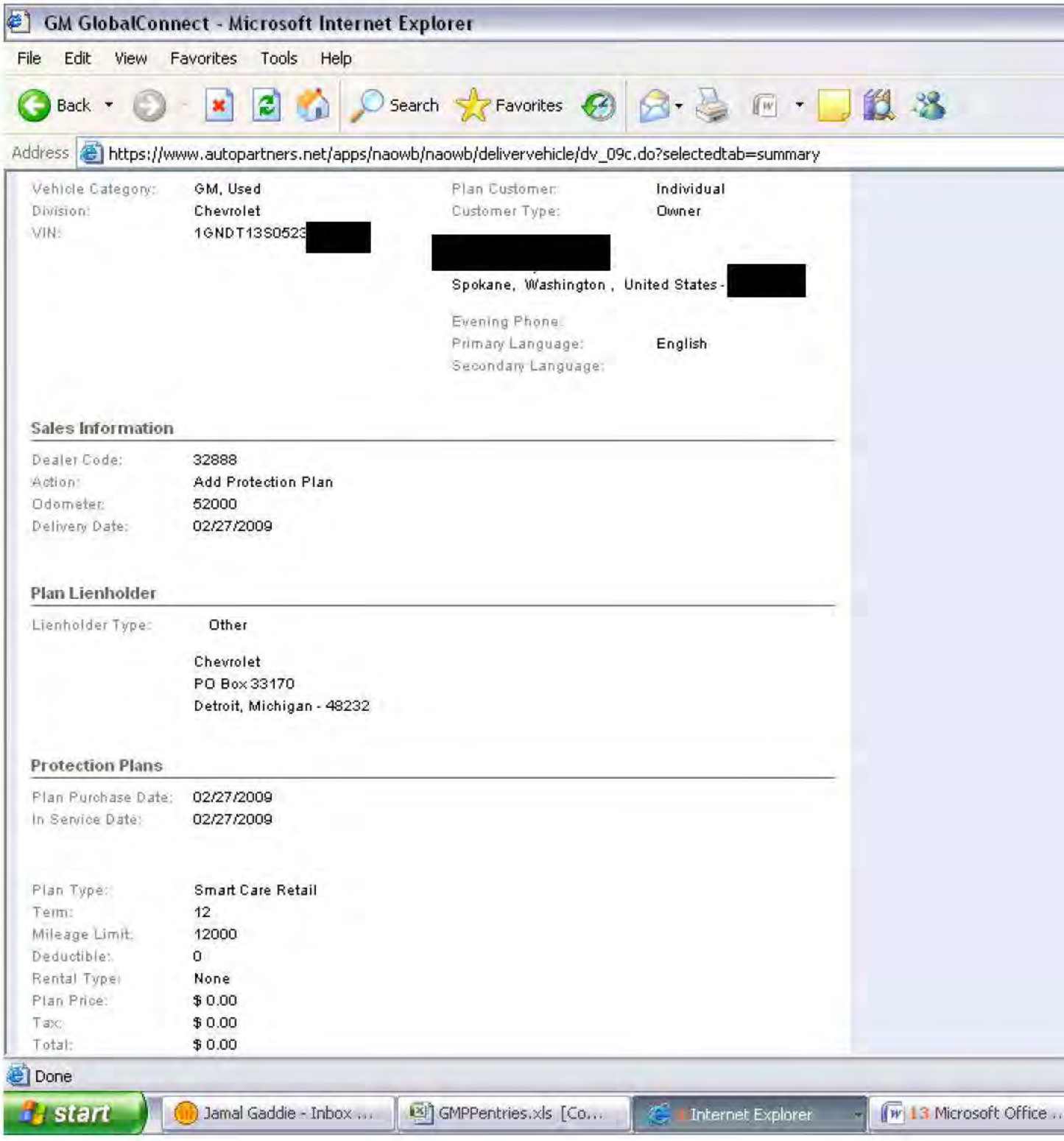
You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Chevrolet Dealership. Your complete satisfaction is very important to us at Chevrolet. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

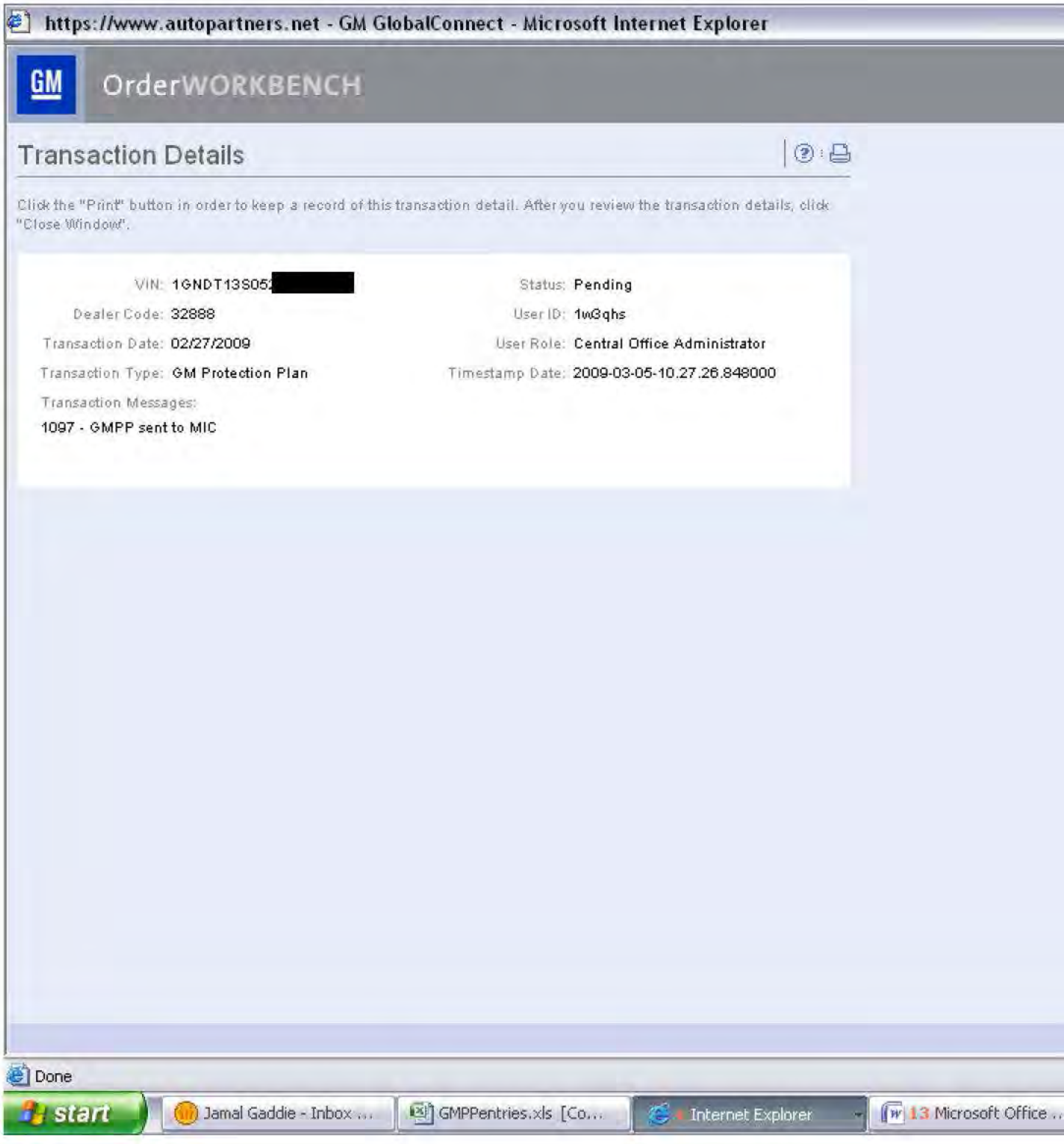
At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request [redacted]

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


GM GlobalConnect - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://www.autopartners.net/apps/naowb/naowb/delivervehicle/dv_09c.do?selectedtab=summary
Vehicle Category: GM, Used
Division: Chevrolet
VIN: 1GNDT13S0523
Plan Customer: Individual
Customer Type: Owner
Spokane, Washington , United States -
Evening Phone:
Primary Language: English
Secondary Language:
Sales Information
Dealer Code: 32888
Action: Add Protection Plan
Odometer: 52000
Delivery Date: 02/27/2009
Plan Lienholder
Lienholder Type: Other
Chevrolet
PO Box 33170
Detroit, Michigan - 48232
Protection Plans
Plan Purchase Date: 02/27/2009
In Service Date: 02/27/2009
Plan Type: Smart Care Retail
Term: 12
Mileage Limit: 12000
Deductible: 0
Rental Type: None
Plan Price: $ 0.00
Tax: $ 0.00
Total: $ 0.00
Done
start
Jamal Gaddie - Inbox ...
GMPPentries.xls [Co...
Internet Explorer
13 Microsoft Office ...


https://www.autopartners.net - GM GlobalConnect - Microsoft Internet Explorer
GM
OrderWORKBENCH
Transaction Details
Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".
VIN: 1GNDT13S05[redacted]
Dealer Code: 32888
Transaction Date: 02/27/2009
Transaction Type: GM Protection Plan
Transaction Messages:
1097 - GMPP sent to MIC
Status: Pending
User ID: 1w3qhs
User Role: Central Office Administrator
Timestamp Date: 2009-03-05-10.27.26.848000
Done
start
Jamal Gaddie - Inbox ...
GMPPentries.xls [Co...
Internet Explorer
13 Microsoft Office ...

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

CHECK **No.** 901000384

50-937
213

DATE		AMOUNT
01/21/09	**********7,000 DOLLARS ****00 CENTS	**********7,000.00

PAY TO THE ORDER OF

[redacted] AND
WILLIAM HUFFMAN ESQ
[redacted]
PRINCETON WV [redacted]

North American Operations
General Motors Corporation
Disbursement Account

Bri D. Albee
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 000000011 1

CHECK NO. 901000384

VENDOR NAME DEWEY SR. & DARLYN RADFORD AND

PAYMENT DATE 01/21/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDT13S3521[redacted]	[redacted]	VN 1-8HEOW3 [redacted]1-8HEOW3	00.0000	7,000.00	.00	7,000.00

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

W3

TOTAL	7,000.00	.00	7,000.0

WILLIAM O. (BILL) HUFFMAN
ATTORNEY AT LAW
210 SOUTH WALKER STREET
PRINCETON, WEST VIRGINIA 24740
PHONE: (304) 487-2827
FAX (304) 487-2842

January 12, 2009

VIA FACSIMILE (866) 270-0204

Emily Butler
General Motors
Business Resource Center

Re: [redacted]
2005 Chevrolet Trailblazer ***VIN: 1GNDT13S35*** [redacted]

Dear Ms. Butler:

Enclosed please find the signed acceptance letter and fully executed Release of Claim in the above reference matter.

Please forward the settlement draft made payable to "Darlyn Radford and William O. Huffman, her attorney" to my office, at your earliest convenience.

If you have any comments or questions, please do not hesitate to contact me. Thank you.

Sincerely,

William O. Huffman

WOH/nhm
Enc.
cc. [redacted]

WILLIAM O. (BILL) HUFFMAN
ATTORNEY AT LAW
210 SOUTH WALKER STREET
PRINCETON, WEST VIRGINIA 24740

PHONE: (304) 487-2827
FAX: (304) 487-2843

December 29, 2008

VIA FACSIMILE (866) 363-8695

Cynthia Reyes
General Motors
Business Resource Center

Re: [redacted]
2005 Chevrolet Trailblazer ***VIN: 1GNDT13S352*** [redacted]

Dear Ms. Reyes:

Enclosed please find the documents requested per your fax letter of December 24, 2008:

1. Copy of the registration
2. Copy of the Installment Sale Contract & Security Agreement
3. Copy of the Buyer's Order.
4. Release of Lien Information form

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. [redacted]

0063431 05
MOTOR BOAT/VEHICLE REGISTRATION
STATE OF
WEST VIRGINIA

EXPIRATION DATE			CLASS
MONTH	DAY	YEAR	
10	01	09	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: 1GNDT13S3[redacted]

MAKE	YEAR	LENGTH/	TITLE NUMBER
BODY	MODEL	WEIGHT	
CHEV	05	4612	BL18931
[redacted]		MO/YR	08/30/05

[redacted]

UNION W[redacted]

SIGN ON THE BACK

[redacted]

OWNER'S
SIGNATURE

NOTIFY
STOLEN

NOTIFY
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.

DEC 10 2008

- UTTERING IS A MISDEMEANOR
- DRIVING WITHOUT AUTO INSURANCE IS AGAINST THE LAW
- DRUNK DRIVING CONVICTIONS CAN BE CAUSE OF YOUR LICENSE
- VEHICLE ACCIDENTS INVOLVING UNINSURED MOTORISTS MUST BE REPORTED TO THE DMV

DEPT

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)	Seller (Creditor) Name and Business Address
[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	4WD	TRAILBLAZER 1GNDT13S3521[redacted]	S693A S693A	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
6.69 %	$ 8125.05	$ 36893.67	$ 45018.72	$ 3627.39 $ 40646.61

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:	$ 3627.39	
C. Total Downpayment (A + B):		$ 3627.39
3. Unpaid Balance of Cash Price (1 – 2C):		$ 24552.40
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 Co-Buyer's Initials 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 N/A DMV TITLE For Optional Gap Coverage	$ 595.00 **	
To BB&T/HUNTINGTON II For N/A	$ N/A **	
To 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):		$ 36893.67

** 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 ____; 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 for a term of 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 insurer is N/A of N/A
Name 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 ORDER

07/20/2005
DATE

DE[redacted]

[redacted]LED TO | S.S.#

[redacted]ER & TITLER TO | [redacted]

UNION WV [redacted]DDRESS | 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 2 [redacted]

MAKER'S AGE — CO-MAKER'S AGE

USED CAR WARRANTY

REFER TO THE USED CAR BUYERS GUIDE

2nd TRADE DESCRIPTION: 00 BRAVADA 1GNDT13W3Y22 [redacted]

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 [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
[redacted]	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 [redacted] or	$ 36893.67

THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREE[redacted]GREEMENT IS FOR A USED VEHICLE, THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM[redacted]THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

By executing this Order, Purchaser acknowledges he has read and agrees to be bound by [redacted] Purchaser certifies he/she is 18 years of age or older. If this transaction is to be a retail installment sale, this contract is not [redacted]s.

PURCHASER'S SIGNATURE [redacted]

ACCEPTED BY RAMEY [redacted] (DEALER)

[signature] (NAME AND TITLE)

RELEASE OF LIEN INFORMATION

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

hereby authorize Chase Auto Finance
(Lien holder Name)

PO Box 901076 TX1-0056 Forth Worth, TX 800-336-6675
(Lien holder Address) (Lien holder Phone Number)

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 12/29/8.

VEHICLE INFORMATION

The current vehicle mileage is 54,997 Date mileage read: 12/29/8.

[redacted]

Signature

CT Corporation

Service of Process Transmittal
12/19/2008
CT Log Number 514223004

[redacted]

TO: Keith B. Rose
Rose Law Firm
501 New Karner Road, Suite 11
Albany, NY 12205-6245

RE: **Process Served in West Virginia**

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: [redacted] Ltfs. vs. General Motors Corporation, etc., Dfts.

DOCUMENT(S) SERVED: Letter, Summons, Complaint

COURT/AGENCY: Mercer County Circuit Court, WV
Case # [redacted]

NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - Failure to repair defects on a 2005 Chevrolet Trailblazer; VIN: 1GNDT13S352[redacted]; No personal injuries reported; Seeking $10,000.00 in damages;

ON WHOM PROCESS WAS SERVED: C T Corporation System, Charleston, WV

DATE AND HOUR OF SERVICE: By Certified Mail on 12/19/2008 postmarked on 12/17/2008

APPEARANCE OR ANSWER DUE: Within 30 days from the date served, exclusive of the day of service.

ATTORNEY(S) / SENDER(S): William O. Huffman
210 S. Walker St.
Princeton, WV 24740
304-487-2827

REMARKS: Service of Process made on West Virginia Secretary of State December 16, 2008.

ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex Standard Overnight , 790145308987
Image SOP
Fax Transmittal, Rosemarie Williams 313-665-7572
CC Recipient(s)
Rosemarie Williams, via Regular Mail

SIGNED: C T Corporation System
ADDRESS: 707 Virginia Street, East
Charleston, WV 25301
TELEPHONE: 304-345-8900

1/16

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.

6010-18513

Office of the Secretary of State
Building 1 Suite 157-K
1900 Kanawha Blvd E
Charleston, WV 25305



Betty Ireland
Secretary of State
Telephone: 304-558-6000
Toll Free: 866-SOS-VOTE
www.wvsos.com

General Motors Corporation
CT Corporation System
707 Virginia Street East
Charleston WV 25301

12/16/2008

Civil Action: [redacted]

I am enclosing:

____ summons	____ affidavit	1 summons and complaint
____ notice	____ answer	____ summons returned from post office
____ order	____ cross-claim	____ summons and ammended complaint
____ petition	____ counterclaim	____ 3rd party summons and complaint
____ motion	____ request	____ no return from post office
____ suggestions	____ certified return receipt	____ notice of mechanic's lien
____ interrogatories	____ request for production	____ suggestee execution
____ original	____ request for admissions	____ Other
____ subpeona duces tecum		

which was served on the Secretary at the State Capitol as your statutory attorney-in-fact. According to law, I have accepted service of process in the name and on behalf of your corporation.

Please note that this office has no connection whatsoever with the enclosed documents other than to accept service of process in your name and on behalf as your attorney-in-fact. Please address any questions about this document directly to the court or the plantiff's attorney, shown in the enclosed paper. Please do not call the Secretary of State's office.

Sincerely,

Betty Ireland

Betty Ireland
Secretary of State

SUMMONS

IN THE CIRCUIT COURT OF MERCER COUNTY, WEST VIRGINIA

[redacted]

PLAINTIFFS,

VS. CIVIL ACTION NO.: 0[redacted]

GENERAL MOTORS CORPORATION,
A Delaware Corporation, DEFENDANT.

To the above named Defendant:

IN THE NAME OF THE STATE OF WEST VIRGINIA, you are hereby summoned and required to serve upon WILLIAM O. HUFFMAN, Esquire, Plaintiff's attorney, whose address is 210 S. WALKER STREET, PRINCETON, WEST VIRGINIA 24740, an Answer, including any related counterclaim you may have, to the Complaint filed against you in the above-styled civil action, a true copy of which is herewith delivered to you. You are required to serve your Answer within THIRTY (30) days after service of this Summons upon you, exclusive of the day of service. If you fail to do so, judgment by default will be taken against you for the relief demanded in the Complaint, and you will be thereafter barred from asserting in another action any claim you may have which must be asserted by counterclaim in the above styled civil action.

DATE: DECEMBER 5, 2008

BRENDA G. DAVIS
Clerk of the Circuit Court
of Mercer County, WV

By: Nancy L. Doyle
Her Deputy

COPY

IN THE CIRCUIT COURT OF MERCER COUNTY, WEST VIRGINIA

[redacted]

PLAINTIFFS,

v. CIVIL ACTION NO. [redacted]

GENERAL MOTORS CORPORATION
A Delaware Corporation,

DEFENDANT

FILED
DEC 05 2008
BRENDA DAVIS
CLERK CIRCUIT COURT
MERCER COUNTY

COMPLAINT

Jurisdiction and Venue

Come now the Plaintiffs, [redacted], and state by way of complaint as follows:

1. That they are domiciled in Monroe County, West Virginia with their mailing address of [redacted], Union, West Virginia 2[redacted] and, that they have each been residents and domiciliaries of Monroe County, West Virginia at all times alleged herein.

2. That the Defendant, General Motors Corporation, is a corporation organized and chartered under the laws of the State of Delaware, authorized to do business in the State of West Virginia through numerous agents and contacts, and having designated C. T. Corporation as an agent for service of process; and more specifically, General Motors Corporation is an entity doing business in Mercer County, West Virginia through its dealer and agent, Ramey Motors, Inc., Princeton, West Virginia 24740.

3. The vehicle that is the subject of this action, a 2005 Chevrolet Trailblazer, Vehicle Identification Number 1GNDT13S35[redacted] was delivered by the Defendant to its dealer and agent, Ramey Motors, Inc..

4. That jurisdiction and venue obtain in this Court under provisions of W.Va. Code §46A-6A-4 and 56-1-1(a)(2).

Facts

5. On or about July 20, 2005, the Plaintiffs purchased said new 2005 Chevrolet Trailblazer from Ramey Motors, Inc., Princeton, West Virginia.

6. In accordance with the terms of the purchase order and financing statement, the total sale price of the said one vehicle was Thirty-six Thousand Eight Hundred Ninety-three Dollars and Sixty-three Cents ($36,893.67).

7. The warranty invoked herein purports to warrant the vehicle purchased by the Plaintiffs in all aspects ("bumper to bumper") for a period of three (3) years or thirty-six thousand (36,000) miles, whichever first occurs.

8. Subsequent to Plaintiffs' purchase of the said Trailblazer, the vehicle has been returned to one of Defendant's authorized repair centers for service at least five (5) times for the same nonconformity; to-wit: the electrical system. Plaintiffs allege that the subject electrical system is included within the bumper-to-bumper warranty referenced in the next preceding paragraph.

9. Within the scope and meaning of W.Va. Code §46A-6A-5(a), the subject Trailblazer has been in for service with the same nonconformity subject to repair three (3) or more times within the express warranty period, and that the nonconformity continues to exist; and that the subject vehicle has been out of service by reason of repair for a cumulative total of 30 or more calendar days during the express warranty term referenced hereinabove.

10. The nonconformity persists although the manufacturer has made a reasonable number of attempts to conform the motor vehicle to the applicable express warranties through its agent, Ramey Motors, Inc., Princeton, West Virginia.

11. The manufacturer was notified by plaintiffs by certified U. S. mail and in a timely fashion of the defects in the motor vehicle.

12. The express warranty given on this vehicle has failed in its essential purpose in that it has not resulted in the repair of the vehicle.

13. The manufacturer or agents of the manufacturer have failed to make the repairs, which would cause the vehicle to conform to the express warranty.

14. The Plaintiffs hereby invoke the provisions of the Consumer Protection New Motor Vehicle Warranties Act in West Virginia, W.Va. Code §46A-6A-5(a), in that the same nonconformity on their new motor vehicle has been subject to repair three or more times by the manufacturer's agents or authorized dealer within the express warranty period.

15. The Plaintiffs hereby invoke the provisions of the Consumer Protection-New Motor Vehicles Act in West Virginia, W. Va. Code §46A-6A-5(b), in that the same nonconformity on their new motor vehicle has been subject to repair at least once by the manufacturer's agents or authorized dealer within the express warranty period and that because said nonconformity is likely to cause death or serious bodily injury if the vehicle is driven.

16. The Plaintiffs further invoke the provisions of W.Va. Code §46A-6A-4(b)(1) and hereby revoke acceptance of the subject vehicle such that they should be refunded the purchase price including the value of the Plaintiffs' trade-in, down payment, sales tax, license and registration fees and other reasonable expenses incurred in the purchase price of said vehicle; alternatively, Plaintiffs state that they should receive damages for the diminished value of the motor vehicle.

17. Plaintiffs further invoke the provisions of W.Va. Code §46A-6A-4(b)(3) which provides that they should receive damages for the loss of use, annoyance, and inconvenience resulting from the nonconforming warranties.

18. Plaintiffs hereby further invoke the provisions of W.Va. Code §46A-6A-4(b)(4) and demand reasonable attorney fees.

19. The Plaintiffs have complied with all of the requirements set forth in the West Virginia Consumer Protection-New Motor Vehicles Warranty Act, such that they would be entitled to invoke its provisions.

20. The Defendant is in breach of express and implied warranties against defects in the vehicle in that it has failed to adequately redress them.

21. According to the provisions of W.Va. Code §46-2-314, the Defendant has breached the implied warranty of merchantability attendant to the vehicle.

22. The Defendant has breached the implied warranty of fitness for a particular purpose pertaining to a new vehicle under W.Va. Code §46-2-315.

23. Any disclaimer set forth in the warranties pertaining to this vehicle should be invalidated according to W.Va. Code §46-2-719, because the warranty, in that it has not resulted in repair of the vehicle, fails of its essential purpose.

24. Any exclusions in the warranty against the recovery of consequential and incidental damages should be set aside on account of unconscionability under W.Va. Code §46-2-719.

25. The Plaintiffs have not committed any acts or omissions, which would void the effects of the implied, or express warranties invoked herein.

WHEREFORE, Plaintiffs respectfully pray for the following relief:

(1) That they be refunded the value of their trade-in and down payment, the purchase price including the sales tax, license and registration fees, finance charges and incidental costs incurred in the purchase price of the vehicle in a sum of not less than **THIRTY-SIX THOUSAND EIGHT HUNDRED NINETY-THREE DOLLARS AND SIXTY-SEVEN CENTS ($36,893.67);**

(2) That they be awarded incidental and consequential damages for loss of use, annoyance, inconvenience and aggravation in the amount of not less than **TEN THOUSAND DOLLARS ($10,000.00)** against the Defendant, General Motors Corporation, in its breach of express and implied warranty claims;

(3) That the Plaintiffs be awarded costs and reasonable attorney fees associated with the prosecution of this action;

(4) That Plaintiffs be awarded total damages in such sum as the Court may deem appropriate; or in the alternative that the Defendant be required to accept revocation of the contract, upon which the defective vehicle should be returned and the Plaintiff should be awarded their full purchase price and fees and costs associated with this action, as well as reasonable attorney's fees in the common law theory of breach of warranty as may be available to the Plaintiff under the Uniform Commercial Code.

A TRIAL BY JURY IS HEREBY DEMANDED ON ALL ISSUES SO TRIABLE.

[redacted]

BY COUNSEL:

WILLIAM O. HUFFMAN
210 S. Walker Street
Princeton, West Virginia 24740
(304) 487-2827
WV State Bar #6697



lisa.coggins@gm.com
01/01/2009 10:43 PM

To cynthia_reyes@gmexpert.com
cc
bcc
Subject Re: Fw: DVM notification - Please reply SR#71-689719869 - Radford

Cynthia,

I apologize for the delay I am on vacation. Please use option,

B) I am unaware of this case and have no information to provide you. Please notify me after a decision has been reached between the Early Resolution Program and the attorney.

If there are any questions or concerns please feel free to contact me. Thank you for your time.

Lisa D. Coggins
District Service Manager #3416
304-533-4722 (Cell)
800-248-0178 MB #8081
304-586-2363 (Fax)

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 $7,000.00 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) 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.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

[redacted]scribed before me this _____ day of _____, 20____,
by [redacted]

_____
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: Keith Rose, Esq.

LG0024
V6302006

January 15, 2009

Keith Rose, Esq.
Rose Law Firm
501 New Karner Rd Ste 11
Albany, NY 12205

RE: [redacted] v. General Motors Corporation
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S352[redacted]
Customer Relationship Specialist: Emily Butler

Dear Mr. Rose:

Enclosed please find a check in the amount of $7,000.00 made payable to Dewey Sr. & Darlyn Radford and William Huffman, Esq. 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

12-23-08A08:53 RCVD

General Motors Corporation
Legal Staff

Facsimile
248/267-3677

Telephone
512/386-0748

December 22, 2008

Keith Rose, Esq.
Rose Law Firm
501 New Karner Road
Suite 11
Albany, NY 12205-6245

Dear Mr. Rose:

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 via email to the attention of Cortney Buechler, Legal Administrative Assistant, at cortney.buechler@gm.com.

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, please be sure to include the GM Case Name and Case Number. Feel free to contact me by phone at (512) 386-0748 or Fax (248) 267-3677 with any questions.

Sincerely,

Elizabeth Martin
Legal Coordinator

✓ 44576 1/16/09

Service of Process Transmittal

12/19/2008
CT Log Number 514223004

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

RE: **Process Served in West Virginia**

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:	[redacted] Pltfs. vs. General Motors Corporation, etc., Dfts.
DOCUMENT(S) SERVED:	Letter, Summons, Complaint
COURT/AGENCY:	Mercer County Circuit Court, WV Case # [redacted]
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Failure to repair defects on a 2005 Chevrolet Trailblazer; VIN: 1GNDT13S352[redacted] No personal injuries reported; Seeking $10,000.00 in damages;
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Charleston, WV
DATE AND HOUR OF SERVICE:	By Certified Mail on 12/19/2008 postmarked on 12/17/2008
APPEARANCE OR ANSWER DUE:	Within 30 days from the date served, exclusive of the day of service.
ATTORNEY(S) / SENDER(S):	William O. Huffman 210 S. Walker St. Princeton, WV 24740 304-487-2827
REMARKS:	Service of Process made on West Virginia Secretary of State December 16, 2008.
ACTION ITEMS:	CT has retained the current log, Retain Date: 12/19/2008, Expected Purge Date: 12/24/2008 Image SOP Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED: **ADDRESS:** **TELEPHONE:**	C T Corporation System 707 Virginia Street, East Charleston, WV 25301 304-345-8900

CT web
12/19/08
4:44pm

ER - Elizabeth Martin

Rose Law Firm
Keith Rose

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.

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

VIA FAX ONLY

January 5, 2009

William Huffman, Esq.
William O Huffman Atty at Law
210 S Walker St
Princeton, WV 24740

RE: Darlyn Radford v. General Motors Corporation
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S352[redacted]
Customer Relationship Specialist: Emily Butler

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 $4,000.00

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 and signing of a release prepared by General Motors Corporation's counsel.

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 and return it 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 calling 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: Keith Rose, Esq.

LG0043
V07092007

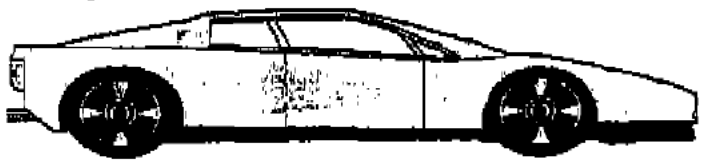
_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

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: ~~1GNDT13S362~~[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~~	~~ESE~~
	$	
	$	
	$	
	$ ~~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/ 20/2005 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 #2 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: 07/20/2005

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)

003/028
P.3/28
To:Fax Server
3044872255
FEB-13-2008 16:53 From:RAMEY MOTORS
12/28/2008 12:10 FAX

RAMEY MOTORS, INC.
RT. 460, P.O. BOX 1755
PRINCETON, WEST VIRGINIA 24740
(304) 425-2134 • (304) 325-0005 • (304) 327-2418

WE OWE

[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. 1GNDT13S35[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.)

DATE 07/2[redacted]

CUSTOMER

APPROVED

White Copy - Dead Jacket - Pink Copy - Customer - Yellow Copy - Service Dept

WV-4A 11/83 07/20/2005

OWNER'S STATEMENT OF INSURANCE

DATE 2005 CHEVROLET LICENSE NUMBER 1GHDT13S352[redacted]

YEAR [redacted]

OWNER'S NAME [redacted] UNION WV 2[redacted]

OWNER'S AD[redacted]

I HEREBY ST[redacted]RING AND PENALTIES OUTLINED IN CHAPTERS 17A AND 17D, THAT THERE IS IN [redacted]OLICY UPON THE DESCRIBED VEHICLE IN ACCORDANCE WITH THE PROVISIONS [redacted]E CODE.

SIGNATURE O[redacted] 04/04/2005 04/04/2006

EFFECTIVE DATE [redacted] HARTFORD TO

NAME OF INSURANCE COMPANY HARTFORD

NAME OF INSURANCE AGENT 55PHH634246

INSURANCE POLICY NUMBER

MV-52-TR 1/00

NOTIFICATION OF TRANSFER OF LICENSE PLATES

Date of Transfer JUL 20 20 05

Change of License License Plate Number OE 3014

Issued to DENEY H RADFORD SR OR DARLYN P RADFORD

Address RT 1 BOX 12 UNION WV 24983

Make	Year	Serial No.	Weight	Title No.
OLDS	2000	1GHDT13X3Y22[redacted]		[redacted]
CHEVR	2005	1GHDT13S352[redacted]		AV78904

[redacted]nse Service RAMEY MOTORS INC

[redacted]icense Certificate Number D-136

Please Check One: ☐ Licensed West Virginia Dealer ☐ License Service

THIS FORM CAN ONLY BE EXECUTED BY A LICENSED WEST VIRGINIA DEALER OR LICENSE SERVICE

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
Date

[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 Color

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.

[redacted]

2000 Bravada 1G-HDT13W3Y2[redacted]
MAKE MODEL AND VIN

2000 Ford Ranger
1FTZR15V1YPB[redacted]

1127.79

THIS PAPER CONTAINS A COLORED BACKGROUND ON WHITE PAPER

SUBARU TOYOTA CHRYSLER

RAMEY MOTORS, INC.
P.O. BOX 1755 • Rt. 460
PRINCETON, WEST VIRGINIA 24740
Telephone (304) 425-2194

69-129/515 CHECK# 208948

208948

PAY **TWELVE THOUSAND FIVE HUNDRED SIXTY FIVE DOLLARS AND 08/100**

DATE	AMOUNT
07/26/05	$12,565.08

RAMEY MOTORS, Inc.

TO THE ORDER OF
BB&T
PO BOX 2306
WILSON NC 27894

MAIN BRANCH FIRST COMMUNITY BANK
PRINCETON, WEST VIRGINIA

AUTHORIZED SIGNATURE

NON-NEGOTIABLE

NAME	NUMBER	DATE
BB&T	87157	07/26/05

DATE	ACCT#	AMOUNT	CTRL#	DATE	ACCT#	AMOUNT	CTRL#
[redacted]	PAYOFF	ACC# [redacted]					
2000 FORD	VIN	P[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 © 2005 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 12565.08 2000 FORD RANGER IN THE AMOUNT OF [redacted] WITH A PER DAY DIEM _____. THIS PAYOFF IS GOOD UNTIL _____.

BB&T
P.O. BOX 1290
WHITEVILLE NC 28472

CUSTOMER NAME [redacted]

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

SUBARU

Telephone (304) 436-2134

RAMEY MOTORS, INC.
P.O. BOX 1755 • Rt. 460
PRINCETON, WEST VIRGINIA 24740

TOYOTA

69-129
518

CHECK# 208949

208949

PAY **ELEVEN THOUSAND FOUR HUNDRED SIXTY ONE DOLLARS AND 09/100**

DATE	AMOUNT
07/28/05	$11,461.09

TO THE ORDER OF
HUNTINGTON BANK
2361 MORSE ROAD NC1N10
COLUMBUS OH 43229

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#
[redacted] 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

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

CUSTOMER SIGNATURE [redacted]

DEALER SIGNATURE _____

DATE 07/20/2005

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 CREDIT STATEMENT

- Individual Credit
- Joint Credit
- Community Property State
- Business Application

If you are applying for individual cre[redacted] another person as the basis for repa[redacted] If this is an application for joint cred[redacted] We intend to apply for joint cred[redacted] If you are applying for individual credit, [redacted] 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 #) [redacted]

DATE OF BIRTH (MM/DD/YY) / / H[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 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 ○ Num./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 REG/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 #) FIRST NAME OR BUSINESS NAME DARLYN MI P LAST NAME RADFORD

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 ○ 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

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 Retail ○ Used ○ Lease ○ Single Pay Lease ○ Balloon

USED VEHICLE OPTIONS
○ A/C ○ Sunroof ○ Stereo ○ Cruise ○ Pwr. Windows ○ Pwr. Seats ○ Pwr. Door Locks ○ Alum./Wire Wheels ○ Man. Trans. ○ 4WD ○ T-Tch ○ 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 D. - 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 [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))

BY C[redacted] OF THE APPLICATION.

X [redacted] 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. ◆

FORM NO. SMF-CREDIT APP REV. 2/06 Pg 01/05 [illegible] COPYRIGHT © 2006 JPMorgan Chase Bank, N.A. All Rights Reserved

RAMEY MOTORS
Princeton, WV

Phone (304)425-2134
(304)327-2418
Fax (304)487-3713

PLEASE PRINT — APPLICATION NUMBER

☐ 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).

Check Appropriate Box: ☑ 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 Section A and B).

A. INFORMATION ABOUT APPLICANT

PRINT FULL NAME [redacted] DATE OF BIRTH [redacted]

PRESENT ADDRESS — NUMBER AND STREET: RT 1 Box 12 — CITY: Union — COUNTY — STATE: WV — ZIP CODE [redacted] — LIVED THERE YEARS: 18 MONTHS

RENT BY MO. ☐ LEASE OWN ☑ — LANDLORD OR MORTGAGE HOLDER NAME: BB&T — MO. PMT. 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 — MONTHS — BUS. PHONE NO.

YEARS OR OCCUPATION: Disability — SALARY OR WAGES: 2630.55 — NAME OF PREVIOUS EMPLOYER: Pensions: 1,534 Social Security — ADDRESS — 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 AND ADDRESS OF NEAREST RELATIVE NOT LIVING WITH ME: [redacted] — ADDRESS: Union, WV — [redacted] — RELATIONSHIP: Brother — KNOWN HOW LONG?

NAME AND ADDRESS OF PERSONAL FRIEND: [redacted] — ADDRESS: Union, WV 24983 — KNOWN HOW LONG? 15 YR

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 A — BALANCE DUE OR DATE PAID — TRADING IN THIS CAR? ☑ YES ☐ NO

NAME OF CREDITOR — ADDRESS — ACCOUNT NO.

YOU CAN WILL BE REGISTERED IN NAME OF — NUMBER AND STREET — CITY — STATE — INSURANCE TO BE PAID WITH LOAN

CAL TYM — NEW ☐ USED ☐ AUCTION ☐ — YEAR — MAKE — MODEL # — DESCRIPTION — MILEAGE — VIN — SATISFACTION

1—W/D AIR CONDITIONING ☐ 2—SUNROOF ☐ 3—STEREO ☐
4—CRUISE ☐ 5—POWER WINDOWS ☐ 6—POWER SEATS ☐
7—POWER WHEEL DRIVE ☐ 8—MANUAL TRANS. ☐ 9—ALUM./MAG 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 $
(AMT $)
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. [redacted] — DATE OF BIRTH [redacted]

PRESENT ADDRESS [redacted] — CITY — COUNTY: Union, WV — [redacted]

RENT BY MO. ☐ LEASE OWN ☑ — LANDLORD OR MORTGAGE HOLDER NAME: BB&T — MO. PMT. OR RENT $ 610.00

PREVIOUS HOME ADDRESS — NUMBER AND STREET — CITY — COUNTY — STATE — ZIP CODE — LIVED THERE YEARS — MONTHS

EMPLOYED BY SELF ☐ OTHERS ☑ — NAME — BUSINESS ADDRESS, NUMBER AND STREET — CITY — STATE — HOW LONG YEARS: 5 — MONTHS — BUS. PHONE NO.

YEARS OR OCCUPATION: Disability — SALARY OR WAGES: 1,442.00 — NAME OF PREVIOUS EMPLOYER: Pens. 530.00 Dis. 910.00 — ADDRESS — 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

NAME OF CREDITOR — ADDRESS — ACCOUNT NO.

For the purpose of requiring 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 PARENT OR NEAREST RELATIVE NOT LIVING WITH ME: [redacted] — ADDRESS: Union, WV — PHONE NO: [redacted] — RELATIONSHIP: A Tel

NAME AND ADDRESS OF PERSONAL FRIEND: [redacted] — ADDRESS: Union, WV — [redacted] — KNOWN HOW LONG? 2 YR

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: B B&T Ranger — BALANCE DUE OR DATE PAID: — TRADING IN THIS CART: YES NO

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 — 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] — DATE OF [redacted]

PRESENT ADDRESS: [redacted] — CITY — COUNTY: Union, WV — STATE: [redacted] — YEARS — 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 THREE 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: Pen. $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 CART: YES NO

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 [redacted] the box provided below

(☑ By checking this box, I do no [redacted] riences with me).

Applicant Signature: [signature] — Date: 7-15-05

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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 name JPMorgan Chase as additional insured (if vehicle is leased) on my policy with [redacted] vor of PHOENIX AZ 85038-9082

PLEASE PRINT

NUMBER	STREET	CITY	STATE	ZIP CODE

VEHICLE

Year	Make	Body Style	Serial Number
2005	CHEVROLET TRUCK	BLAZER	4WD TRAILBLAZER 1GNDT13S352[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 VERIFIED BY DEALER/SALESMAN

Signed Anita Clark
Dealer Representative

I verify the above listed coverage is in effect on this vehicle, this date.

Shirley
Agent Signature

7/20/05
Date

INSURE[redacted] 07/28/2005
SIGNS

Date

08-315 (6/00)

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)424-2768
Phone Number:	(315)424-2612 Ext. 0000	Lender Cust. Service Number:	(800)228-5050

Copy This Application

Comments To Credit Analyst

Submit To Other Lenders

Back to Application Status

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2005 TRAILBLAZER LS 4WD — CHEVROLET MOTOR DIVISION
38U EMERALD JEWEL METALLIC /L6G — GENERAL MOTORS CORPORATION
28H LIGHT GRAY — 100 RENAISSANCE CENTER
ORDER NO. HPMKD7/T[redacted] STOCK NO. — DETROIT MI 48243-1114
VIN 1GN DT13 S3 52[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 XXXXX XXXXX
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 TRAILB
38U EMERALD JEWEL METALLIC /L6G GENERAL MOTORS CORPORATION
28H LIGHT GRAY 100 RENAISSANCE CENTER
ORDER NO. HPMKD7/TRB STOCK NO. DETROIT MI 48243-1114
VIN 1GN DT13 S3 52[redacted] ADJUSTMENT INVOICE [redacted]

BARS Document Display

**********13*093915

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.

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

115472

JOHN MICHAEL STOFFER — SALESMANS NAME

BUYER'S ORDER [redacted] — DATE 07/23/2005

[redacted] LED TO — U.S.#

[redacted] ER & TITLED TO — U.S.# [redacted]

UNION WV 2[redacted] — ADDRESS — HOME PHONE

CITY — STATE — ZIP — DUE PHONE

VEHICLE BEING PURCHASED

PLEASE ENTER MY ORDER FOR THE FOLLOWING: ☒ NEW ☐ USED ☐ DEMO ☒ CARD ☐ TRUCK ☐ OTHER — STOCK # 202173

YEAR 2005 — 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 1 [redacted]

MAKER'S AGE — CO-MAKER'S AGE

2nd TRADE DESCRIPTION: 2000 Olds Bravada
VIN #: 1 G N D T 1 3 W 3 Y 2 2 5 4 7 2 4
LIEN HOLDER: Huntington Nat Bank
MILEAGE: 92392

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 DAY 3 6.74 633.28

SUGGESTED RETAIL PRICE	$ 27739.13
SELLING PRICE ADJUSTED TO COVER NEGATIVE EQUITY	N/A
ACCESSORIES	$ N/A
	N/A
GAP PROTECTION PLAN	595.00

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 PRICE FROM LEFT COLUMN)	-8098.38
UNPAID CASH BALANCE DUE ON DELIVERY or AMOUNT FINANCED	$ 37313.67

THE FRONT AND BACK OF THIS OR[redacted]CTING THIS PURCHASE. IF THIS AGREEMENT IS FOR A USED VEHICLE THE INFORMATION YOU SEE ON THE (FEDE[redacted] THIS AGREEMENT INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT [redacted] and has received a fully completed copy. Purchaser certifies he/she is 18 years of age or older. If this transaction is to be a retail in[redacted] obtained on terms satisfactory to the parties.

PURCHASER'S SIGNATURE X [redacted]

ACCEPTED BY RAMEY MOTORS [redacted] (DEALER) (NAME) [redacted]

"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

Addendum to Retail Installment Sale Contract

[redacted]

Buyer & Vehicle Information

[redacted]	Vehicle Make/Model/Year: CHEVROLET TR BLAZER 2005	Finance Term: 72
[redacted]	Vin: 1GNDT13S6 [redacted]	Amount Financed: 37313.67
UNION WV [redacted]	Date: 07/23/2005	Monthly Payment: 633.28

Dealer & Financial Institution Information

Dealer Name: RAMEY MOTORS INC BAC:	Financial Institution Name: JPMORGAN CHASE BANK, N.A.
Address: P O BOX 1755	Address: P.O. BOX 29214
City, State, Zip: PRINCETON WV 24740	City, State, Zip: 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** $ 595.00

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: DEWEY H RADFORD SR
Dealer Signature:	Buyer Signature: DEWEY H RADFORD
Title:	Date: 07/23/2005

Note: If you do not receive your acknowledgement within 30 days, call 1-800-741-4418

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

FP26

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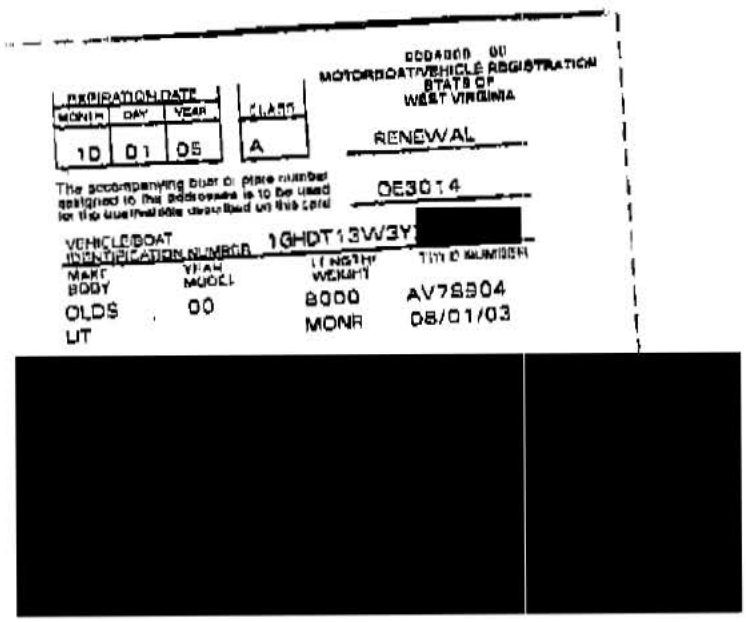

MOTORBOAT/VEHICLE REGISTRATION
STATE OF
WEST VIRGINIA

EXPIRATION DATE			CLASS
MONTH	DAY	YEAR	
10	01	05	A

RENEWAL

The accompanying plate or plate number assigned to this addressee is to be used for the boat/trailer described on this card.

OE3014

VEHICLE/BOAT IDENTIFICATION NUMBER 1GHDT13W3Y[redacted]

MAKE BODY	YEAR MODEL	LENGTH WEIGHT	TITLE NUMBER
OLDS UT	00	8000 MONR	AV78904 08/01/03

[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: 1GNDT13S3521[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: [redacted]

TRANSFEREE'S ADDRESS: [redacted] (STREET)
UNION (CITY) WV (STATE) [redacted] (ZIP CODE)

TRANSFEREE'S NAME: X [redacted] (PRINTED NAME)

OS-021.3 PART
REVISED 4/2008
ORDER FROM DEALERS SUPPLY CO., Box 100 Troy MI 48099

RAMEY MOTORS, INC.
P.O. BOX 1755 • Rt. 460
PRINCETON, WEST VIRGINIA 24740

TOYOTA

99-129/616 CHECK# 210241

210241

PAY **SEVEN HUNDRED NINETY TWO DOLLARS AND 46/100**

DATE	AMOUNT
08/23/05	$792.46

RAMEY MOTORS, Inc.

TO THE ORDER OF
WV DEPT. OF MOTOR VEHICLES
1900 KANAWHA BLVD EAST, BLDG. 3
CHARLESTON WV 25317

MAIN BRANCH FIRST COMMUNITY BANK
PRINCETON, WEST VIRGINIA

NEGOTIABLE

AUTHORIZED SIGNATURE

NAME	NUMBER	DATE
WV DEPT. OF MOTOR VEHICLES	96	08/23/05

TRANSFER

ACCT#	AMOUNT	CTRL#	DESC	DATE
300C	792.46	108542	[redacted]	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~~

Copyright © 1998 The Reynolds and Reynolds Company

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 [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 1GNDT13S352[redacted]

STYLE OF BODY 4WD TRAILBLAZER WEIGHT
Passenger vehicle only TRUCKS (Requested GVW)

Odometer Reading 121 (No Tenths)

Title Brands: ☐ SALVAGE ☐ RECONSTRUCTED ☐ OTHER:

Purchase Price $ 39739.13 Trade-In $ 24300.00 Net Cost $ 15439.13 (PLAIN) 6% 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 1FTZR15V1[redacted]
MAKE YEAR SERIAL NO WEST VIRGINIA TITLE NUMBER

2) OLDSMOBILE 2000 1GHDT13W3[redacted]
MAKE YEAR SERIAL NO WEST VIRGINIA TITLE NUMBER

Registration Plate Transferred from: (Send copy of registration card both sides)

OLDS " " OE9014
Make of Vehicle Weight Serial Number Title Number License Number

LIENS AND ENCUMBRANCES

1 Name JPMORGAN CHASE BANK, N.A. Amount 27313.67
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-8-1; 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 [redacted]

Insurance Policy Number

TITLE APPLICATION MUST BE SIGNED BY OWNER
If Title reads "AND" Both Signatures of Owners must appear
(X) [signature] OWNER'S SIGNATURE
(X) [signature] OWNER'S SIGNATURE

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 [redacted] on month JUL day 23rd year 2005 and sold to the above named purchaser on month [redacted] day [redacted] year [redacted]. 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 [redacted] and reflects the actual mileage of the vehicle unless one of the following statements is checked.

☐ 1. The mileage stated is in excess of its mechanical limits.
☐ 2. The odometer reading is not the actual mileage – WARNING-ODOMETER DISCREPANCY.

Dealer Name RAMEY MOTORS INC
Address P O BOX 1755 PRINCETON WV 24740
Signature (X) Dana M. Ramey
Dealer Number D-136

CERTIFICATE OF ORIGIN FOR A VEHICLE

2742

GM

R8UPD019

DATE
09/29/04

INVOICE NO
[redacted]

VEHICLE IDENTIFICATION
1GNDT13S352[redacted]

YEAR
2005

MAKE
CHEVROLET

BODY TYPE
TRAILBLAZER LS 4WD

SHIPPING WEIGHT
4473

HP (GAS)
32.1

GVWR
5750

NO. CYLS
06

ENGINE 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 *
****

G38703304

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION

BY [redacted]
(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

DETROIT MI
(CITY) (STATE)

GM 121 REV. 1-95

05-5208

[redacted]

Both undersigned sellers certifies to the best of his knowledge, information and belief under penalty of the law that the vehicle is new and has not been reimbursed in this or any state of 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 Motors Inc D-136 Camel M. Fox

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 Jan 05

Notary Public 1-31-06

USE NOTARIZATION ONLY IF REQUIRED IN THIS JURISDICTION

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2

NAME OF PURCHASER(S) [redacted]

ADDRESS [redacted] Union WV [redacted]

I certify to the best of my knowledge that the odometer reading is 1211 No Tenths

DEALER Ramey Motors Inc D-136 Camel 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 THIS 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 NAME OF DEALER(S) DEALER'S LICENSE NUMBER BY

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 THIS 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 NAME OF DEALER(S) DEALER'S LICENSE NUMBER BY

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 THIS JURISDICTION

DOCKETED PRESCRIBE FOR RETAIL SALE

Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide it 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 MO 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 THIS JURISDICTION

LIENHOLDER

(a) lien in favor of J P Morgan Chase Bank N.A.

whose address is P.O. Box 29014 Phoenix AZ 85038

Said lien is taken of

whose address is

GM521 REV. 1-2001

[redacted]

Name(s) and Address(es)	Name and Business Address
[redacted] UNION WV [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	2008		CHEVROLET TRUCK BLAZER	4WD	TRAILBLAZER 1GNDT13S[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
6.24 %	$ 8282.48	$ 37313.67	$ 45596.15	$ 49497.78

YOUR PAYMENT SCHEDULE WILL BE:

Number Of Payments	Amount Of Payments	When Payments Are Due
72	633.20	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):		$ 40594.79
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 FARC 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 the 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 [redacted]

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 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): $ 615.60

5. Amount Financed (Unpaid Balance) (3 + 4F): $ 37319.67

** We may retain, or receive, a portion of these amounts.

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 [redacted]

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 (1/365th 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 insurer 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 sp[redacted]ceived a copy of t[redacted]s filled in an[redacted]t. You are also en[redacted]ned by all pe[redacted]

Buyer Signs X [redacted] Co-Buyer S[redacted]

By signing here, the Seller agrees to the terms of this Contract and assigns this C[redacted]d to by Seller and Seller's assignee.

Seller (Creditor) Signs X _____ Title [redacted]

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DEALER'S COPY

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

VIA FAX ONLY

January 9, 2009

William Huffman, Esq.
William O Huffman Atty at Law
210 S Walker St
Princeton, WV 24740

RE: [redacted]v. General Motors Corporation
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S35[redacted]
Customer Relationship Specialist: Emily Butler

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 $7,000.00

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 and signing of a release prepared by General Motors Corporation's counsel.

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 and return it 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 calling 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: Keith Rose, Esq.

LG0043
V07092007

_____
Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

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

VIA FAX ONLY

January 5, 2009

Keith Rose, Esq.
Rose Law Firm
501 New Karner Rd
Albany, NY 12205

RE: Darlyn Radford v. General Motors Corporation
Service Reques[redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S3[redacted]
Customer Relationship Specialist: Emily Butler

Dear Mr. Rose:

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 $4,000.00

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 and signing of a release prepared by General Motors Corporation's counsel.

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 and return it 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 calling 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: Keith Rose, Esq.

LG0043
V07092007

_____
Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

WILLIAM O. (BILL) HUFFMAN
ATTORNEY AT LAW
210 SOUTH WALKER STREET
PRINCETON, WEST VIRGINIA 24740
PHONE: (304) 487-2827
FAX: (304) 487-2843

January 12, 2009

VIA FACSIMILE (866) 270-0204

Emily Butler
General Motors
Business Resource Center

Re: [redacted]
2005 Chevrolet Trailblazer ***VIN: 1GNDT13S352*** [redacted]

Dear Ms. Butler:

Enclosed please find the signed acceptance letter and fully executed Release of Claim in the above reference matter.

Please forward the settlement draft made payable to [redacted]nd William O. Huffman, her attorney" to my office, at your earliest convenience.

If you have any comments or questions, please do not hesitate to contact me. Thank you.

Sincerely,

William O. Huffman

WOH/nhm
Enc.
cc. [redacted]



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

VIA FAX ONLY

January 9, 2009

William Huffman, Esq.
William O Huffman Atty at Law
210 S Walker St
Princeton, WV 24740

RE: [redacted] rs Corporation
Service Reques[redacted]
2005 Chevrolet [redacted]
Vehicle Identification Number: 1GNDT13S3[redacted]
Customer Relationship Specialist: Emily Butler

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 $7,000.00

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 and signing of a release prepared by General Motors Corporation's counsel.

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 and return it 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 calling 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: Keith Rose, Esq.

LG0043
V07092007

[redacted]

1-12-09
Date

1/12/09
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 $7,000.00 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) 2005 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNDT13S3[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 55673 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]

Address

Union WV [redacted]

City, State, Zip Code

[redacted]

Address

UNION WV [redacted]

City, State, Zip C[redacted]

STATE OF WV

COUNTY OF Mercer

Sworn to (or affirmed) and subscribed before me this 12th day of Jan, 2009, by Dewey H. Sr. & Darlyn P. Radford.

Nancy H Manning
Signature of Notary Public

OFFICIAL SEAL
NOTARY PUBLIC
STATE OF WEST VIRGINIA
NANCY H. MANNING
1156 GREASY RIDGE ROAD
PRINCETON, WEST VIRGINIA 24740
My commission expires July 17, 2011

NANCY H. MANNING
Print, type or stamp Commissioned Name of Notary Public

Personally Known X OR Produced identification _____

Type of identification _____

My commission expires: 7-17-2011

CC: Keith Rose, Esq.

LG0024
V6302006

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

VIA FAX ONLY

January 12, 2009

Keith Rose, Esq.
Rose Law Firm
501 New Karner Rd
Albany, NY 12205

RE: [redacted]v. General Motors Corporation
GM Case number: [redacted]
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S352[redacted]
Customer Relationship Specialist: Emily Butler

Dear Mr. Rose:

General Motors Corporation has settled this case as outlined below.

A cash settlement in the form of one check in the amount of $7,000.00 made payable to Dewey Sr. & Darlyn Radford and William Huffman, Esq. 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

WILLIAM O. (BILL) HUFFMAN
ATTORNEY AT LAW
210 SOUTH WALKER STREET
PRINCETON, WEST VIRGINIA 24740
PHONE: (304) 487-2827
FAX: (304) 487-2843

January 12, 2009

VIA FACSIMILE (866) 270-0204

Emily Butler
General Motors
Business Resource Center

Re: [redacted]
2005 Chevrolet Trailblazer ***VIN: 1GNDT13S35*** [redacted]

Dear Ms. Butler:

Enclosed please find the signed acceptance letter and fully executed Release of Claim in the above reference matter.

Please forward the settlement draft made payable to [redacted] and William O. Huffman, her attorney" to my office, at your earliest convenience.

If you have any comments or questions, please do not hesitate to contact me. Thank you.

Sincerely,

William O. Huffman

WOH/nhm
Enc.
cc. [redacted]



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

VIA FAX ONLY

January 9, 2009

William Huffman, Esq.
William O Huffman Atty at Law
210 S Walker St
Princeton, WV 24740

RE: Darlyn Radford v. General Motors Corporation
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S35[redacted]
Customer Relationship Specialist: Emily Butler

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 $7,000.00

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 and signing of a release prepared by General Motors Corporation's counsel.

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 and return it 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 calling 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: Keith Rose, Esq.

LG0043
V07092007

[redacted]

Client's Signature

1-12-09
Date

1/12/09
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 $7,000.00 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) 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 55673 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]

Address

Union WV [redacted]

City, State, Zip Code

[redacted]

Address

UNION WV [redacted]

City, State, Zip

STATE OF WV

COUNTY OF Mercer

Sworn to (or affirmed) and subscribed before me this 12th day of Jan, 2009, by Dewey H. Sr. & Darlyn P. Radford.

Nancy H Manning
Signature of Notary Public

OFFICIAL SEAL
NOTARY PUBLIC
STATE OF WEST VIRGINIA
NANCY H. MANNING
1156 GREASY RIDGE ROAD
PRINCETON, WEST VIRGINIA 24740
My commission expires July 17, 2011

NANCY H. MANNING
Print, type or stamp Commissioned Name of Notary Public

Personally Known X OR Produced identification _____

Type of identification _____

My commission expires: 7-17-2011

CC: Keith Rose, Esq.

LG0024
V6302006

WILLIAM O. (BILL) HUFFMAN
ATTORNEY AT LAW
210 SOUTH WALKER STREET
PRINCETON, WEST VIRGINIA 24740
PHONE: (304) 487-2827
FAX: (304) 487-2843

January 9, 2009

VIA FACSIMILE (866) 270-0204

Emily Butler
General Motors
Business Resource Center

Re: [redacted]
2005 Chevrolet Trailblazer ***VIN: 1GNDT13S352*** [redacted]

Dear Ms. Butler:

This will confirm my client, [redacted], have accepted GM's cash offer of $7,000.00 to settle this matter. Please forward the release and settlement check the same made payable to [redacted] and William O. Huffman, their attorney at your earliest convenience. I suppose since this matter is in suit, the Dismissal Order should come from local counsel.

Thank you for your cooperation in this matter and I remain,

Very Truly Yours,

William O. Huffman

WOH/nhm

Revised 11/11/08

Privileged and Confidential Information

CASE ASSESSMENT ☐LEGAL (NON SMALL CLAIMS)

By: Cynthia Reyes State: WV

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

Vehicle ID No.: 1GNDT13S352[redacted] In Service Date: 07/23/2005 Vehicle is: NEW BAC Code: 117245

Year, Make & Model: 2005 TRAILBLAZER LS 4WD Purchased 7/23/05 at 185 miles

Lien holder: GMAC☐ Other☒: Chance Auto Finance DVM requests involvement?: N Purchase Price of Vehicle: $ 27,739.13

Was TAC contacted for this vehicle (Y/N)? : N

If TAC was NOT contacted, why? Service manager doesn't remember.

VEHICLE REPAIR HISTORY

☐ Engine/Fuel/Exhaust

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/27/07	[redacted]	1	14,082	C/S Thinks the vehicle does not have the power on a hill that it had before. No lights. / Scan tested & road tested. Reprogrammed PCM with update for various drivability issues. No power loss but needed update. ☐ Reprogrammed PCM with updates.
11/02/06		1	18,114	C/S Losing power at all times / Shop Foreman road tested ☐**Unable to duplicate complaint at this time. Operating normally.** Record Only.
1/16/07		1	21,123	C/S Check for loss of power. **No problem found at this time.** 1 day rental
6/04/07		1	28,123	C/S Check for loss of power, no lights ☐**No trouble codes in PCM.** 1 day rental.

☐ Axle

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/16/07	[redacted]	2	31,025	C/S Whining noise in FT diff area ☐**Could not duplicate customer's concern. Record only.**

☐ Body/Trim

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/08/05	[redacted]	1	2,101	C/S Trim piece flapping on passenger side seat / Screw out of RT front seat track cover ☐Replaced screw in seat track cover.
8/08/05		1	2,115	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.
12/02/05	[redacted]	1	6,552	Part order not out of it. C/S Molding missing off of rear door ☐Replaced weather strip on rear door on front of window frame.
7/28/07		☐	14,082	C/S Rear washer not working ☐Repaired washer hose to rear wiper.
6/06/07		☐	28,123	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:
12/02/05	[redacted]	☐	6,552	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.
11/02/06		☐	18,114	C/S Headlights and dash lights seem to dim at night for no reason. They are flickering / Shop foreman road tested ☐**Could not duplicate problem at this time.**
1/16/07		☐	21,123	C/S Head lights flicker and go out at times / Done a voltage test and print out. ☐Refer to **TSB☐06-06-03-001**. 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.
11/05/07		☐	34,147	C/S Daytime running lights not coming on at times ☐**No problem found at this time. Record only.**
1/08/08		4	37,800	C/S While driving exterior lights and dash lights will flash off and then back on really quickly / **Test drove for approx 122 miles ☐Unable to duplicate. No TSB available at this time.**
1/22/08		N/A	38,300	C/S All lights will flicker on and off while driving / Happened 3 times since 1/8/08 ☐**Record only.** ☐**(**Per Svc. Mgr. Laney Hurley customer called in but didn't come back into the dealership**).**

☐ HVAC

Date:		Days Out:	Mileage:	Description of Complaint and Repair Performed:
110/5/07	[redacted]	3	34,147	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:
6/06/07	[redacted]	□	28,123	C/S Steering system / Found front sway bar links wore out □Replaced end links.
6/11/07		1	28,634	C/S Drive approx 30-45mph turn RT or left and a clunking noise happen in FRT end. / Test drove for knocking noise. **Could not duplicate problem.** □**Test drove with customer went 41 miles.** Top off vehicle for customer for distance.
7/12/07		**13**□	29,989	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. □(Per RO). Warranty rental, Enterprise. Vehicle down in shop for overnight repairs 13 days. Enterprise.
7/16/07		□	31,025	C/S Pop noise in FT end turn wheel RT and left. □**Could not duplicate customer concern.**

Accident/Insurance Information:

Has the vehicle ever been involved in an accident Y or N? N
Did you confirm your answer with the dealer Y or N? Y
Are there any Aftermarket Modifications to the Vehicle Y or N? N
Have you confirm this with the dealership Y or N? Y

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☒ 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☒ original delivery, whichever is earlier.

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

DVM Lisa Coggins has not responded to e-mail or voice mail. DVM e-mail address is not listed in DVM e-mail list. CRS sent e-mail to lisa.coggins□gm.com. CRS looked up phone number and placed and left voice mail.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

CRS spoke to service manager Laney Hurley and re-verified all days out of service. Her concern is with the headlights flickering on start up. Laney states, "I had vehicle in the winter and they flicker on start up, but once the regulator gets energized it's okay, there's a bulletin on it, I printed it out and gave it to her. That's the only flicker it has until it gets energized." Laney further states that the customer is upside down on the vehicle by $10,000 and wants to be out of it. Laney didn't remember if TAC was involved, but according to the repair orders there is no indication of that, assuming because there was a TSB on customer complaint. Customer was told her tires were worn and she felt GM should buy her new tires. According to documentation in [redacted] dealer agreed to do 50/50 split customer was not satisfied with offer and feels she should not have to pay for any repairs to the vehicle.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Related SR's [redacted] 9 CAC, [redacted] NISM Offer was for $2,700; closed no response & 7[redacted]-[redacted] CAC.

RECOMMENDATION

RATIONALE

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.**



Emily Butler/Austin/GM1
01/16/2009 09:37 AM

To lisa.coggins@gm.com
cc
bcc
Subject Settlement of lawsuit Radford v. GM

DVM Ms. Coggins:

This email is to follow up on Service Request [redacted] customer [redacted] The customer's vehicle is a 2005, Chevrolet Trailblazer with 55,673 miles. The customer has been working with Ramey Motors in Princeton, WV.

After negotiations with the plaintiff's counsel, the final offer of CASH in the amount of $7,000.00 was accepted.

There is no need to reply to this email. It is sent for notification purposes only.

Sincerely,

Emily Butler, Paralegal
Legal Agent - BRC Legal Department
Aditya Birla Minacs
PH: 800-231-1841 x11331/Fax: 866-270-0204/Email: emily_butler@gmexpert.com

Please consider the environment before printing this e-mail. 1 ton of paper = 17 trees. Reduce. Reuse. Recycle. THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.
PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED. Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded



[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 1GNDT13S352[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

document Index - [redacted]

Class - BRCSiebel Docs

RequestNum
[redacted]

MSXDocNum
SAN47D5340

Last

First

Timestamp
2008-03-10-13.13.00.000000

Division
CH

CorrType
B

CatCode
07

MSXSource
F

AttachNum

VIN

WILLIAM O. (BILL) HUFFMAN
ATTORNEY AT LAW
310 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: 1GNDT13S352*** [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. [redacted] 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.

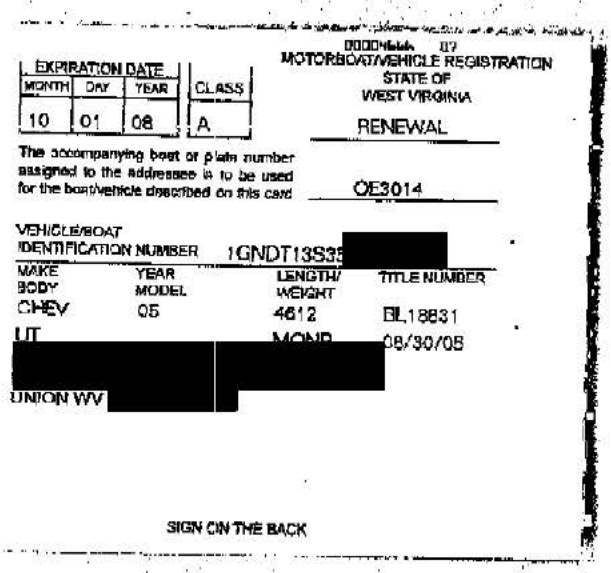
I understand that your review will take approximately two weeks. Please contact me should you have any further questions.

Very truly yours,

William O. Huffman

William O. Huffman

WOH/nhm
Enc.
cc. [redacted]



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: 1GNDT13S33 [redacted]

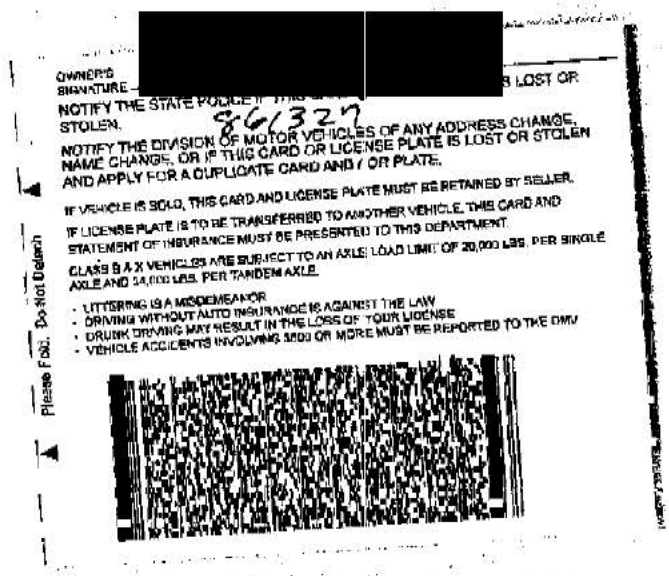
MAKE BODY	YEAR MODEL	LENGTH/ WEIGHT	TITLE NUMBER
CHEV	05	4612	BL18831

UT [redacted] MONR 08/30/08

[redacted]

UNION WV [redacted]

SIGN ON THE BACK


[redacted]
OWNER'S SIGNATURE –
[redacted]
LOST OR
NOTIFY THE STATE POLICE IF THIS
STOLEN.
861327
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

WITH BALLOON PAYMENT OPTIONS

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:** Each 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 S693A	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~~	$ ~~30545.51~~

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, prepayment, 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):		$ ~~24551.00~~
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 ** (request Optional Gap coverage under the terms in Section 16 and for the amount shown in Section 6F. If no amount is shown and you have not received a copy of a Gap
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 and state who will receive payment and purpose)		
To N/A For Optional Gap Coverage		$ 595.00
To BB&T/HUNTINGTON N For NEGATIVE EQUITY		$ N/A
To For		$ 11726.17
F. Total Other Charges and Amounts Paid to Others on Your Behalf (A + B + C + D + E):		$ 12331.67
5. Amount Financed (Unpaid Balance) (3 + 4F): ** We may retain, or receive, a portion of these amounts.		$ ~~36882.67~~

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 at 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 $ ____ WILL BE DUE ON ____.** Paragraph 12 applies and the following are the mileage 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 ____.

16. **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 insurer is N/A Name of Home Office Address

X ____ 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 | [redacted] SUBARU

JOHN MICHAEL STOFFER — SALESMANS NAME

BUYER'S ORDER

07/20/2005 — DATE

[redacted] — LED TO — S S #

[redacted] — SER & TITLED TO

UNION WV [redacted] — ADDRESS — HOME PHONE

CITY — STATE — ZIP — BUS. PHONE

VEHICLE BEING PURCHASED

PLEASE ENTER MY ORDER FOR THE FOLLOWING: ☐ NEW ☐ USED ☐ DEMO — XX CARS ☐ TRUCK ☐ OTHER — $ 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 B S 3 5 2 [redacted]

MAKER'S AGE — CO-MAKER'S AGE

2nd TRADE
DESCRIPTION:
REFER TO THE USED CAR BUYER'S GUIDE
LIEN HOLDER: HNB.
WE DO NOT PROVIDE SERVICE (LOANERS)
MILEAGE: 52330

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.

72 MO. — 45 PMT. DAYS — INSURANCE 6.69 % AMT. — 625.26

SUGGESTED RETAIL PRICE	$ 27339.13
	N/A
	$ N/A
ACCESSORIES	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+ 3.00 WVT)
Doc. Fee	$ 86.16	
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 AGREE[redacted] GREEMENT IS FOR A USED VEHICLE. THE INFORMATION YOU SEE [redacted] THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN T[redacted]
By executing this Order, Purch[redacted] Purchaser certifies he/she is 18 years of age or older. If this transaction is [redacted]

PURCHASER'S SIGNATU[redacted] RAM[redacted]

ACCEPTED BY [redacted] (DEALER[redacted] (TITLE)

document Index - [redacted]

Class - BRCSiebel Docs

RequestNum
[redacted]

MSXDocNum
SAL47B05BA

Last

First

Timestamp
2008-02-11-14.26.00.000000

Division
CH

CorrType
B

CatCode
04

MSXSource
F

AttachNum

VIN

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 425-2134 or C.D. (304) 487-2151

TOYOTA 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. [redacted]

1GNDT13S352[redacted] 05 CHEVROLET TRUCK/BLAZER 4WD TRAIL 02173 [redacted]

RAMEY MOTORS INC II
P.O. BOX 1755
PRINCETON, WV 24740

138

[redacted] 238 | 003 THOMAS REST

425-2134 304-425-2134

10:52am 07/21/05 05:00pm

X [redacted]

COMMENTS : SOL

WV STATE INSPECTION

PERFORM W VA STATE INSPECTION

628 STUCK 0200892

CASH CHECK WASTED CARD

VISA DISCOVER

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

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 425-2134 or C.D. (304) 487-2151

TOYOTA 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
[illegible]	174[illegible]	1238	003	028	[illegible]	0[illegible]CV201	WV STATE INSPECTION

SALESPERSON NO. 24 JOHN MICHAEL STOFFER SERVICE STATE REG. [illegible]

1GNDT13S352[redacted] 05 CHEVROLET TRUCK/BLAZER 4WD TRAIL 02173 18855

[redacted] 07/23/05 [illegible]

UNION, WV [redacted] EMERALD JEWEL

2,101 / 526 ANOTA MIDKIT

[redacted]

02:58am 08/08/05 05:00pm

COMMENTS : WAIT

W 0[illegible]CV2 614 INTERIOR TRIM

TRIM PIECE FLAPPING ON PASSENGER SIDE SEAT at bottom

SCREW OUT OF RT FRONT SEAT TRACK COVER

REPLACED SCREW IN SEAT TRACK COVER

CASH CHECK WASTED CARD

VISA DISCOVER

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

Owner

Agency

Amount

Deductible

Date Delivered

PAGE 1 OF 1

TECH COPY

10835

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]

RAMEY MOTORS INC II
P.O. BOX 1755
PRINCETON, WV 24740

THOMAS BEST 003 07/21/05 [redacted]

1,238 / 202173

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

[redacted]	WV STATE INSPECTION HOURS: PERFORM W. VA STATE INSPECTION PERFORMED W. VA. STATE INSP.	TECH($):628	11.00
		TOTAL LABOR	11.00
JOB #	DESCRIPTION	CONTROL NO	
	STI W VA STATE INSPECTION STICKER		1.00
		TOTAL MISC	1.00

TOPSOILS

SOIL

TOTALS

PARTS #	ACCOUNT#	AMOUNT
	13A	12.00

TOTAL LABOR....	11.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.S....	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. [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]

ANGELA MIDKIFF 526 09/06/05 [redacted]

2,115 EMERALD JEW 2D2173

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

1 G N O T 1 3 S 3 5 2 1 [redacted]

08/08/05

[redacted]

MO. [illegible]

J# 1 57CVZ	INTERIOR TRIM	HOURS: 0.20 TECH(S):614	11.61
	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	PP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	89042242	COVER 15.682	10.51	10.51	14.71	14.71
			JOB # 1 COST TOTAL		10.51		
JOB # 3	0	15155415	WEATHERST 16.225	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
18924	56.05
CLAIM TOTALS	56.05

APPROVED BY SIGNATURE

PAGE 1 OF 2 SEPARATE FOR SCREW (CONTINUED ON NEXT PAGE) 11:32 am

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 425-2134 or C.D. (304) 467-2151

CHEVROLET · TOYOTA · 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 ID NO: 1GNDT13S352[redacted]

YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/BLAZER/4WD TRAIL

PRODUCTION DATE: 202173

DELIVERY DATE: 07/23/05

DELIVERY MILES: 06/03/05

[redacted]

COLOR: EMERALD JEWEL

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TURBO / MMC / AIR COND. / P.S. / TRANS.

MILEAGE: 2,115

ADVISOR NO.: 526

ADVISOR: ANGELA MIDKIFF

RESIDENCE PHONE: [redacted]

BUSINESS PHONE

03:53pm 08/08/05 05:00pm

[redacted]

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 Wafer Pump Insp

614 REAR WASHER HOSE KINKED ON WIPER ARM

REMOVED KINK FROM HOSE

3 Trim on Passenger Door Come Off

In Seat

OVER

PARTS ORDERED

PARTS RETURNED

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 RESULT 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

AFT

PAGE 1 OF 1

TECH COPY

FEB-14-2008 08:42 AM RAMEYS 13044878860 P.04

[redacted]

[redacted]

RAMEY MOTORS, INC.
P.O. Box 1755 • Route 460
PRINCETON, WEST VIRGINIA 24740
PHONE: (304) 425-2134 or (304) 487-215

[redacted]

ANGELA MCDIFF 6 08/08

[redacted]

2.4 EMERA

UNION, WV [redacted]

05/CHEVROLET TRU 4WD 07/23

1 G N D T 1 3 S [redacted]

08/06

[redacted]

1 5/CVZ INTERIOR TRIM UNITS: TECH(S):624

TRIM PIECE FLAPPING ON PASSENGER SIDE SEAT
SCREWED OUT OF RIGHT FRONT SEAT TRACK COVER
REPLACED SCREW IN SEAT TRACK COVER

Record

TOTAL

COMMENTS
PAID

TOTALS

CASH [ ]

CHECK [ ] NUMBER

CHARGE [ ]

VISA/MC/DISC [ ]

TOTAL
TOTAL PARTS
TOTAL SUBLET
TOTAL
TOTAL
TOTAL
TOTAL

TOTAL

CUSTOMER SIGNATURE

FEB-14-2008 08:42 AM RAMEYS 13044878860 P.05 5

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 [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
[redacted] 08/[redacted]	[redacted]	[redacted] 21[redacted]	526	614	W	57CVZ	INTERIOR TRIM
				614	W	46CVZ	WIPERS – WASHERS
				614	W	57CVZ10	DOOR PANEL
08/06/05		2101	526	614	W	57CVZ	INTERIOR TRIM
07/21/05		1238	003	628	I	01CVZ01	WV STATE INSPECTION

C/36

SALESPERSON NO. 24 JOHN MICHAEL STOFFER SERVICE FEB 8 01 3610 STATE REG# 5866

VEHICLE ID NO. 1GNDT13S352[redacted] — TEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/4WD TRAIL — Trailblazer LS — PRODUCTION DATE 202173 — LICENSE NO. 27432

[redacted]
UNION, WV [redacted]

CUSTOMER NO. 108542 — SERVICE CONTRACT — DELIVERY DATE 07/23/05 — DELIVERY MILES — SELLING DEALER NO. 2/02/05

COLOR EMERALD JEWEL — CONTRACT NO. — EXPIRATION DATE — EXPIRATION MILES

TURBO — N/MO — AIR COND. — P.S. — TRANS — MILEAGE 6552 — ADVISOR NO. 750 — ADVISOR DAVID WORKMAN

RESIDENCE PHONE 304 772 5015 — BUSINESS PHONE

TIME PROMISED 07:43am 12/02/05 05:00pm — PRIORITY

APPOINTMENT ☐ Yes ☐ No — 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 [illegible] responsible for any delays caused by unavailability or delayed availability of parts or [illegible] any other person to assume for you any liability in connection with such repair, [illegible] vehicle, or articles left therein in case of fire, theft or other cause beyond your control [illegible] on the above vehicle to secure the amount of repairs thereto, that your employees [illegible] elsewhere for the purpose of testing and/or inspecting such vehicle.
READ ABOVE BEFORE SIGNING

[redacted]

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

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
Cause: Bad module

3 C 63CVZ (630) PAINT REPAIR
PRICE BOTTLE OF TOUCH UP PAINT

Clock times on back

☐ CASH ☐ CHECK ☐ MASTER CARD
☐ VISA ☐ DISCOVER

ORIGINAL ESTIMATE — AUTHORIZED ADDITIONS — ADDL REPAIRS AUTHORIZED BY
LABOR $ — LABOR $ — DATE
TOTAL $ — TOTAL $ — TIME

PARTS ORDERED
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

DEALER AUTHORIZATION
Code 90
Date
Signature

Total diagnostic
Plus clock time

SERVICE AGREEMENT
Warranty Co.
Adjuster — Policy #
Claim #
Auth. #
Amount
Deductible
Date Authorized

Waiting

PAGE 2 OF 2 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]

DAVID WORKMAN 750 12/20/05 [redacted]

6,552 EMERALD 3EW 202173

[redacted]

UNION, WV [redacted]

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

1 G N D T 1 3 S 3 5 2 [redacted]

12/02/05

304-772-50[illegible]

MO: 6[illegible]

LABOR

# 1 50CVZ	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 (RAIL 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	108.31

PART	QTY	PP 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	15135615	BCM RR 2.560	92.90	92.90	130.06	130.06
			JOB # 2 COST TOTAL		92.90		
					TOTAL PARTS		141.11

COMMENTS
WAITING FILE

R/O TAX	0.00
R/O TOTALS	247.42

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[illegible]	247.42
CLAIM TOTALS	247.42

APPROVED BY SIGNATURE

SERVICE FILE COPY W

(CONTINUED ON NEXT PAGE) 08:[illegible]

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 · 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	
SERVICE HISTORY	30000 MILE SERVICE	MO		01CVZ10	LUBE, OIL & FILTER	MI	

DATE	[redacted]	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/02/05	[redacted]	6552	750	630	W	56CVZ	EXTERIOR TRIM
				630	W	50CVZ	ACCESSORIES
				55	C	63CVZ	PAINT REPAIR
08/08/05		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# 5866

1GNDT13S3 [redacted] 05/CHEVROLET TRUCK/BLAZER/4WD TRAIL 2D2173 [redacted]

[redacted]

UNION, WV [redacted]

[redacted] 07/23/05

EMERALD JEWEL / 11082

CVZZ 526 ANGELA MIDKIFF

[redacted]

07:31am 07/27/06 05:00pm

[redacted]

COMMENTS : WAITING-BLFD--CK THE [redacted]

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 drivability issues

CAUSE: no power loss but needed update

2 W 46CVZ (630) WIPERS - WASHERS CAUSE: leaking

CK FOR THE REAR WASHER NOT WORKING

Diagnosed & repaired washer hose to rear wiper

3) St Inspection (630) 0218506 → .3

☐ CASH ☐ CHECK ☐ MASTER ☐ VISA ☐ DISCOVER

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	ADDITIONAL ADDITIONS
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 RETURNED FOR INSPECTION ☐ YES ☐ NO

SERVICE AGREEMENT

Warranty Co.

Adjuster Policy #

Claim #

Auth. #

Amount

Deductible

Date Authorized

TECH COPY

PAGE 1 OF

8

FEB-14-2008 08:44 AM RAMEYS 13044878860 P.08

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]

ANGELA MIDKIFF 526 07/28/06 [redacted]

14,082 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 [redacted]

07/27/06

MO: 14082

[redacted]

LABOR

J# 1 24CVZ	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

J# 2 46CVZ	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 BEED- CK THE MILES AND UPDATE

R/O TAX 0.00
R/O TOTALS 61.32

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
44295	61.32
CLAIM TOTALS	61.32

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.306
07/28/2006 WARRANTY NEW CLAIM
2005

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	07/28/2006	1GNDT13S3521[redacted]	3	09407	14082	XXX-XX-8134

CUSTOMER NAME: FIRST [redacted] MIDDLE: H
LIST: [redacted] PHONE:WORK: HOME [redacted]

CC	JOB CT	CC PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	PR			3X	J6354	.7			42.92

LB-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

CC	JOB CT	CC PC	PART NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02	CJ			2E	B1791	.3			18.40

LB-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

SALESPERSON NO. 24 JOHN MICHAEL STOEFER S E R V I C E 63CVZ STATE INSP.# 5866

1GN DT13S3[redacted] 05/CHEVROLET TRUCK/BLAZER 4WD TRAIL 2D2173

[redacted] UNION, WV [redacted]

07/23/05 11/02/06

EMERALD JEWEL

CVZZ1 17,350 526 ANGELA MIDKIFF

09:51 am 11/02/06 05:00pm

COMMENTS: WAIT-BLED

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 46CVZ 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

No error codes present.

ORIG. M/S EST. MAT'E AUTHORIZED ADDITIONS

PARTS $ LABOR $ TOTAL $

LABOR $ 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 Form #

Claim #

Auth. #

Amount

Deductible

Date Authorized

WAITING

PAGE 1 OF REPRINT # 1 TECH COPY

FEB-14-2008 08:45 AM RAMEYS 13044878866 P.10

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, WV [redacted]

ANGELA MIDKIFF 526 11/09/06 [redacted]

18,114 EMERALD JEW 7D2173

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

1 G N D T 1 3 5 3 5 2 [redacted]

11/02/06

[redacted]

MO: 18173

LABOR

0# 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

0# 2+43CVZ	INSTRUMENTS	HOURS:	TECH(S):55	0.00

HEADLIGHTS & DASH LIGHTS SEEM TO DIM AT NIGHT FOR NO REASON
LIFE THEY'RE FLICKERING
RECORD ONLY
SHOP FOREMAN ROAD TESTED COULD NOT DUPLICATE PROBLEM
AT THIS TIME

TOTAL - LABOR 0.00

COMMENTS
WAIT-BLED
DELETED OPERATION(S)
01CVZM) 25 PT CRISY INSPCTN

 SERVICE FILE COPY W [END OF INVOICE] 01:15pm

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					

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
SERVICE HISTORY							
11/02/01	[redacted]	18122	526	55	W	24CVZ	DRIVEABILITY
				55	W	43CVZ	INSTRUMENTS
07/27/01		14082	526	630	W	24CVZ	DRIVEABILITY
				630	W	46CVZ	WIPERS - WASHERS
				630	C	01CVZ01	WV STATE INSPECTION
12/02/01		6552	750	630	W	56CVZ	EXTERIOR TRIM

SALESPERSON NO. 24 JOHN MICHAEL STOFFER S E R V I C E 08/03/01 STATE REG# 5866

1/31/07

VEHICLE ID NO	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO	R.O. NO
1GNDT13S352[redacted]	05/CHEVROLET TRUCK/BLAZER/4WD TRAIL		2D2123		[redacted]

[redacted]

UNION, WV [redacted]

CUSTOMER NO	SERVICE CONTRACT	DELIVERY DATE	VOLUNTARY MILES	SELLING DEALER
[redacted]		07/23/05		01/16/07

COLOR: EMERALD JEWEL/

TUBE	MAG	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO	ADVISOR
	CVZZ				21,123	750	DAVID WORKMAN

RESIDENCE PHONE [redacted] BUSINESS PHONE

TIME RECEIVED 12:44pm DATE 01/16/07 TIME 05:00pm

APPOINTMENT 304-646-0658 Penny

[redacted] ...regarding with the furnishing by you to the necessary parts and ... delays caused by unavailability of delayed materials ... to assume for you any liability in connection with such ... as ... for ... to secure the amount of ... purpose of testing ... BEFORE SIGNING

JOB

1 W 38CVZ **EXTERIOR LIGHTING**
HEADLIGHTS FLICKER AND GO OUT AT TIMES

360 done a voltage test and print out
Refer to Bulletin #06-06-03-001

2 W 24CVZ **DRIVEABILITY**
CHECK FOR LOSS OF POWER

360

3) Rec'd

Per lang

☐ 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 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

John Z

PAGE 1 OF

TECH COPY

[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]
UNION, WV [redacted]

DAVID WORKMAN 750 01/31/07 [redacted]

21,123 EMERALD DEW 702173

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

1 G N D T 1 3 S 3 5 2 [redacted]

01/16/07

[redacted]

MO: 21123

DCS AUDIT SLIP

DCS DATA FILE: GMGNWT.392
01/31/2007 WARRANTY NEW CLAIM
17:02

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	01/16/2007	1GNDT13S352[redacted]	3	09407	21123	XXX-XX-5345

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

LN	JOB CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
	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 06003001 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.
	03	MJ				98	Z7901			42.00	

LN-TOT: 42.00 TECH SSN: XXX-XX-8528 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: 1G4HP57237U170791 1 DAY RENTAL

R.O. TOTAL: 54.72

PAGE 1 OF 1 SERVICE TECH 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

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
SALESPERSON NO.		14082	526	360	W	24CVZ	[illegible]

SERVICE

1GNDT13S352[redacted] 05 CHEVROLET TRUCK/BLAZER/4WD TRAIL 202173 65382

[redacted]

UNION, WV [redacted]

CUSTOMER NO. SERVICE CONTRACT DELIVERY DATE 07/23/05 DELIVERY MILES SELLING DEALER NO. PRINT DATE

COLOR [redacted] CONTRACT NO. EMERALD JEWEL / EXPIRATION DATE EXPIRATION MILES

TURBO MIMO AIR COND. P.S. TRANS MILEAGE ADVISOR NO. ADVISOR

CVZZ 28,123 750 DAVID WORKMAN

RESIDENCE PHONE BUSINESS PHONE

[redacted]

08:16am 06/04/07 05:00pm

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 the material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed delivery of any [illegible] for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair [illegible] shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause [illegible] that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto [illegible]

X [redacted]

1. [redacted] R 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
Replaced END LINKS Completed

3. W 24CVZ DRIVEABILITY
CHECK FOR LOSS OF POWER/ NO LIGHT ON
(128) NO TROUBLE Codes IN PCM

PARTS RETURNED

VISA DISCOVER

ORIGINAL ESTIMATE AUTHORIZED ADDL. 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

FEB-14-2008 08:47 AM RAMEYS 13044878860 P.14 14

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, WV [redacted]

DAVID WORKMAN 750 06/06/07 CTWS65582

28,123 EMERALD DEW [redacted]

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

1 G N D T 1 3 S 3 5 2 [redacted]

06/04/07

304-772-50[illegible]

MO: 28123

LABOR

J# 1 57CV2 INTERIOR TRIM HOURS: 0.20 TECH(S):614 12.72

CHE K RIGHT FRONT SEAT TRIM LOOSE
RIG T FRONT SEAT OUTER TRACK COVER BROKEN
RAI RIGHT FRONT SEAT OUTER TRACK COVER

J# 2 03CV2 STEERING SYSTEM HOURS: 0.30 TECH(S):128 19.08

STE ERING SYSTEM
FOUND FRONT SWAY BAR END LINKS WORE OUT
REP ACED END LINKS

J# 3 24CV2 DRIVEABILITY HOURS: 0.30 TECH(S):128 19.08

CHE K FOR LOSS OF POWER/ NO LIGHT ON
NO TROUBLE CODES IN PCM

TOTAL - LABOR 50.88

PARTS	QTY	PR-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	88042242	COVER 16,682	10.61	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		100.96
					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] 10/15/07

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 425-2134 or C.D. (304) 487-2151

TOYOTA

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOT
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
01/16/07		21123	750	360	W	38CVZ	EXTERIOR LIGHTING
				360	W	24CVZ	DRIVEABILITY
SALESPERSON NO. 24					W	98CVZ05	REPAIR REGULATION

SERVICE

VEHICLE ID NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
1GNDT13S35[redacted]	05/CHEVROLET TRUCK/BLAZER/4WD TRAIL		9D2173	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEA
108542		07/23/05		

[redacted]

UNION, WV [redacted]

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
EMERALD JEWEL/			

TURBO	MAC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				28,634	0353	ROBERT PEERY

TESTIMONIAL PHONE	BUSINESS PHONE
[redacted]	

DATE ACCEPTED	DATE/TIME PROMISED	PRIORITY
08:03am	06/11/07 05:00pm	

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 damage caused by unavailability or delayed availability of service or parts for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair work, nor 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 * 03CVZ

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 Customer 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

FEB-14-2008 08:48 AM RAMEYS 13044878860 P.16 16

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, WV [redacted]

[redacted]

ROBERT PEERY 0353 06/11/07 [redacted]

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

LABOR

J# 1 03CV2 STEERING SYSTEM HOURS: TECH(S):56 0.00

CUSTOMER STATES DRIVE APPROX. 30-45 MPH TURN RT OR LEFT
AND A CLUNKING NOISE HAPPENS IN FT END.
TEST DROVE FOR KNOCKING NOISE COULD NOT DUPLICATE PROBLEM
TEST DROVE WITH CUSTOMER WENT 41 MILES
TOP OFF VEH FOR CUST FOR DISTANCE

TOTAL - LABOR 0.00

[redacted]

PAGE 1 OF 1 SERVICE FILE COPY-W [END OF INVOICE] 12:39pm

FEB-14-2008 08:49 AM RAMEYS 13044878860 P.17 17

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
05/04/07		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

SERVICE

SERVICE NO. 1GNDT13S35[redacted]05/CHEVROLET TRUCK/BLAZER/4WD TRAIL

[redacted]

UNION, WV [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE

03:03 pm 02/12/07 05:00pm

PRODUCT ON DATE 2D2171

DELIVERY DATE 07/23/05

DELIVERY MILES

SELLING DEALER NO. [redacted]

COLOR EMERALD JEWEL/

CONTRACT NO.

EXPIRAT OF DATE

EXPIRATION MILES

TURBO TRIM CVZZ

MILEAGE 29,989

ADVISOR NO. 0353

ADVISOR ROBERT PEARY

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 other for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair, and 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 you or others may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

READ ABOVE BEFORE SIGNING

07/16/07

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

W 95CVZ05 RENTAL

WARRANTY RENTAL ENTERPRISE

ck cowl area. located noise in hood ad, hood latch and Lube hood bumpers

☐ CASH ☐ CHECK ☐ MASTER CARD

☐ VISA ☐ DISCOVER

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	FOOT REPAIRS AUTHORIZED BY
PARTS $	PARTS $	
LABOR $	LABOR $	DATE
TOTAL $	TOTAL $	DATE

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 08:49 AM RAMEYS 13044878860 P.18

18

RAMEY MOTORS, INC. [redacted]

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

PHONE: (304) 425-2134 or C.D. (304) 487-2161

[redacted]

[redacted]

UNION, WV [redacted]

ROBERT PEERY 0353 07/16/07 [redacted]

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 1 [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 PO# 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
68407	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 13044878868 P.19 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

CHEVROLET

[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
07/12/07	[redacted]	29989	0353	55	W	07CVZ	REAR SUSPENSION
				55	W	98CVZ05	RENTAL
06/13/07		28675	0353	55	W	03CVZ	STEERING SYSTEM
06/04/07		28123	750	614	W	57CVZ	INTERIOR TRIM
				128	W	03CVZ	STEERING SYSTEM
				24	W	24CVZ	[illegible]

SALESPERSON NO. 24

SERVICE

VEHICLE NO. 1GNDT13S35[redacted]	YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/4WD TRAIL	PRODUCTION DATE	DELIVERY DATE 2D2173	DELIVERY MILES	DELIVERY DEALER NO. 68614
[redacted]	CUSTOMER NO. 108542	CONTRACT NO. 07/23/05	EXPIRATION DATE	EXPIRATION MILES	
UNION, WV [redacted]	COLOR EMERALD JEWEL/				
	TURBO NAME	AIR COND. P.S.	TRANS	MILEAGE 30,307	ADVISOR NO. 0353 ROBERT PEERY
RESIDENCE PHONE	BUSINESS PHONE	[redacted]			
[redacted]					
04:29pm 07/16/07 05:00pm					

7/19/07

1. W 14CVZ **DIFFERENTIAL - AXLE**
CUSTOMER STATES A WHINNING NOISE IN FT DIFF. AREA.
Could not Duplicate Customer Concern ✓

2. W 06CVZ **FRONT SUSPENSION**
CUSTOMER STATES A POP NOISE IN FT END TURN WHEEL RT AND LEFT.
Could not Duplicate Customer Concern ✓

3. W * 98CV-05 **RENTAL**
WARRANTY RENTAL
ENTERPRISE.
JiMCE Enterprise 7/19/07 - 8:24 Am
(1) Day Rental
(2)

☐ 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 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. #
Amount
Deductible
Date Authorized

Called 3:30 pm

TECH COPY

FEB-14-2008 08:51 AM RAMEYS 13044878860 P.20 20

RAMEY MOTORS, INC. GTW366614

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 07/19/07

31,025 EMERALD JEW [redacted]

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

1 G N D T 1 3 S 3 5 2 1 [redacted]

07/16/07

MO: 31025

[redacted]

J# 1 I4CVZ 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: 0.38 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 13044878868 P.21 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

[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	SS	W	14CVZ	DIFFERENTIAL - AXLE
				SS	W	06CVZ	FRONT SUSPENSION
				SS	W	98CVZ05	RENTAL
07/12/07		29989	0353	SS	W	07CVZ	REAR SUSPENSION
				SS	W	98CVZ05	RENTAL
[illegible]		28675	0353	SS	W	03CVZ	STEERING SYSTEM

SERVICE

VEHICLE ID	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1GNDT13S35[redacted]	05/CHEVROLET TRUCK/BLAZER/4WD TRAIL		2D2173		[redacted]

[redacted]

UNION, WV [redacted]

CUSTOMER	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	BILLING DEALER	
[redacted]		07/23/05			07/16/07

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
EMERALD JEWEL /				

TURBO	M/MC	AIR COND	R.B.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				30,307	0353	ROBERT PEERY

RECORDING HOME	BUSINESS PHONE
[redacted]	

TIME	PROMISED	AR-OR-TV
04:57pm 07/16/07	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

COMMENTS: REFER BACK TO RO# 68614

1. W * 14CVZ *DIFFERENTIAL - AXLE*
CUSTOMER STATES THERE IS A WHINING NOISE FROM FRONT DIFFERENTIAL AREA

2. W * 06CVZ *FRONT SUSPENSION*
CUSTOMER STATES POPPING NOISE FROM FRONT END

☐ CASH ☐ CHECK ☐ MASTER CARD

☐ VISA ☐ DISCOVER

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	ADDL. REPAIRS AUTHORIZED BY
PARTS $	PARTS $	
LABOR $	LABOR $	DATE
TOTAL $	TOTAL $	TYPE

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 1

TECH COPY

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

PHONE: (304) 425-2134 or C.D. (304) 487-2151

[redacted]

[redacted]

[redacted]

ROBERT PEERY 0353 07/18/07 [redacted]

30,307 EMERALD JEW 202173

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

1 G N D T 1 3 S 3 5 [redacted]

07/18/07

MO: 30307

LABOR

J# 1 14CVZ DIFFERENTIAL - AXLE UNITS: TECH(S): 55 WARRANTY
CUSTOMER STATES THERE IS A WHINING NOISE FROM FRONT DIFFEREN
TIA AREA
REFER BACK TO RO# 68614
RECORD ONLY

J# 2 0GCVZ 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 [ ]
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

PAGE 1 OF 1 SERVICE FILE COPY ! END OF INVOICE ! 04:58pm

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 · TOYOTA · CHRYSLER

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
[illegible]	LUBE, OIL & FILTER	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	[illegible]	TIME	OPERATION	OPERATION DESCRIPTION
07/18/07	[redacted]	30307	0353	55	W	14CVZ	DIFFERENTIAL - AXLE
				55	W	06CVZ	FRONT SUSPENSION
[illegible]/10/07		31025	0353	55	W	14CVZ	DIFFERENTIAL - AXLE
				55	W	06CVZ	FRONT SUSPENSION
				55	W	98CVZ05	RENTAL
[illegible]/12/07		29989	0353	55	W	07CVZ	REAR SUSPENSION

[illegible] PERSON NO. 24 — SERVICE — STATE REG# 5866

VEHICLE NO. 1GNDT13S352[redacted] — YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/4WD TRAIL — PRODUCTION DATE — STOCK NO. 2D2173 — LICENSE NO. [redacted]

[redacted]

UNION, WV[redacted]

CUSTOMER NO. [redacted] — SERVICE CONTRACT — DELIVERY DATE 07/23/05 — DELIVERY MILES — BILLING DEALER NO. [redacted]

COLOR EMERALD JEWEL / — CONTRACT NO. — EXPIRATION DATE — EXPIRATION MILES — TAG NO.

TURBO — MMC CVZZ — AIR COND — P.S. — TRANS — MILEAGE 34,147 — ADVISOR NO. 760 — ADVISOR DAVID WORKMAN

RESIDENCE PHONE [redacted] — BUSINESS PHONE

TIME REQUIRED 10:45am — DATE REQUIRED 11/05/07 — PRIORITY 05:00pm

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 materials, 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 [illegible] 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 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 [signature] DETLONE

COMMENTS: WAITING [redacted]

(179) W 39CVZ — INTERIOR LIGHTING — (08) Do 342 — Clock [illegible] back

LIGHT ON TEMP CONTROLS IS OUT -- RIGHT SIDE

Replaced heater control module completed

(656) G.M. SMART [illegible] (04) Paper [illegible]

2 W 01CVZ10 — LUBE, OIL & FILTER

CUSTOMER STATES: PERFORM LUBE OIL FILTER CHANGE

Completed.

(656) 3 01CVZMI — 25 PT. CRTSY INSPCTN (0.3)

PERFORM 25 PT. COURTESY INSPECTION

Completed.

(656) Daytime Running lights Ivop at times

No Problem Found

TECH COPY

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	ADDITIONAL 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

FEB-14-2008 08:53 AM RAMEYS 13044878860 P.24 24

[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]

UNION, WV 2[redacted]

DAVID WORKMAN 750 11/07/07 [redacted]

34,147 EMERALD JEW 202173

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	10396426	CONTROL 9.273	107.20	107.20	150.08	150.08
			JOB # 1 COST TOTAL		107.20		
JOB # 2	1	8901742	FILTER 1.836	4.13	4.13	5.37	5.37
JOB # 2	1	12345615	5W30 OIL	1.88	11.28	1.98	11.88
			JOB # 2 COST TOTAL		15.41		
			TOTAL - PARTS				167.33

COMMENTS-----
WAITING-BLTD

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) 09:19am

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	[redacted]	34147	750	656	W	39CVZ	INTERIOR LIGHTING
				656	W	01CVZ10	LUBE, OIL & FILTER
				656	I	01CVZM1	25 PT. CRTSY INSPCTN
				656	W	38CVZ	EXTERIOR LIGHTING
[illegible]/04/07		30307	0353	55	W	14CVZ	DIFFERENTIAL - AXEL
				55	W	06CVZ	FRONT SUSPENSION

SALESPERSON NO. 24

SERVICE

STATE REG# 5085

VEHICLE NO. 1GNDT13S35[redacted] YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/4WD TRAIL PRODUCTION DATE STOCK NO. 2D2173 LICENSE NO. [redacted]

[redacted]

CUSTOMER NO. [redacted] SERVICE CONTRACT DELIVERY DATE 07/23/05 DELIVERY MILES

COLOR EMERALD JEWEL/

TRIM	MAKE	AIR COND.	P.E.	YEAR	MILEAGE	ADVISOR NO.	ADVISOR
CVZZ					37,800	0353	ROBERT PEERY

[redacted] BUSINESS PHONE

08:40 am 01/08/08 PROMISED 05:00pm PRIORITY

[illegible]46-0658 LABOR RATE

JOB [redacted] P 38CVZ

CUSTOMER STATES WHILE DRIVING EXTERIOR LITES AND DASH LIGHTS WILL FLASH OFF AND THEN BACK ON REALLY QUICK.

#456. Tour Drive Fem - Appx. 122 Miles! Unable to Duplicate! No TSB. Available @ This Time =

* Courtesy Pea Lang. *

1/15/08 Hist

Call

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 _____

Deduct ible _____

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, WV [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 5 3 5 2 [redacted]
01/08/08

[redacted]

MO: 37922

LABOR
J# 1 38CVZ EXTERIOR LIGHTING UNITS: TECH(S):466 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	[ ]	TOTAL LABOR....	0.00
CHECK	[ ] NUMBER	TOTAL PARTS....	0.00
CHARGE	[ ]	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]

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

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
01/08/08	[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 INSP. ON
				656	W	38CVZ	EXTERIOR LIGHTING
		30307	0353	55	W	14CVZ	DIFFERENTIAL AXLE

SERVICE

VEHICLE NO. 1GNDT13S35[redacted]

[redacted]

UNION, WV[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

SELLING DEALER NO.:

COLOR: EMERALD JEWEL/

CONTRACT NO.:

EXPIRATION DATE:

EXPIRATION MILES:

TURBO: M/MC: CVZZ

AIR COND.: P.S.:

TRANS.:

MILEAGE: 38,300

ADVISOR NO.: 0353

ADVISOR: ROBERT PEERY

RESIDENCE PHONE: [redacted]

BUSINESS PHONE:

TIME RECEIVED: 02:34pm

DATE/TIME PROMISED: 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 material for any reason; that you [redacted] shall not be responsible [redacted] that an express mech[redacted] may operate the above [redacted]

X [redacted]

W * 38CVZ

EXTERIOR LIGHTING

CUSTOMER STATES ALL LIGHTS WILL FLICKER ON AND OFF WHILE DRIVING.

#55 Recurs Only —
Happened 3 times Lewis
1/8/08 RP

☐ CASH ☐ CHECK ☐ MASTER CARD

☐ VISA ☐ DISCOVER

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	ADDITIONAL REPAIRS AUTHORIZED BY
PARTS $	PARTS $	
LABOR $	LABOR $	DATE
TOTAL $	TOTAL $	DATE

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]

UNION, WV [redacted]

ROBERT PEERY 0353 01/22/08 [redacted]

38,300 EMERALD JEW 202173

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

1 G N D T 1 3 S 3 5 2 [redacted]

01/22/08

MO: 38300

30 [redacted]

LABOR

J# 1 38CV7 EXTERIOR LIGHTING UNITS: TECH(S):66 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**

CUSTOMER SIGNATURE

PAGE 1 OF 1 SERVICE FILE COPY [END OF INVOICE] 02:47pm

document Index - [redacted]

Class - BRCSiebel Docs

RequestNum
[redacted]

MSXDocNum
SAL47B405A

Last

First

Timestamp
2008-02-14-08.54.00.000000

Division
CH

CorrType
B

CatCode
04

MSXSource
F

AttachNum

VIN

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)
[redacted]

Business name/disregarded entity, if different from above
[redacted]

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.)
[redacted]

Requester's name and address (optional)

Princeton, WV [redacted]

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number
[redacted]

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 [redacted] ds, you are not required to sign the Certification, but you must provide your correct TI[redacted]

Sign Here Signature of U.S. person [redacted] Date ▶ 1/12/09

General Instru[redacted]

Section references are [redacted] 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,

CT Corporation

Service of Process Transmittal
12/19/2008
CT Log Number 514223004

[redacted]

TO: Keith B. Rose
Rose Law Firm
501 New Karner Road, Suite 11
Albany, NY 12205-6245

[redacted]

RE: **Process Served in West Virginia**

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:	[redacted] Pltfs. vs. General Motors Corporation, etc., Dfts.
DOCUMENT(S) SERVED:	Letter, Summons, Complaint
COURT/AGENCY:	Mercer County Circuit Court, WV Case # [redacted]
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Failure to repair defects on a 2005 Chevrolet Trailblazer; VIN: 1GNDT13S35[redacted] No personal injuries reported; Seeking $10,000.00 in damages;
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Charleston, WV
DATE AND HOUR OF SERVICE:	By Certified Mail on 12/19/2008 postmarked on 12/17/2008
APPEARANCE OR ANSWER DUE:	Within 30 days from the date served, exclusive of the day of service.
ATTORNEY(S) / SENDER(S):	William O. Huffman 210 S. Walker St. Princeton, WV 24740 304-487-2827
REMARKS:	Service of Process made on West Virginia Secretary of State December 16, 2008.
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex Standard Overnight , 790145308987 Image SOP Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED:	C T Corporation System
ADDRESS:	707 Virginia Street, East Charleston, WV 25301
TELEPHONE:	304-345-8900

1/16

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.

6010-18510

Office of the Secretary of State
Building 1 Suite 157-K
1900 Kanawha Blvd E
Charleston, WV 25305



Betty Ireland
Secretary of State
Telephone: 304-558-6000
Toll Free: 866-SOS-VOTE
www.wvsos.com

General Motors Corporation
CT Corporation System
707 Virginia Street East
Charleston WV 25301

12/16/2008

Civil Action: [redacted]

I am enclosing:

____ summons	____ affidavit	1 summons and complaint
____ notice	____ answer	____ summons returned from post office
____ order	____ cross-claim	____ summons and ammended complaint
____ petition	____ counterclaim	____ 3rd party summons and complaint
____ motion	____ request	____ no return from post office
____ suggestions	____ certified return receipt	____ notice of mechanic's lien
____ interrogatories	____ request for production	____ suggestee execution
____ original	____ request for admissions	____ Other
____ subpeona duces tecum		

which was served on the Secretary at the State Capitol as your statutory attorney-in-fact. According to law, I have accepted service of process in the name and on behalf of your corporation.

Please note that this office has no connection whatsoever with the enclosed documents other than to accept service of process in your name and on behalf as your attorney-in-fact. Please address any questions about this document directly to the court or the plantiff's attorney, shown in the enclosed paper. Please do not call the Secretary of State's office.

Sincerely,

Betty Ireland

Betty Ireland
Secretary of State

SUMMONS

IN THE CIRCUIT COURT OF MERCER COUNTY, WEST VIRGINIA

[redacted]

PLAINTIFFS,

VS. CIVIL ACTION NO.: [redacted]

GENERAL MOTORS CORPORATION,
A Delaware Corporation, DEFENDANT.

To the above named Defendant:

IN THE NAME OF THE STATE OF WEST VIRGINIA, you are hereby summoned and required to serve upon WILLIAM O. HUFFMAN, Esquire, Plaintiff's attorney, whose address is 210 S. WALKER STREET, PRINCETON, WEST VIRGINIA 24740, an Answer, including any related counterclaim you may have, to the Complaint filed against you in the above-styled civil action, a true copy of which is herewith delivered to you. You are required to serve your Answer within THIRTY (30) days after service of this Summons upon you, exclusive of the day of service. If you fail to do so, judgment by default will be taken against you for the relief demanded in the Complaint, and you will be thereafter barred from asserting in another action any claim you may have which must be asserted by counterclaim in the above styled civil action.

DATE: DECEMBER 5, 2008

BRENDA G. DAVIS
Clerk of the Circuit Court
of Mercer County, WV

By: Nancy L. Doyle
Her Deputy

COPY

IN THE CIRCUIT COURT OF MERCER COUNTY, WEST VIRGINIA

[redacted]

PLAINTIFFS,

v. CIVIL ACTION NO [redacted]

GENERAL MOTORS CORPORATION
A Delaware Corporation,

DEFENDANT

FILED
DEC 05 2008
BRENDA DAVIS
CLERK CIRCUIT COURT
MERCER COUNTY

COMPLAINT

Jurisdiction and Venue

Come now the Plaintiffs, [redacted] and state by way of complaint as follows:

1. That they are domiciled in Monroe County, West Virginia with their mailing address o[redacted] Union, West Virginia [redacted] and, that they have each been residents and domiciliaries of Monroe County, West Virginia at all times alleged herein.

2. That the Defendant, General Motors Corporation, is a corporation organized and chartered under the laws of the State of Delaware, authorized to do business in the State of West Virginia through numerous agents and contacts, and having designated C. T. Corporation as an agent for service of process; and more specifically, General Motors Corporation is an entity doing business in Mercer County, West Virginia through its dealer and agent, Ramey Motors, Inc., Princeton, West Virginia 24740.

3. The vehicle that is the subject of this action, a 2005 Chevrolet Trailblazer, Vehicle Identification Number 1GNDT13S35[redacted], was delivered by the Defendant to its dealer and agent, Ramey Motors, Inc..

4. That jurisdiction and venue obtain in this Court under provisions of W.Va. Code §46A-6A-4 and 56-1-1(a)(2).

Facts

5. On or about July 20, 2005, the Plaintiffs purchased said new 2005 Chevrolet Trailblazer from Ramey Motors, Inc., Princeton, West Virginia.

6. In accordance with the terms of the purchase order and financing statement, the total sale price of the said one vehicle was Thirty-six Thousand Eight Hundred Ninety-three Dollars and Sixty-three Cents ($36,893.67).

7. The warranty invoked herein purports to warrant the vehicle purchased by the Plaintiffs in all aspects ("bumper to bumper") for a period of three (3) years or thirty-six thousand (36,000) miles, whichever first occurs.

8. Subsequent to Plaintiffs' purchase of the said Trailblazer, the vehicle has been returned to one of Defendant's authorized repair centers for service at least five (5) times for the same nonconformity; to-wit: the electrical system. Plaintiffs allege that the subject electrical system is included within the bumper-to-bumper warranty referenced in the next preceding paragraph.

9. Within the scope and meaning of W.Va. Code §46A-6A-5(a), the subject Trailblazer has been in for service with the same nonconformity subject to repair three (3) or more times within the express warranty period, and that the nonconformity continues to exist; and that the subject vehicle has been out of service by reason of repair for a cumulative total of 30 or more calendar days during the express warranty term referenced hereinabove.

10. The nonconformity persists although the manufacturer has made a reasonable number of attempts to conform the motor vehicle to the applicable express warranties through its agent, Ramey Motors, Inc., Princeton, West Virginia.

11. The manufacturer was notified by plaintiffs by certified U. S. mail and in a timely fashion of the defects in the motor vehicle.

12. The express warranty given on this vehicle has failed in its essential purpose in that it has not resulted in the repair of the vehicle.

13. The manufacturer or agents of the manufacturer have failed to make the repairs, which would cause the vehicle to conform to the express warranty.

14. The Plaintiffs hereby invoke the provisions of the Consumer Protection New Motor Vehicle Warranties Act in West Virginia, W.Va. Code §46A-6A-5(a), in that the same nonconformity on their new motor vehicle has been subject to repair three or more times by the manufacturer's agents or authorized dealer within the express warranty period.

15. The Plaintiffs hereby invoke the provisions of the Consumer Protection-New Motor Vehicles Act in West Virginia, W. Va. Code §46A-6A-5(b), in that the same nonconformity on their new motor vehicle has been subject to repair at least once by the manufacturer's agents or authorized dealer within the express warranty period and that because said nonconformity is likely to cause death or serious bodily injury if the vehicle is driven.

16. The Plaintiffs further invoke the provisions of W.Va. Code §46A-6A-4(b)(1) and hereby revoke acceptance of the subject vehicle such that they should be refunded the purchase price including the value of the Plaintiffs' trade-in, down payment, sales tax, license and registration fees and other reasonable expenses incurred in the purchase price of said vehicle; alternatively, Plaintiffs state that they should receive damages for the diminished value of the motor vehicle.

17. Plaintiffs further invoke the provisions of W.Va. Code §46A-6A-4(b)(3) which provides that they should receive damages for the loss of use, annoyance, and inconvenience resulting from the nonconforming warranties.

18. Plaintiffs hereby further invoke the provisions of W.Va. Code §46A-6A-4(b)(4) and demand reasonable attorney fees.

19. The Plaintiffs have complied with all of the requirements set forth in the West Virginia Consumer Protection-New Motor Vehicles Warranty Act, such that they would be entitled to invoke its provisions.

20. The Defendant is in breach of express and implied warranties against defects in the vehicle in that it has failed to adequately redress them.

21. According to the provisions of W.Va. Code §46-2-314, the Defendant has breached the implied warranty of merchantability attendant to the vehicle.

22. The Defendant has breached the implied warranty of fitness for a particular purpose pertaining to a new vehicle under W.Va. Code §46-2-315.

23. Any disclaimer set forth in the warranties pertaining to this vehicle should be invalidated according to W.Va. Code §46-2-719, because the warranty, in that it has not resulted in repair of the vehicle, fails of its essential purpose.

24. Any exclusions in the warranty against the recovery of consequential and incidental damages should be set aside on account of unconscionability under W.Va. Code §46-2-719.

25. The Plaintiffs have not committed any acts or omissions, which would void the effects of the implied, or express warranties invoked herein.

WHEREFORE, Plaintiffs respectfully pray for the following relief:

(1) That they be refunded the value of their trade-in and down payment, the purchase price including the sales tax, license and registration fees, finance charges and incidental costs incurred in the purchase price of the vehicle in a sum of not less than **THIRTY-SIX THOUSAND EIGHT HUNDRED NINETY-THREE DOLLARS AND SIXTY-SEVEN CENTS ($36,893.67);**

(2) That they be awarded incidental and consequential damages for loss of use, annoyance, inconvenience and aggravation in the amount of not less than **TEN THOUSAND DOLLARS ($10,000.00)** against the Defendant, General Motors Corporation, in its breach of express and implied warranty claims;

(3) That the Plaintiffs be awarded costs and reasonable attorney fees associated with the prosecution of this action;

(4) That Plaintiffs be awarded total damages in such sum as the Court may deem appropriate; or in the alternative that the Defendant be required to accept revocation of the contract, upon which the defective vehicle should be returned and the Plaintiff should be awarded their full purchase price and fees and costs associated with this action, as well as reasonable attorney's fees in the common law theory of breach of warranty as may be available to the Plaintiff under the Uniform Commercial Code.

A TRIAL BY JURY IS HEREBY DEMANDED ON ALL ISSUES SO TRIABLE.

[redacted]

BY COUNSEL:

WILLIAM O. HUFFMAN
210 S. Walker Street
Princeton, West Virginia 24740
(304) 487-2827
WV State Bar #6697

WILLIAM O. (BILL) HUFFMAN
ATTORNEY AT LAW
210 SOUTH WALKER STREET
PRINCETON, WEST VIRGINIA 24740

PHONE: (304) 487-2827
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 INFORMATION

[redacted] [redacted]

(Client's Name) (Client's Social Security Number)

hereby authorize Chase Auto Finance

(Lien holder Name)

P.O. Box 901076 TX1-0056 Fort Worth TX 76155-2732 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]

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] [redacted]

LG0006
V07092007

document Index - [redacted]

Class - BRCSiebel Docs

RequestNum
[redacted]

MSXDocNum
SAL47C4294

Last

First

Timestamp
2008-02-26-14.58.00.000000

Division
CH

CorrType
B

CatCode
04

MSXSource
F

AttachNum

VIN

WILLIAM O. (BILL) HUFFMAN
ATTORNEY AT LAW
210 SOUTH WALKER STREET
PRINCETON, WEST VIRGINIA 24740
PHONE: (304) 487-2827
FAX: (304) 487-2843

January 12, 2009

VIA FACSIMILE (866) 270-0204

Emily Butler
General Motors
Business Resource Center

Re: Darlyn Radford
2005 Chevrolet Trailblazer VIN: 1GNDT13S352[redacted]

Dear Ms. Butler:

Enclosed please find the signed acceptance letter and fully executed Release of Claim in the above reference matter.

Please forward the settlement draft made payable to "Darlyn Radford and William O. Huffman, her attorney" to my office, at your earliest convenience.

If you have any comments or questions, please do not hesitate to contact me. Thank you.

Sincerely,

William O. Huffman

WOH/nhm
Enc.
cc. [redacted]



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

VIA FAX ONLY

January 9, 2009

William Huffman, Esq.
William O Huffman Atty at Law
210 S Walker St
Princeton, WV 24740

RE: [redacted], General Motors Corporation
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S35[redacted]
Customer Relationship Specialist: Emily Butler

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 $7,000.00

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 and signing of a release prepared by General Motors Corporation's counsel.

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 and return it 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 calling 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: Keith Rose, Esq.

LG0043
V07092007

[redacted]

1-12-09
Date

1/12/09
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 $7,000.00 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) 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 55673 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]

Address

Union WV [redacted]

City, State, Zip

[redacted]

Address

UNION WV [redacted]

City, State, Zip Code

STATE OF WV

COUNTY OF Mercer

Sworn to (or affirmed) and subscribed before me this 12th day of Jan, 2009, by Dewey H. Sr. & Darlyn P. Radford.

Nancy H Manning
Signature of Notary Public

OFFICIAL SEAL
NOTARY PUBLIC
STATE OF WEST VIRGINIA
NANCY H. MANNING
1156 GREASY RIDGE ROAD
PRINCETON, WEST VIRGINIA 24740
My commission expires July 17, 2011

NANCY H. MANNING
Print, type or stamp Commissioned Name of Notary Public

Personally Known X OR Produced identification _____

Type of identification _____

My commission expires: 7-17-2011

CC: Keith Rose, Esq.

LG0024
V6302006

WILLIAM O. (BILL) HUFFMAN
ATTORNEY AT LAW
210 SOUTH WALKER STREET
PRINCETON, WEST VIRGINIA 24740

CERTIFIED MAIL





JAN 28 2008

General Motors Corporation
Chevrolet Motor Division
Consumer Assistance Center
PO Box 7047
Troy, Michigan 48007-70147

48007$7047 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: 1GNDT13S35 [redacted]

To Whom It May Concern:

Please be advised that I represent [redacted] with regard to the purchase and performance of the above referenced vehicle.

On or about July 20, 2005, the [redacted] 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 Radfords 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]

document Index - [redacted]

Class - BRCSiebel Docs

RequestNum
[redacted]

MSXDocNum
0802800549

Last
RADFORD

First
DEWEY AND DARLYN

Timestamp
2008-01-28-14.05.37.000000

Division
CH

CorrType
B

CatCode
04

MSXSource
M

AttachNum

VIN

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.: **1GNDT13S3521**[redacted] In Service Date: 07/23/2005 Vehicle is: **NEW** BAC Code: 117245
Year, Make & Model: 2005 TRAILBLAZER LS 4WD Purchased 7/23/05 at 185 miles
Lien holder: GMAC☐ Other☒: Bank of Monroe 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	1[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[redacted]	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	2[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	4[redacted]	*	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:



Emily Butler/Austin/GM1
01/16/2009 09:37 AM

To lisa.coggins@gm.corn
cc
bcc
Subject Settlement of lawsuit Radford v. GM

DVM Ms. Coggins:

This email is to follow up on Service Request [redacted] for customer [redacted] The customer's vehicle is a 2005, Chevrolet Trailblazer with 55,673 miles. The customer has been working with Ramey Motors in Princeton, WV.

After negotiations with the plaintiff's counsel, the final offer of CASH in the amount of $7,000.00 was accepted.

There is no need to reply to this email. It is sent for notification purposes only.

Sincerely,

Emily Butler, Paralegal
Legal Agent - BRC Legal Department
Aditya Birla Minacs
PH: 800-231-1841 x11331/Fax: 866-270-0204/Email: emily_butler@gmexpert.com

Please consider the environment before printing this e-mail. 1 ton of paper = 17 trees. Reduce. Reuse. Recycle. THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.
PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED. Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded

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

VIA FAX ONLY

December 24, 2008

William Huffman, Esq.
William O Huffman Atty at Law
210 S Walker St
Princeton, WV 24740

RE: [redacted]
Service Request[redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S352[redacted]

Dear Mr. Huffman:

This is to advise that General Motors is in receipt of the above referenced case dated December 24, 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
☒ Finance agreement
☒ Buyer's agreement

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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: The Rose Law Firm
Keith Rose

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

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

VIA FAX ONLY

January 9, 2009

William Huffman, Esq.
William O Huffman Atty at Law
210 S Walker St
Princeton, WV 24740

RE: [redacted]v. General Motors Corporation
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S35[redacted]
Customer Relationship Specialist: Emily Butler

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 $7,000.00

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 and signing of a release prepared by General Motors Corporation's counsel.

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 and return it 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 calling 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: Keith Rose, Esq.

LG0043
V07092007

_____
Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

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 [redacted] STOCK NO. — DETROIT MI 48243-1114
VIN 1GN DT13 S3 5[redacted] — ADJUSTMENT INVOICE [redacted]
**********13*09391S

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
			DAN: JAR04
			MEMO 1448.50
* 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-	

ADD
R7E DESCRIPTION NOT AVAILABLE

** CONTINUED ON PAGE 2 **

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 521[redacted] — ADJUSTMENT INVOICE [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.

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 09/09/06
PROCESSING SOURCE: CHEVROLET 14:00:24
PAGE: 1

VIN: 1GNDT13S3 52[redacted] SELLG SCE: 13 MDL YR: 05 ORD NO: [redacted]

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
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	[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: [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	[redacted]	07/26/05	1,448.50	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: [redacted] SSN:
DATA SCE: DLR INC MEMO NO: AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6



[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 [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S3[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]

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: 1GNDT13S35[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

document Index - [redacted]

Class - BRCSiebel Docs

RequestNum
[redacted]

MSXDocNum
SAN47EA7F2

Last

First

Timestamp
2008-03-26-16.51.00.000000

Division
CH

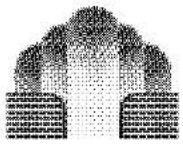
CorrType
B

CatCode
07

MSXSource
F

AttachNum

VIN



Cynthia Reyes/Austin/GM1
12/26/2008 03:14 PM

To lisa.coggins@gm.com
cc
bcc
Subject DVM notification - Please reply SR#[redacted]

To: Field Agent Lisa Coggins
From: Cynthia Reyes

Ms. Coggins:

This email is to inform you that a lawsuit has been filed on behalf o[redacted] by Law Office of William O. Huffman for the customer's 2005 Chevrolet Trailblazer, VIN 1GNDT13S35[redacted] The customer has been working with Ramey Motors in Princeton, WV.

This matter has been referred to the Early Resolution program for settlement review.

Your response is needed to continue review of the case. Please reply only by email by selecting one of the following options:

A) I am unaware of this case and have no information to provide you. However, I am interested in the outcome and would like to be contacted about the settlement offers.

B) I am unaware of this case and have no information to provide you. Please notify me after a decision has been reached between the Early Resolution Program and the attorney.

C) I am aware of this case and have information that may be useful to your review. (If selecting this option, please provide the information in your email reply.)

Thank you

Cynthia Reyes
General Motors Early Resolution Program

Revised 11/11/08

Privileged and Confidential Information

CASE ASSESSMENT ☐LEGAL (NON SMALL CLAIMS)

By: Cynthia Reyes State: **WV**

Revised by Emily Butler
Customer Name: [redacted] Service Reques[redacted] GM Legal File No.:[redacted]

Vehicle ID No.: **1GNDT13S3[redacted]** In Service Date: **07/23/2005** Vehicle is: NEW BAC Code: 117245

Year, Make & Model: **2005 TRAILBLAZER LS 4WD** Purchased 7/23/05 at 185 miles

Lien holder: GMAC☐ Other☒: Chance Auto Finance DVM requests involvement?: N Purchase Price of Vehicle: $ 27,739.13

Was TAC contacted for this vehicle (Y/N)? : N

If TAC was NOT contacted, why? Service manager doesn☐remember.

VEHICLE REPAIR HISTORY

☐ Engine/Fuel/Exhaust

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/27/07	[redacted]	1	14,082	C/S Thinks the vehicle does not have the power on a hill that it had before. No lights. / Scan tested & road tested. Reprogrammed PCM with update for various drivability issues. No power loss but needed update. ☐ **Reprogrammed PCM with updates.**
11/02/06		☐	18,114	C/S Losing power at all times / Shop Foreman road tested ☐**Unable to duplicate complaint at this time. Operating normally.** Record Only.
1/16/07		☐	21,123	C/S Check for loss of power. **No problem found at this time.** 1 day rental
6/04/07		1	28,123	C/S Check for loss of power, no lights ☐**No trouble codes in PCM.** 1 day rental.

☐ Axle

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/16/07	[redacted]	2	31,025	C/S Whining noise in FT diff area ☐**Could not duplicate customer☐s concern. Record only.**

☐ Body/Trim

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/08/05	[redacted]	1	2,101	C/S Trim piece flapping on passenger side seat / Screw out of RT front seat track cover ☐**Replaced screw in seat track cover.**
8/08/05		1	2,115	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. Part order not out of it.
12/02/05	[redacted]	☐	6,552	C/S Molding missing off of rear door ☐**Replaced weather strip on rear door on front of window frame.**
7/28/07		☐	14,082	C/S Rear washer not working ☐**Repaired washer hose to rear wiper.**
6/06/07		☐	28,123	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:
12/02/05	[redacted]	1	6,552	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.**
11/02/06		1	18,114	C/S Headlights and dash lights seem to dim at night for no reason. They are flickering / Shop foreman road tested ☐**Could not duplicate problem at this time.**
1/16/07		1	21,123	C/S Head lights flicker and go out at times / Performed a voltage test and print out. ☐Refer to **TSB**☐[redacted] 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.
11/05/07		3	34,147	C/S Daytime running lights not coming on at times ☐**No problem found at this time. Record only.**
1/08/08		4	37,800	C/S While driving exterior lights and dash lights will flash off and then back on really quickly / **Test drove for approx 122 miles ☐Unable to duplicate. No TSB available at this time.**
1/22/08		N/A	38,300	C/S All lights will flicker on and off while driving / Happened 3 times since 1/8/08 ☐**Record only.** ☐**(**Per Svc. Mgr. Laney Hurley customer called in but didn't come back into the dealership**).**

☐ HVAC

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/5/07	[redacted]	☐	34,147	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:
6/06/07	[redacted]	☐	28,123	C/S Steering system / Found front sway bar links wore out ☐**Replaced end links.**
6/11/07		1	28,634	C/S Drive approx 30-45mph turn RT or left and a clunking noise happen in FRT end. / Test drove for knocking noise. **Could not duplicate problem.** ☐**Test drove with customer went 41 miles.** Top off vehicle for customer for distance.
7/12/07		**13**☐	29,989	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.** ☐(Per RO). Warranty rental, Enterprise. Vehicle down in shop for overnight repairs 13 days. Enterprise.
7/16/07		☐	31,025	C/S Pop noise in FT end turn wheel RT and left. ☐**Could not duplicate customer concern.**

Accident/Insurance Information:

Has the vehicle ever been involved in an accident Y or N? N
Did you confirm your answer with the dealer Y or N? Y
Are there any Aftermarket Modifications to the Vehicle Y or N? N
Have you confirm this with the dealership Y or N? Y

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 3 same non-conformity
Time period 12 months / Express Warranty
Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs 1
Safety-related time period 12 / 36,000

Number of repair attempts in the presumption period:	1
Total days out of service during the presumption period:	1
Total days out of service during customer☒ ownership:	30

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

CRS spoke to service manager Laney Hurley and re-verified all days out of service. Her concern is with the headlights flickering on start up. Laney states, "I had vehicle in the winter and they flicker on start up, but once the regulator gets energized it's okay, there's a bulletin on it, I printed it out and gave it to her. That's the only flicker it has until it gets energized." Laney further states that the customer is upside down on the vehicle by $10,000 and wants to be out of it. Laney didn't remember if TAC was involved, but according to the repair orders there is no indication of that, assuming because there was a TSB on customer complaint. Customer was told her tires were worn and she felt GM should buy her new tires. According to documentation in SR#[redacted]9 dealer agreed to do 50/50 split customer was not satisfied with offer and feels she should not have to pay for any repairs to the vehicle.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Related SR's [redacted] **CAC**,
6/27/07 engine knock

7[redacted] NISM
6/24/08 Offer was for $2,700; closed no response &

[redacted]**.**
6/10/08 1. SR CREATED BY MISTAKE, as concern expressed by cust is the same as SR# [redacted] which was handled at the BRC department.
2. Cust is neither satisfied w/ her vehicle nor w/ the Dlrshp.
3. CRS adv cust BRC agent will be notified that she called.
4. CRS offered further assistance, cust decline

RECOMMENDATION

CRS recommends a cash settlement of $7000 inclusive

1/5/09 Offered $4000 inclusive
1/6/09 Rejected; wants repurchase
1/6/09 Offered $7000 inclusive
1/8/09 Rejected; wants $10K + CCL or $12K w/o CCL
1/8/09 Notified PC of intent to remove case to local counsel
1/9/09 Offer of $7000 accepted.

RATIONALE

This vehicle is currently out of warranty with over 55K miles, and does not appear to meet presumption for state lemon laws. There have been no new repairs since January 8, 2008. The customer has complained of the dash lights flickering, but according to the recorded CAC comments the service manager says that it only happens when the vehicle is first started up, that it is not anything that continues after the system warms up. Also, they only seem to flicker in the winter.

a 24/24 Value Guard GMPP appears to only be for vehicles with less than 50K. Would cost $1450 with a $50 deductible

REASON FOR REMOVAL

CRS FINAL OFFER:	Cash Settlement	**DATE: 1/9/09**	**OFFER TO CUST: $** **ATTORNEY FEES: $** **OR INCLUSIVE OFFER: $7000.00**
PLAINTIFF'S FINAL DEMAND:	Cash Settlement	**DATE: 1/8/09**	**AMOUNT TO CUST: $** **ATTORNEY FEES: $** **OR INCLUSIVE OFFER: $12,000.00**

TEAM MANAGER APPROVING: Elizabeth Martin Date: 1/9/09

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]
New York, NY [redacted]

Service Request Number: [redacted]

Dear [redacted]e,

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

Privileged and Confidential Information

CASE ASSESSMENT

By: Kolby Gilbert State: Arizona

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

Only customer's last name to be recorded

Vehicle ID No.: 1GKDT13S23[redacted]

In Service Date: 11/17/2003

Vehicle is: Used

BAC Code: Purchased from Non- GM dealer.

Year, Make & Model: 2003 GMC Envoy
Mileage at Time of BBB Filing (72,700)

Vehicle Purchased Used on: 03/23/09 at odometer 72,700

Lien holder: Unknown
DVM Name: N/A
Phone/Cell Number: N/A
Svc Mgr Name: N/A

Sale Type: Purchase
CAM Name: N/A
Phone Number: N/A

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.

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY Y OR N.? N/A

RO'S NOT OBTAINED. CASE IS INELIGIBLE.

Has the vehicle ever been involved in an accident N
Did you confirm your answer with the customer Y
What type of damage was sustained N/A
Are the RO's attached if the vehicle was in an accident N/A

Has the customer filed any insurances claims on this Vehicle N
If Yes obtain the following information below
Insurance Company N/A
Insurance Rep (First and Last Name) N/A
Phone # N/A
Claim Made? N/A **Claim Status:** N/A
Claim # N/A
Did Insurance Company refer customer to GM? N/A

Are there any Aftermarket Modifications to the Vehicle N
Have you confirm this with the customer Y
List:
N/A

Was a Trade Repurchase offered to the customer N
(A Trade Repurchase is to be offered as a settlement before a Straight can be considered)
Date authorized by the DVM/CAM N/A

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: The customer is not within the time period for filing or the bumper to bumper warranty and appears not to be eligible for repurchase/replacement.

Lemon Law Repurchase/Replacement: Time period for filing claims in Arizona is two years following the original delivery to the consumer or 24,000 miles, the presumption period is within two years or 24,000 miles. The customer appears not to be eligible for Lemon Law repurchase/replacement.

GM Program Summary Repairs/Reimbursement for past repairs: The customer vehicle currently has 72,700 miles at time of filing and is not within the bumper to bumper warranty. The customer appears not to be eligible for repairs/reimbursement.

THE STATE LEMON LAW READS:

Days out of service: 30 days
Repairs : 4 attempts
Time period 24 months / 24,000 miles
Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs N/A
Safety-related time period N/A / N/A

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	0

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: CRS searched Siebel for previous SR'S using customer contact info, no other SR'S were found.

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 sts: Cust would like the concerns she is experiencing repaired, customer would like Power Nissan to pay for the repairs.

DVM sts: Contact not needed, case is ineligible.

SVM sts: Contact not needed, case is ineligible.

CRS Rationale: Customer has filed well outside the time/mileage parameters for filing and has also purchased the vehicle used from a third party dealership. Case is ineligible.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law
N/A

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law?
1. Customer has purchased the vehicle used outside of time/mileage parameters for filing. Vehicle has 72,700 miles and is a 2003.
2. Customer purchased the vehicle from a third party dealership.

Decision reached by CRS: Arbitrate case: [ ] Settle case: [Ineligible]

CRS FINAL OFFER:		**DATE:**	**CUST {Accepted / Declined}**
Goodwill: None Offered	**Attorney Fees (if applicable):** $0.00		

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

Privileged and Confidential Information

CASE ASSESSMENT

By: Kolby Gilbert State: Arizona

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

Only customer's last name to be recorded

Vehicle ID No.: 1GKDT13S2324[redacted]

In Service Date: 11/17/2003

Vehicle is: Used

BAC Code: Purchased from Non- GM dealer.

Year, Make & Model: 2003 GMC Envoy
Mileage at Time of BBB Filing (72,700)

Vehicle Purchased Used on: 03/23/09 at odometer 72,700

Lien holder: Unknown
DVM Name: N/A
Phone/Cell Number: N/A
Svc Mgr Name: N/A

Sale Type: Purchase
CAM Name: N/A
Phone Number: N/A

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.

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY Y OR N.? N/A

RO'S NOT OBTAINED. CASE IS INELIGIBLE.

Has the vehicle ever been involved in an accident N
Did you confirm your answer with the customer Y
What type of damage was sustained N/A
Are the RO's attached if the vehicle was in an accident N/A

Has the customer filed any insurances claims on this Vehicle N
If Yes obtain the following information below
Insurance Company N/A
Insurance Rep (First and Last Name) N/A
Phone # N/A
Claim Made? N/A **Claim Status:** N/A
Claim # N/A
Did Insurance Company refer customer to GM? N/A

Are there any Aftermarket Modifications to the Vehicle N
Have you confirm this with the customer Y
List:
N/A

Was a Trade Repurchase offered to the customer N
(A Trade Repurchase is to be offered as a settlement before a Straight can be considered)
Date authorized by the DVM/CAM N/A

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: The customer is not within the time period for filing or the bumper to bumper warranty and appears not to be eligible for repurchase/replacement.

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THE STATE LEMON LAW READS:

Days out of service: 30 days
Repairs : 4 attempts
Time period 24 months / 24,000 miles
Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs N/A
Safety-related time period N/A / N/A

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	0

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: CRS searched Siebel for previous SR'S using customer contact info, no other SR'S were found.

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 sts: Cust would like the concerns she is experiencing repaired, customer would like Power Nissan to pay for the repairs.

DVM sts: Contact not needed, case is ineligible.

SVM sts: Contact not needed, case is ineligible.

CRS Rationale: Customer has filed well outside the time/mileage parameters for filing and has also purchased the vehicle used from a third party dealership. Case is ineligible.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law
N/A

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law?
1. Customer has purchased the vehicle used outside of time/mileage parameters for filing. Vehicle has 72,700 miles and is a 2003.
2. Customer purchased the vehicle from a third party dealership.

Decision reached by CRS: Arbitrate case: [ ] Settle case: [Ineligible]

CRS FINAL OFFER:		**DATE:**	**CUST {Accepted / Declined}**
Goodwill: None Offered	**Attorney Fees (if applicable):** $0.00		

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

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 04/02/09
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: Flagstaff State: AZ Zip code: [redacted]
Day phone: ([redacted] Evening phone: ([redacted] Cell phone: [redacted]
Fax: E-mail address: cindygloceri@msn.com

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC Model: Envoy Year: 2003 Current mileage: 72700
Name(s) that appears on the vehicle title: [redacted]
Selling dealer/city/state: Power Nissan Tempe, Tempe, AZ
Primary Servicing dealer/city/state: Power Nissan Tempe,
Acquired as ☐ new ☒ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no
Purchase/lease date: 03/23/09 Mileage at purchase/lease:
First repair attempt date: 03/30/09 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:
Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

I would like to have these items repaired as the vehicle has been in our possession for less than a week. We live 200 miles from dealership. Would like to get quotes for repair and Power to pay for the repairs since a 150 pt inspection was performed. Contaced dealer for 6 days no response as of yet.

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**
Check Engine Light				yes
Headlights flicker				yes
CD Player inoperable				yes
driver side mirror does not work on switch				yes
Seat memory does not hold				yes
Given two of the same key fabs				yes
Seat memory changes radio and heater				yes
Sunroof not sealing				yes
Tachometer in operable				yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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

December 12, 2017

[redacted]B
Brooklyn, NY [redacted]

Service Request [redacted]

Dear [redacted]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-462-8782. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at GMC. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at GMC.com or call us at 1-800-462-8782.

Sincerely,

GMC Customer Assistance Center

December 12, 2017

[redacted]
Crane, MO [redacted]

Dear [redacted]

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to $100 towards your next maintenance service or repair on your 2005 Chevrolet TrailBlazer.

This offer is valid towards one service visit on VIN 1GNDT13S95[redacted]. In the event the cost of your service exceeds the $100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than $100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service [redacted]

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

ATTENTION: DEALERSHIP SERVICE MANAGER
When submitting the claim, please use labor op Z7410, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

[redacted]

Forcsthill LC

[redacted]

CERTIFIED MAIL™



RETURN RECEIPT REQUESTED



TO: Edward Pepper

Edward Pepper
General Mgr. Chevrolet
PO box 33170
Detroit, Mi
48232-5170

04-10-09A10:53 RCVD

48232+5170 B050

April 7, 2009

[redacted]

Edward J. Pepper, Jr.
General Manager, Chevrolet
P.O. BOX 33170
Detroit, Mi 48232-5170

Dear Mr. Pepper:

Re: Vin #1GNET16544[redacted]

I am writing to you to relate a history of my 2004 Chevrolet Trailblazer which I purchased in 2005 from John L. Sullivan Chevrolet in Roseville and had 20 K miles on it. I now have 107 K on it.

In the past sixteen months, I have spent approximately $13,000 on the vehicle. I have all my receipts. I owe approximately $11,000 on it. It has had two rebuilt motors, a new water pump, two new thermostats, a new radiator, a new fan, and new brakes and rotors. It is presently at John L. Sullivan for an electrical problem, and has been there for a week, and has yet to be diagnosed. They can be reached at 916-782-1243 and the contact person is Ashley. It is under the name of Truck, Pros and Cars (last place from which it was towed.)

Because of this background, loss of transportation, and difficulty getting to work, I am seeking some compensation. My home phone number is 530-367-3805 and I will be there after 5:00 PM, or you may leave a message. If all else fails you may call my mother [redacted]

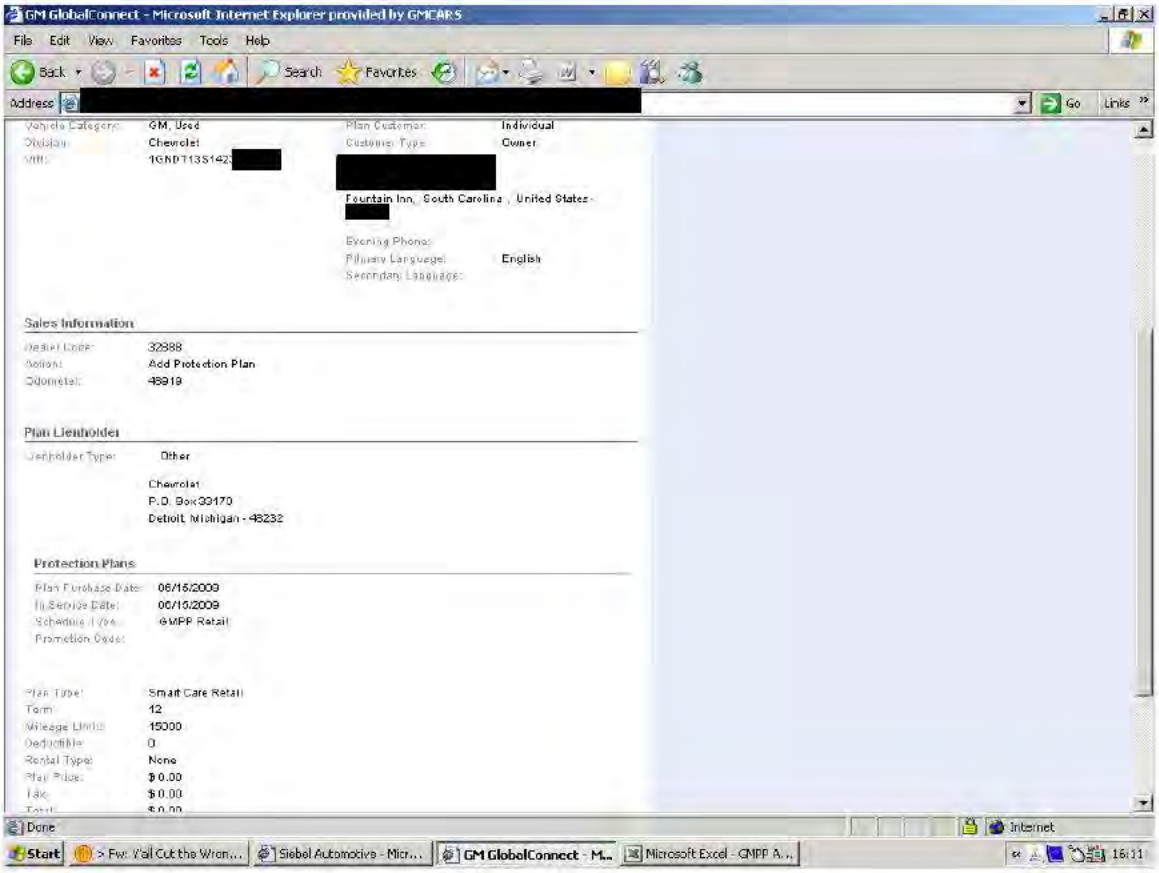
Hoping to receive fair treatment before I seek legal counsel.

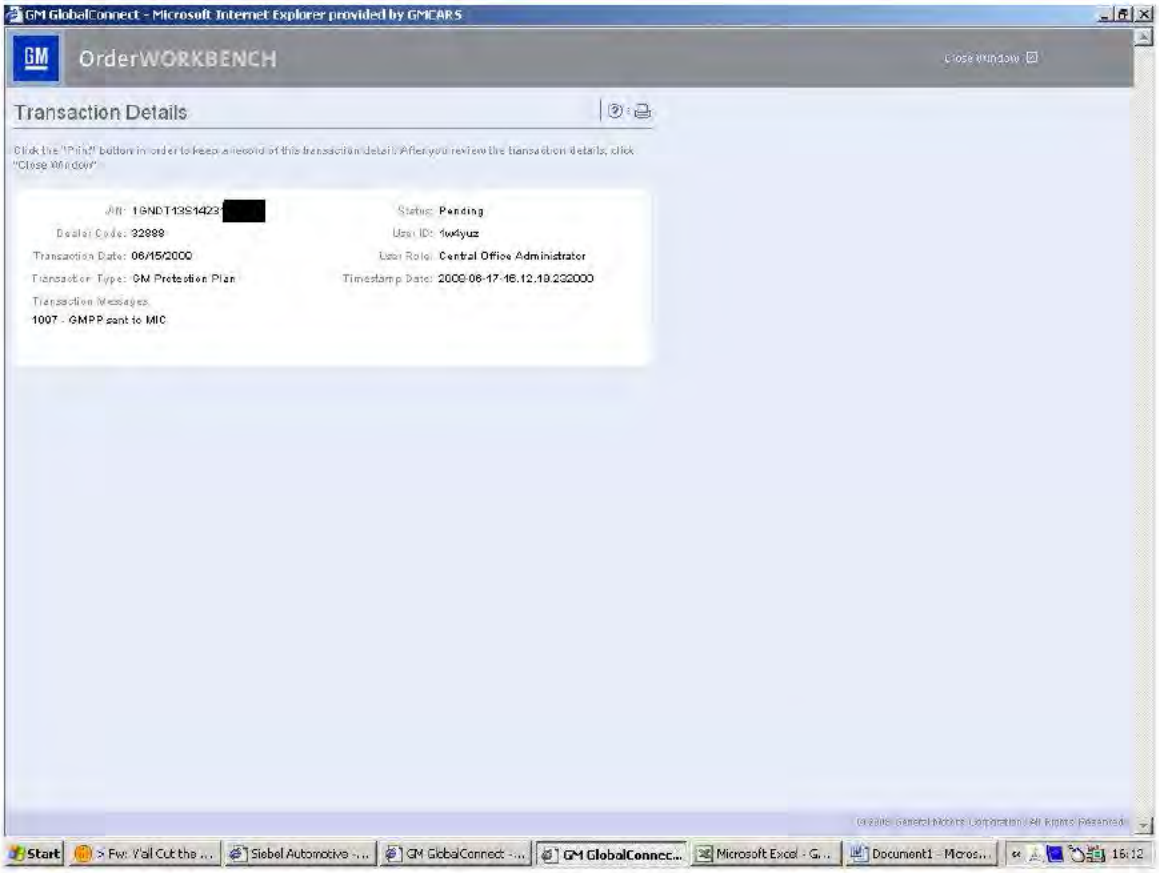
Yours very truly,

[redacted]

[redacted] Foresthill, Ca [redacted]

Foresthill, Ca [redacted]


GM GlobalConnect - Microsoft Internet Explorer provided by GMCARS
File Edit View Favorites Tools Help
Back Search Favorites
Address
Go Links
Vehicle Category: GM, Used
Division: Chevrolet
VIN: 1GNDT13S142
Plan Customer: Individual
Customer Type: Owner
Fountain Inn, South Carolina, United States
Evening Phone:
Primary Language: English
Secondary Language:
Sales Information
Dealer Code: 32888
Action: Add Protection Plan
Odometer: 48919
Plan Lienholder
Lienholder Type: Other
Chevrolet
P.O. Box 33170
Detroit, Michigan - 48232
Protection Plans
Plan Purchase Date: 06/16/2009
In Service Date: 06/15/2009
Schedule Type: GMPP Retail
Promotion Code:
Plan Type: Smart Care Retail
Term: 12
Mileage Limit: 15000
Deductible: 0
Rental Type: None
Plan Price: $ 0.00
Tax: $ 0.00
Done
Internet
Start
> Fw: Y'all Cut the Wron...
Siebel Automotive - Micr...
GM GlobalConnect - M...
Microsoft Excel - GMPP A...
16:11


GM GlobalConnect - Microsoft Internet Explorer provided by GMCARS
GM
OrderWORKBENCH
Close Window
Transaction Details
Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".
VIN: 1GNDT13S14231
Status: Pending
Dealer Code: 32999
User ID: fwdyuz
Transaction Date: 06/15/2000
User Role: Central Office Administrator
Transaction Type: GM Protection Plan
Timestamp Date: 2000-06-17 16.12.10.232000
Transaction Messages:
1007 - GMPP sent to MIC
Start
> Fw: Y'all Cut the ...
Siebel Automotive - ...
GM GlobalConnect - ...
GM GlobalConnec...
Microsoft Excel - G...
Document1 - Micros...
16:12

December 12, 2017

[redacted]
Fountain Inn, SC [redacted]

Dear [redacted],

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2004 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S14[redacted] The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Chevrolet Dealership. Your complete satisfaction is very important to us at Chevrolet. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request: 7[redacted]

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

patricia.spacek@gm.com
09/30/2013 02:56 PM

To rachal_ross@gmexpert.com
cc Jayne Conboy <JConboy@theroselawfirm.com>
bcc
Subject Hannah v. GM - 672598

1 attachment

Hannah Pmt approval - 672598.pdf

Rachal:

I am attaching the payment approval for SF[redacted]or processing. In this case, the check is to be made out to the customer only.

Regards,

Patricia Spacek (patricia.spacek@gm.com)
Legal Coordinator
SE Region
General Motors Legal Staff
(512)386-0748
248) 237-6344 - Fax

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

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

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APPROVED – 9/30/13

Patricia Spacek
Legal Coordinator

500 NEW KARNER RD. / ALBANY, NY 12205
518-869-9800 / FAX: 518-869-3384

THE ROSE LAW FIRM, PLLC
(A NEW YORK PROFESSIONAL LIMITED LIABILITY COMPANY)

Kim B. Rose
ATTORNEY AT LAW
NY, MA, CT, NJ, GA, WV, PA

Jon B. Waldorf
ATTORNEY AT LAW
NY, MA, CT, GA, AL, NJ, SC, RI, NC, KY, PA, MD

Michael J. Gregg
ATTORNEY AT LAW
NY, NJ, MA, CT, AL, WV, TN, SC, PA

Mark W. Skanes
ATTORNEY AT LAW
NY, NJ, WV, CT, MA, NC, GA

Nicole L. Lipiec
ATTORNEY AT LAW
MI, NY, NC, MA, NH, GA, RI

Jason W. Rieger
ATTORNEY AT LAW
NY, NJ, MA, WV

Brittany L. Strier
ATTORNEY AT LAW
NY

September 27, 2013

VIA ELECTRONIC MAIL

Patricia Spacek
GENERAL MOTORS LLC
Global Headquarters at the Renaissance Center
300 Renaissance Center, 24th Floor
Mail Code: 482-C24-C66
Detroit, Michigan 48265-3000

Re: [redacted]v. Cole Chevrolet-Cadillac, Inc.
d/b/a Cole Used Car Superstore and General Motors LLC
Circuit Court of Wyoming County, West Virginia
Civil Action No.: [redacted]
Vehicle: 2007 Chevrolet Trailblazer
VIN: 1GNDT135572[redacted]
GM Legal Case No.: [redacted]

NOTICE OF CASH SETTLEMENT / CHECK REQUEST

Dear Patricia:

Please be advised that the above-referenced matter has settled as to General Motors LLC for a total of $1,250.00, including attorneys' fees and costs. Plaintiff's complaints with the subject vehicle included:

N15 – 02 – Electrical Lamps – Headlamp – Inoperative
N34 – 04 – Electrical Gauges –Instrument Cluster – Inoperative
R42– 02 – Electrical Radio - Receiver - Inoperative
K30 – 02 – Transmission - Automatic – Grinds

At your earliest convenience, please forward General Motors LLC's settlement draft as

follows:

1. A check in the amount of $1,250.00 payable to "Jennifer L. Hannah." A completed IRS form W-9 is attached as required for proper tax reporting.

Plaintiff:
[redacted]
Matheny, West Virginia [redacted]

Mileage: 36,346 –*last known mileage*

Plaintiff's Attorney:
Anthony M. Salvatore, Esq.
Hewitt & Salvatore, PLLC
205 Brookshire Lane
Beckley, West Virginia
(304) 252-2207

Concurrent with ordering this check, we are forwarding a Release Agreement and Order of Dismissal to Plaintiff's counsel. The settlement draft will be retained until such time as we are in receipt of the signed closing documents. Should you have any questions, please do not hesitate to contact me.

Very truly yours,

Michael J. Gregg

MJG/jmc
Enc: IRS Form W-9

J:\Data\West Virginia - GM\Matter\19304\Settlement\MJG GM CHECK REQUEST good guys letter.docx

BREWSTER, MORHOUS, CAMERON, CARUTH, MOORE, KERSEY & STAFFORD, PLLC

ATTORNEYS AT LAW

HAROLD D. BREWSTER, JR.
LAWRENCE E. MORHOUS
JERRY J. CAMERON
DONALD T. CARUTH
KERMIT J. MOORE
DAVID M. KERSEY
WILLIAM P. STAFFORD, II *
M. HUDSON MCCLANAHAN *
TIMOTHY G. HAYES*
JERAD K. HORNE

*ALSO ADMITTED IN VA

418 BLAND STREET
P. O. BOX 529
BLUEFIELD, WEST VIRGINIA 24701-0529

TELEPHONE (304) 325-9177

TELECOPIER (304) 327-9178

www.brewstermorhous.com
firmemail@brewstermorhous.com

WRITER'S DIRECT DIAL NO. (304) 324-0345
WRITER'S DIRECT FAX NO. (304) 327-9178

Facsimile Transmission

To: Dianna Barber

Sender: **Jerry J. Cameron**

Fax Operator: **Chastity**

Telecopier: **866-554-4011**

Date/Time: June 1, 2009 @ 4:15pm

Reference: Hannah vs. Cole Chevrolet-Cadillac, Inc. et al

Civil Action No [redacted]

Transmission Contains: 8 pages (including cover sheet)

Comments: Per Jerry's instructions, attached are requested documents in the above case.

This transmission sent via Panasonic Panafax UF-770 telecopier. If you do not receive all the pages, or if the transmission quality is poor, please call the fax operator at the number listed above or at (304) 325-9177. The information contained in this transmission is privileged, confidential and intended only for the use of the individual or entity named above. If you receive this communication in error, please notify BREWSTER, MORHOUS, CAMERON, CARUTH, MOORE, KERSEY & STAFFORD, PLLC, immediately by telephone, collect, and return

the original message to us at the address shown above via the U. S. Postal Service. You will be reimbursed for the required postage. Thank you.

ORDER FOR MOTOR VEHICLE

DATE 02/23/2008

COLE USED CAR SUPERSTORE

P.O. Box 2354 • 3788 Robert C. Byrd Drive
Beckley, WV 25801

SALESPERSON [redacted]

BUYER [redacted]

STREET [redacted]

CITY-STATE MATHENY, WV ZIP [redacted] PHONE [redacted]

VEHICLE ORDERED

STOCK NO. P2846

PLEASE ENTER MY ORDER FOR 01 (QUANTITY) XX PRE-OWNED

YEAR & MAKE	SERIES OR MODEL	BODY STYLE
2007 CHEVROLET	TRAILBLAZR	4DR APV

BEARING MANUFACTURER'S NUMBER 1GNDT13S572[redacted]

DELIVERY ON OR ABOUT 02/23/ 20 2008 — SEE REVERSE SIDE

TRADE-IN-RECORD

STOCK NO. P2846A

YEAR & MAKE	SERIES OR MODEL	BODY STYLE
04 GMC	YUKON 4X4	4D UTILITY

MANUFACTURER'S [redacted] YEAR & MAKE

"AMOUNT OWED" (SHOWN IN RIGHT COLUMN) PAYABLE TO:

LIEN HOLDER'S NAME HUNTINGTON NATIONAL BANK

LIEN HOLDER ADDRESS P.O. BOX 2806 WILSON, NC 27894 ACCOUNT NO. 00[redacted]001

TITLE RECEIVED ☐ YES XX ☐ NO IF NO, EXPLAIN: PAYOFF

INSURANCE DATA

INSURANCE AGENT:
NAME MASON HANNAH
NO. & STREET P.O. BX 1232
CITY, STATE, ZIP CODE Crab Orchard, WV
TELEPHONE 304-256-1668

INSURANCE COMPANY:
NAME NATIONWIDE INSURANCE
POLICY NO. [redacted]
EFFECTIVE DATE-FROM 2/16/2008 TO 2/16/2009
COVERAGE ☐ FIRE-THEFT ☐ COMPREHENSIVE ☐ COLLISION $ 100/500 DEDUCTIBLE

CASH PRICE - ORDERED VEHICLE		$ 17,944.00
ACCESSORIES		
TOTAL CASH PRICE - ORDERED VEHICLE		$ 17,944.00
Gross Trade-In Allowance	17,806.72	
Amount "Owed" on Trade-In	22,170.11	
Net Trade-In Allowance	4,363.39-	
Cash with Order	1,800.00	
TOTAL CREDITS		$ 2,563.39-
BALANCE		20,507.39
DOCUMENTARY FEES (Includes Tax)	DOC FEE 50.00 SALES TAX 3.00	N/A
SERVICE CONTRACT		
STATE SALES TAX		6.86
LICENSE FEE		20.50
TOTAL BALANCE DUE		$ 20,587.75

Purchaser agrees that this order includes all of the terms and conditions on both the face and reverse side hereof, that this order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that **THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.**

Purchaser by his execution of this order acknowledges that he has read its terms and conditions and has received a true copy of t[redacted]

2/23/2[redacted]

DATE [redacted]

ACC[redacted]

COLE
USED CAR SUPERSTORE

P.O. Box 2354 • 3788 Robert C. Byrd Drive
Beckley, WV 25801
Phone: (304) 252-2528 • Fax: (304) 461-0095
1-866-926-5399
www.colebeckley.com

I/WE GUARANTEE THAT MY/OUR TRADE-IN HAS NOT BEEN SALVAGED AND DOES NOT CARRY A RECONSTRUCTED TITLE.

I HEREBY CERTIFY THAT THE VEHICLE DESCRIBED ON THIS ORDER WAS DELIVERED TO ME WITH THE PRICE LABEL INTACT AS REQUIRED BY P.L. 85 - 506.

PURCHASER'S SIGNATURE

AGREEMENT TO PROVIDE PHYSICAL DAMAGE INSURANCE

I understand that to provide protection from serious financial loss, should an accident occur my installment contract requires the collateral to be continuously covered with Insurance against the risks of fire, theft, and collision for the entire term of the loan. Accordingly, I have arranged for the required insurance through the Insurance Company shown below and have requested that the lender be recorded as the loss payee by and endorsement to be added to the policy.

LENDER: HUNTINGTON NATIONAL BANK

ADDRESS: 2361 MORSE ROAD COLUMBUS, OH 43229

PURCHASER:

	First	Middle	Last		
NAME	[redacted]				
	Number	Street	City	State	Zip Code
ADDRESS	[redacted]		MATHENY	WV	[redacted]
TELEPHONE NUMBER	[redacted]				

VEHICLE INSURED:

Year	Make	Model	Vehicle Identification #
07	CHEVROLET	TRAILBLAZR	1GNDT13S572[redacted]

INSURANCE AGENT: [redacted]

NAME		
STREET ADDRESS	P.O. Box 1222	
CITY, STATE ZIP CODE	Crab Orchard, WV 25827	
TELEPHONE NUMBER	304 256-1668	**LENDER CONFIRMED AS LOSE PAYEE: YES( )XX NO( )**

INSURANCE COMPANY:

NAME	NATIONWIDE INSURANCE	
POLICY NUMBER	[redacted]	
EFFECTIVE DATE	~~2/16/08~~	~~2/16/09~~ 10/
COVERAGE	☐FIRE THEFT ☒COMP	☐COLLISION $ 500.00 DEDUCTIBLE

PURCHASER SIGNS: [redacted]

DEALER/LENDER CONFIRMATION:

DEALER( ) LENDER( )

CONFIRMED BY: _____ **DATE**

P. O. Box 2354 • 3788 Robert C. Byrd Drive, Beckley, WV 25801
Phone (304) 252-2528 • Fax (304) 461-0095 • www.colebeckley.com

CUSTOMER'S STATEMENT - 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] Sr. Jr. DATE OF BIRTH 11 19 74 [redacted]

PRESENT ADDRESS P.O. Box 357 Mathews WV [redacted] LIVED THERE 8 0

RENT BY MO. ☐ LEASE ☐ OWN ☒ LANDLORD OR MORTGAGE HOLDER NAME 5B A MO. PYMT. OR RENT $ 388

PREVIOUS HOME ADDRESS [redacted] CITY Mathews COUNTY WV [redacted] LIVED THERE 22 0

EMPLOYED BY SELF ☐ OTHERS ☐ Nationwide CITY STATE BUS. PHONE NO. [redacted]

TRADE OR OCCUPATION Agent SALARY OR WAGES $ 4200.00 NAME OF PREVIOUS EMPLOYER ADDRESS

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation

TYPE OF OTHER INCOME SOURCE MONTHLY AMOUNT $

NAME AND ADDRESS OF PARENTS OR NEAREST RELATIVE NOT LIVING WITH ME NAME ADDRESS PHONE NO. RELATIONSHIP

NAME AND ADDRESS OF PERSONAL FRIEND NAME ADDRESS PHONE NO. KNOWN HOW LONG?

BANK ACCOUNT NAME OF BANK First Community Bank BRANCH NAME AND CITY ☐ CHECKING ☐ SAVINGS ☐ NO ACCOUNT CHECKING ACCOUNT NO.

LAST CAR FINANCED NAME OF CREDITOR BB&T 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.

QTY. NEW ☐ USED ☐ 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 COLE USED CAR SUPERSTORE

CASH PRICE (LINE 1 OF CONTRACT) $
LESS: NET TRADE $
CASH $
REBATES (DESCRIBE) $
OTHER (DESCRIBE) $
TOTAL DOWN PAYMENT $
UNPAID BALANCE $
PLUS INSURANCE CHARGES $
OTHER CHARGES $
TOTAL AMOUNT FINANCED $
(MSRP $)
SPECIAL PROGRAM (E.G. FIRST TIME BUYER, COLLEGE GRAD., ETC.)
STK# ( )

JOINT APPLICANT OR OTHER PARTY

PRINT FULL NAME [redacted] DATE [redacted]

PRESENT ADDRESS [redacted] CITY Mathews COUNTY STATE ZIP CODE LIVED THERE

RENT BY MO. ☐ LEASE ☐ OWN ☒ LANDLORD OR MORTGAGE HOLDER NAME MO. PYMT. OR RENT $

PREVIOUS HOME NUMBER AND STREET CITY COUNTY STATE ZIP CODE LIVED THERE

EMPLOYED BY SELF ☐ OTHERS ☐ [redacted] NUMBER AND STREET CITY STATE HOW LONG 2 8 [redacted]

TRADE OR OCCUPATION Cashier SALARY OR WAGE $ 600.00 NAME OF PREVIOUS EMPLOYER ADDRESS

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation

TYPE OF OTHER INCOME SOURCE MONTHLY AMOUNT $

BANK ACCOUNT NAME OF BANK BRANCH NAME AND CITY CHECKING ☐ SAVINGS ☐ NO ACCOUNT ☐ CHECKING ACCOUNT NO.

LAST CAR FINANCED NAME OF CREDITOR BALANCE DUE OR DATE PAID TRADING IN THIS CAR? ☐ YES ☐ NO

FAIR CREDIT REPORTING ACT DISCLOSURE

This application for credit sale will be submitted to Lenders at _____ for purchase or consideration as to whether it meets purchase requirements.

I certify that the above information is compl[redacted]nd employment history and the release of information about my credit experience with [redacted] (CHECK WHICH APPLIES)

☐ INDIVIDUAL ☐ PARTNERSHIP ☐ CORPORATION

MONTHLY PAYMENT DATE DESIRED BY CUSTOMER:

APPLICANT SIGNS [redacted]

JOINT APPLICANT OR OTHER PARTY SI[redacted]

Form # CA 101 4/07

Cole USED CAR SUPERSTORE

P.O. Box 2354 • 3788 Robert C. Byrd Drive
Beckley, WV 25801
Phone: (304) 252-2528 • Fax: (304) 461-0095

OUR NAME MEANS A GREAT DEAL!

Privacy Notice

In connection with your transaction, **Cole Used Car Superstore** may obtain information about you as described in this notice, which we handle as described 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, our affiliates or others;
   - Information we receive from a credit reporting agency.

2. We may disclose all of the information we collect, as described above, to companies that perform marketing services on our behalf. We may make such disclosures about you as a consumer, customer or former customer.

3. We may also disclose nonpublic information about you as a consumer, customer or former customer, to nonaffiliated third parties as permitted by law.

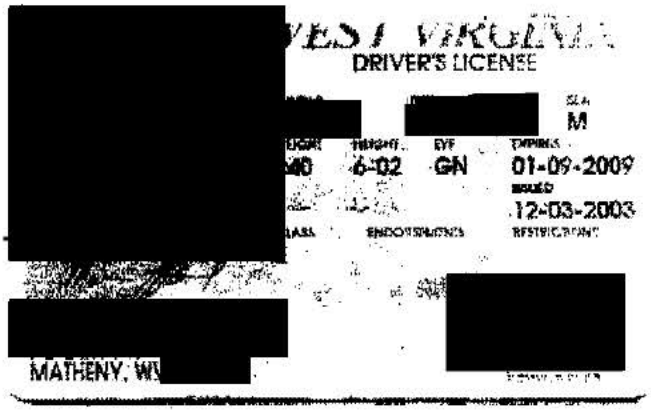
4. We may also disclose nonpublic information about you as a consumer, customer or former customer to our affiliates. This information is restricted to only that which pertains to your transaction with Cole Used Car Superstore.

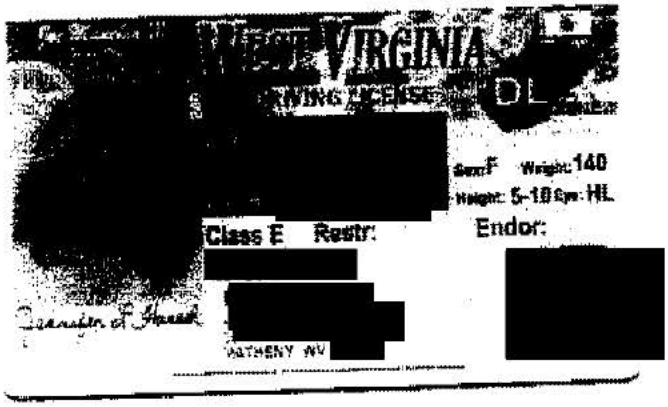
5. We restrict access to nonpublic personal information about you to those employees who need to know that information to provide products or services to you. We maintain physical, electronic and procedural safeguards that comply with federal regulations to guard your nonpublic personal information.

[redacted] nowledge that I (we) received a copy of this notice on the

2-23-08
ate

2-23-08
ate


DRIVER'S LICENSE
M
6-02
GN
01-09-2009
12-03-2003
MATHENY, WV


VIRGINIA
DL
F
Class E
Endor:
MATHENY WV

Cole USED CAR SUPERSTORE

P.O. Box 2354 • 3788 Robert C. Byrd Drive
Beckley, WV 25801
Phone: (304) 252-2528 • Fax: (304) 461-0095
www.colebeckley.com

OUR NAME MEANS A GREAT DEAL!

SPOT DELIVERY AGREEMENT

Buyer [redacted] Co-Buyer [redacted] Salesperson: JOSHUA S GREGORY

Street Address: [redacted] MATHENY, WV [redacted]

Home Telephone: [redacted] Work Telephone: _____

Vehicle Description: 2007 CHEVROLET TRAILBLAZR 1GNDT13S57[redacted]
Year Make Model Vehicle Identification Number (VIN)

Although I have been permitted to take possession of the above-described vehicle, I understand that financing for the purchase of the vehicle has not been finalized. This is known as a "Spot Delivery". The Dealer and I intend that financing for the purchase of the vehicle will be obtained directly from a third party or that the purchase contract signed to complete the transaction will be assigned to a third party lender. I understand that this Spot Delivery Agreement is for the purpose of allowing me to take possession of the vehicle, subject to the following terms and conditions, until a final decision regarding my request for financing is made:

1. I must have a valid driver's license to operate the vehicle and maintain full insurance coverage on the vehicle, and I may not permit anyone who does not have a valid driver's license to operate the vehicle.
2. In the event that financing is not obtained from a third party for my lease of this vehicle or the Dealership is unable to assign the Finance Contract to a third party within 45 days, I will immediately return the vehicle to the Dealership upon request.
3. In the event that I am required to return the vehicle to the Dealership, I will return the vehicle in the same condition it was in when it left the Dealership. Upon my return of the vehicle to the Dealership, the Dealership will refund any payments made by me, less the cost of repairing any damage that occurred to the vehicle arising out of my use, possession and control of the vehicle and any other amounts I owe the Dealership pursuant to this Agreement and/or the Retail Purchase Agreement. If the amount of these charges exceeds the total amount I paid to the Dealership, I will pay any additional amounts due to the Dealership upon my return of the vehicle.
4. If I am in breach of this Agreement or fail to return the vehicle to the Dealership as required by this Agreement, I will be required to pay all expenses incurred by the Dealership to have the vehicle returned and the Dealership, or any of its agents or employees, may peacefully retake possession of the vehicle
5. I will defend, indemnify and hold harmless the Dealership from and against any and all losses, liabilities, damages, injuries, claims, demands, costs and expenses arising out of my use, possession and control of the vehicle and/or any breach of my responsibilities as set forth in this Agreement.

By signing below, I acknowledge that I have been given the opportunity to read this Spot Delivery Agreement and fully understand [redacted] the terms and conditions set forth herein. This Spot Delivery Agreement is hereby incorporated [redacted] l Purchase Agreement.

Buyer: [redacted] Date: 2/23/2008 Co-Buyer: [redacted] 2/23/2008

Authorized Dealership Representative [redacted] Date: 2/23/2008

Privileged and Confidential Information

CASE ASSESSMENT ☐LEGAL (NON SMALL CLAIMS)

By: Dianna Barber State: WV

Lawsuit Updated by Yolanda Endres

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

Vehicle ID No.: 1GNDT13S5[redacted] In Service Date: 12/23/2006
Year, Make & Model: 2007 Chevrolet TrailBlazer

Vehicle is: Used BAC Code:
Vehicle Purchased Used on: 02/23/08 at 23,754 miles from non GM used car lot

Lien holder: GMAC☐ Other☒: Huntington National Bank, 2361 Morse Road, Columbus, OH 43229
Was TAC contacted for this vehicle (Y/N)? : yes, per dealer, but no TAC case number noted on RO

DVM requests involvement: Yes (option B)

Purchase Price of Vehicle: $ 17,944.00

VEHICLE REPAIR HISTORY

If TAC was contacted, what did they say? ***Per RO states contacted TAC, however no case number noted on RO, dealer had advised that no in his computer system.***

If TAC was NOT contacted, why? (Ask Dealership) ***N/A***

☐ **BRAKES**

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/03/08	[redacted]	6	29014	C/S the brakes seem to be sticking ☐no problem found ☐**six days rental**☐ 1G2ZH528554[redacted]SIX DAY RENTAL - CAR CAME IN AND ORDERED PARTS AND PUT IN RENTAL ON 24TH LAST PART CAME IN LATE 27TH FINISHED 30TH AND CUSTOMER PICKED UP

☒ **ELECTRICAL**

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/25/08	[redacted]	2	32220	C/S the radio is cutting in and out, will not eject a CD and the clock is jumping time, check and advise/bad radio ☐test and replace radio & program to truck, retest ok. C/C time will not stay programmed - internal memory problem / R & R radio, reprogrammed /w MDI, correct concern. C/S will be driving down the road at night and hit a bump, all lights go out, headlamps and dash lights, check and advise / none ☐**could not duplicate at this time.**
11/11/08		1	35153	C/S the headlight and all internal lights are flickering on and off at night while driving, check and advise☐call GM TAC, (case number not listed in computer) said no fix for now per GM note. C/S that passenger side window will not work, customer has it taped up, check and advise, passenger front window / regulator broken ☐replaced passenger front door window regulator assembly. C/S the radio will not have volume, check and advise / volume does not work like it used to, not as loud ☐reprogram radio.

☒ **ENGINE/FUEL** ☐ **EXHAUST**

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/25/08	[redacted]	☐	32220	C/S there is a whining noise coming from their engine area when accelerating, check and advise when in park it makes the same whining noise / bad idler pulley ☐replace idler pulley, retest ok.
11/11/08		☐	35153	C/S the fuel gauge is showing proper amount of fuel, it goes from a half tank of fuel to empty, check and advise ☐P.O.O.
12/02/08		1	36346	C/S the fuel gauge is not showing the proper fuel level / level sensor ☐R & R fuel tank and module, replace fuel level sensor.

☐ **PAINT**

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/03/08	[redacted]	☐	29014	C/S clear coat is peeling off ☐not a warranty concern, vehicle has been painted

☒ **TRANSMISSION**

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/03/08	[redacted]	☐	29014	C/S there is a noise in the drive line after you back up and pull forward it is a grinding noise / trans vented all clutches burnt ☐R & R trans, repair, flush, test drive.

☐ **Other**

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/15/08	[redacted]	1	23698	LOF / State Inspection / Use Car Certification

THE STATE LEMON LAW READS:

Days out of service: {☐of Days}
Repairs {☐of repair attempts}
Time period {☐of months} / {☐of miles}
Does Lemon Law state nonconformity must continue to exist? {Y or N}

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

Number of repair attempts in the presumption period:	**0**
Total days out of service during the presumption period:	0
Total days out of service during customer☒ownership:	10

Accident/Insurance Information:

Has the vehicle ever been involved in an accident? ***Not to the dealer☒knowledge***
Did you confirm your answer with the dealer/attorney? ***YES***
What type of damage was sustained (example front end collision): ***N/A***
Are the RO's attached if the vehicle was in an accident? ***N/A***
Has the customer filed any insurances claims on this Vehicle? ***N/A***
If Yes. Did the insurance company deny the claim? ***N/A***
Are there any Aftermarket Modifications to the Vehicle? ***Not to the dealer☒knowledge***
Have you confirmed this with the dealership? ***YES***

If "Yes" to aftermarket, please list: *N/A*

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

I choose option B) I am unaware of this case and have no information to provide you. Please notify me after a decision has been reached between the Early Resolution Program and the attorney. Thank you for your time in this mailer.
Lisa D. Coggins
District Service Manager #3416
304-533-4722 (Cell)
800-248-0178 MB #808 1
304-586-2363 (fax)
lisa.coggin@gm.com on 05/27/2009 05:31:37 PM

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern[redacted]5 Cust called in looking for information on if the veh is a CUV and the cust thinks that from the paint cracking and peeling there is evidence in the veh that it was in an accident previously. Cust now has a lawyer, therefore CAC unable to assist.
Please close file dissat.
Melissa Dreger/cac/stj/T1
****
TL approval to close dissat.
Jeff Spencer/TL/CAC/STJ
Date & Offer/Result: 06/06/08 Closed Dissatisfied.

LAWSUIT RECOMMENDATION AND RATIONALE
Removal

REASON FOR REMOVAL

Lawsuit Recommendation Removal
Documentation below shows that the vehicle was certified until 02/27/08 and manufacturers warranty has expired. Last repair 12/02/2008.
All vehicle complaints during the manufacturer's limited warranty were addressed in a reasonable amount of attempts. Concerning the issue with the misrepresentation of vehicle i.e., Certified Used Vehicle and vehicle was wrecked and this information was not disclosed to the customer, is a dealer issue.

WEST VIRGINIA CODE

§46-2-315. Implied warranty: Fitness for particular purpose.
Where the seller at the time of contracting has reason to know any particular purpose for which the goods are required and that the buyer is relying on the seller's skill or judgment to select or furnish suitable goods, there is unless excluded or modified under the next section an implied warranty that the goods shall be fit for such purpose.

46-2-317. Cumulation and conflict of warranties express or implied.

Warranties whether express or implied shall be construed as consistent with each other and as cumulative, but if such construction is unreasonable the intention of the parties shall determine which warranty is dominant. In ascertaining that intention the following rules apply:

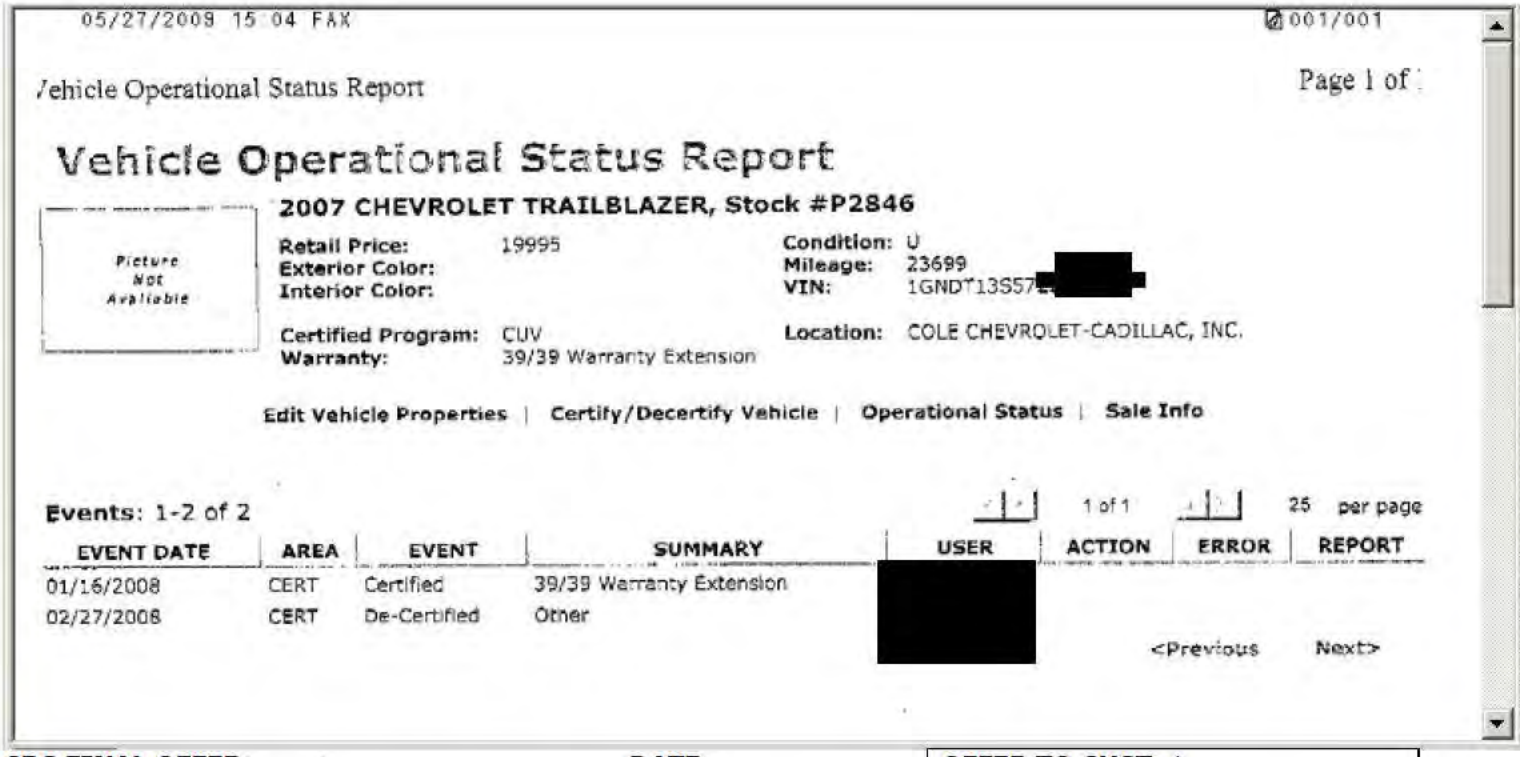
(a) Exact or technical specifications displace an inconsistent sample or model or general language of description.

(b) A sample from an existing bulk displaces inconsistent general language of description.

(c) Express warranties displace inconsistent implied warranties other than an implied warranty of fitness for a particular purpose.

SETTLED FOR $1,250.00 INCLUSIVE DUE TO:

N15-02 ☐ Electrical lamps - Headlamp☐ inoperative
N34-04 ☐ Electrical Gauges ☐Instrument Cluster Inoperative
R42-02 ☐ Electrical Radio - Receiver - inoperative
K30-02 ☐ Transmission - Automatic ☐ Grinds



05/27/2009 15:04 FAX 001/001

/ehicle Operational Status Report Page 1 of

Vehicle Operational Status Report

2007 CHEVROLET TRAILBLAZER, Stock #P2846

Picture Not Available

Retail Price: 19995
Exterior Color:
Interior Color:
Condition: U
Mileage: 23699
VIN: 1GNDT13S57[redacted]

Certified Program: CUV
Warranty: 39/39 Warranty Extension
Location: COLE CHEVROLET-CADILLAC, INC.

Edit Vehicle Properties | Certify/Decertify Vehicle | Operational Status | Sale Info

Events: 1-2 of 2 1 of 1 25 per page

EVENT DATE	AREA	EVENT	SUMMARY	USER	ACTION	ERROR	REPORT
01/16/2008	CERT	Certified	39/39 Warranty Extension	[redacted]			
02/27/2008	CERT	De-Certified	Other				

<Previous Next>

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 LEAD APPROVING: Date:

October 2, 2013

Michael J. Gregg, Esq.
The Rose Law Firm, PLLC
501 New Karner Rd., Ste 11
Albany, NY 12205-6245

RE: [redacted]. General Motors
Service Request: 7[redacted]2
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S57[redacted]

Dear Mr. Gregg:

Enclosed please find a check in the amount of $1,250.00 made payable to [redacted], 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



patricia.spacek@gm.com
10/02/2013 10:47 AM

To Michael Gregg <MGregg@theroselawfirm.com>
cc rachal_ross@gmexpert.com
bcc
Subject Fw: Hannah v. GM - 672598 / PC ?

Michael:

The original Counsel on the complaint was not Hewitt & Salvatore. Our file is very thin since this was from 2009. Do you happen to have a substitution of Counsel on this case?

Patricia Spacek (patricia.spacek@gm.com)
Legal Coordinator
SE Region
General Motors Legal Staff
(512)386-0748
248) 237-6344 - Fax

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

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

----- Forwarded by Patricia Spacek/C/US/GM/GMC on 10/02/2013 10:45 AM -----

From: rachal_ross@gmexpert.com
To: patricia.spacek@gm.com
Date: 10/01/2013 03:03 PM
Subject: Re: Hannah v. GM - 672598 / PC ?

Pat,

The PC in the Compliant is 'Charles B. Mullins, II', but the check requests shows 'Anthony M. Salvatore'. Please clarify.

Regards,

Rachal Adam-Ross | Goodwill Reviewer
Business Resource Center | Legal
Aditya Birla Minacs
Phone: 866-790-5600 ext 11141
Fax : 866-255-3679

patricia.spacek@gm.com

09/30/2013 02:56 PM

To: rachal_ross@gmexpert.com

cc: Jayne Conboy <JConboy@theroselawfirm.com>

Subject: Hannah v. GM - 672598

Rachal:

I am attaching the payment approval for SR [redacted] for processing. In this case, the check is to be made out to the customer only.

Regards,

Patricia Spacek (patricia.spacek@gm.com)
Legal Coordinator
SE Region
General Motors Legal Staff
(512)386-0748
248) 237-6344 - Fax

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unlawful. If you received this message in error, please contact the sender and delete it from your computer.[attachment "Hannah Pmt approval - 672598.pdf" deleted by Rachal Ross/Austin/GM1]

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Michael Gregg
<MGregg@theroselawfirm.com>
10/02/2013 11:22 AM

To "'patricia.spacek@gm.com'" <patricia.spacek@gm.com>
cc "'rachal_ross@gmexpert.com'" <rachal_ross@gmexpert.com>
bcc
Subject RE: [redacted]. GM - 672598 / PC ?

Mullins got himself disbarred, so Salvatore took over the case. I've e-mailed PC for a copy of Notice of Substitution, as I do not find one in my file either. Just to confirm, the check should be made payable only to Ms. Hannah (Salvatore is not taking a fee).

Michael J. Gregg

The Rose Law Firm, PLLC
501 New Karner Road, Albany, New York 12205
400 Galleria Parkway, Suite 1500, Atlanta, Georgia 30339
Ph (518) 869-9200
Fax (518) 869-3334
Admitted in: MA, NY, CT, AL, WV, TN, SC, NJ & PA

From: patricia.spacek@gm.com [mailto:patricia.spacek@gm.com]
Sent: Wednesday, October 02, 2013 10:47 AM
To: Michael Gregg
Cc: rachal_ross@gmexpert.com
Subject: Fw: Hannah v. GM - 672598 / PC ?

Michael:

The original Counsel on the complaint was not Hewitt & Salvatore. Our file is very thin since this was from 2009. Do you happen to have a substitution of Counsel on this case?

Patricia Spacek (patricia.spacek@gm.com)
Legal Coordinator
SE Region
General Motors Legal Staff
(512)386-0748
248) 237-6344 - Fax

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To: patricia.spacek@gm.com
Date: 10/01/2013 03:03 PM
Subject: Re: Hannah v. GM - 672598 / PC ?

Pat,

The PC in the Compliant is 'Charles B. Mullins, II', but the check requests shows 'Anthony M. Salvatore'. Please clarify.

Regards,

Rachal Adam-Ross | Goodwill Reviewer
Business Resource Center | Legal
Aditya Birla Minacs
Phone: 866-790-5600 ext 11141
Fax : 866-255-3679

patricia.spacek@gm.com
09/30/2013 02:56 PM

To: rachal_ross@gmexpert.com
cc: Jayne Conboy <JConboy@theroselawfirm.com>
Subject: Hannah v. GM - 672598

Rachal:

I am attaching the payment approval for SR 71-727629842 for processing. In this case, the check is to be made out to the customer only.

Regards,

Patricia Spacek (patricia.spacek@gm.com)
Legal Coordinator
SE Region
General Motors Legal Staff
(512)386-0748

248) 237-6344 - Fax

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General Motors LLC
PO Box 62530
Phoenix, AZ 85082-2530

CHECK **No.** 902110899

50-937
213

DATE 10/04/13

1,250 DOLLARS 00 CENTS

AMOUNT 1,250.00

PAY TO THE ORDER OF [redacted] MATHENY WV

General Motors LLC
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

General Motors LLC
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO BB 000000074 1

CHECK NO. [redacted]

VENDOR NAME JENNIFER L. HANNAH

PAYMENT DATE 10/04/13

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDT13S57[redacted]	10/03/13	VH[redacted].1-KD	00.0000	1,250.00	.00	1,250.00

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

N3

TOTAL	1,250.00	.00	1,250.00

[redacted]

Coversheet

Start Date: 05/27/09

SR#:	[redacted]
Customer:	[redacted]
VIN:	1GNDT13S57[redacted]
Year/Make/Model:	2007 Chevrolet TrailBlazer
State:	WV

Firm Name:	Mullins Law Office
Attorney:	Charles B. Mullins II
Ph: (304) 732-9234	Fax: (304) 732-7905

Dealer: COLE CHEVROLET BUICK PONTIAC GMC CADILLAC US 460 & RTE 598/PO BOX 688 BLUEFIELD, WV 24701-0688	BAC: 112902
Svc Mgr: Phillip Candler	PH#: 866-635-6004
Svc Docs Rec'd: 06/01/09	FAX#: (304) 325-2292
DVM: Coggins Lisa lisa.coggins@gm.com	Node: 404082 Mailbox: 8081
Sales Docs Rec'd: 06/01/09	

Dealer: LEWIS CHEVROLET/OLDSMOBILE/CADILLAC PO BOX 1500 BECKLEY, WV 25802-1500	BAC: 117243
Svc Mgr: Kenny Mador	PH#: (304) 255-1555
Svc Docs Rec'd: 05/28/09	Fax#: (304) 255-1550

Acknowledgement Date - DVM	Acknowledgement Date - Svc Mgr	Acknowledgement Date- Atty
05/27/09	05/27/09	05/27/09

15 day deadline:	
45 day deadline:	

Negotiator:



lisa.coggins@gm.com on 05/27/2009 05:31:37 PM

To: levetta_sheppard@gmexpert.com
cc:

Subject: Re: Lawsuit notification on Hannah

Levetta,

I choose option B) I am unaware of this case and have no information to provide you. Please notify me after a decision has been reached between the Early Resolution Program and the attorney. Thank you for your time in this matter.

Lisa D. Coggins
District Service Manager #3416
304-533-4722 (Cell)
800-248-0178 MB #8081
304-586-2363 (Fax)

Service Request Activity

SR No.	[redacted]	**Ref No.**		**Goodwill**	No Goodwill Offered	**BRC Type**	N/A
Account		**Site**		**GW SubType**		**Bus. Unit**	CAC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	Complaint Vehicle
Daytime #	[redacted]	**Evening #**	[redacted]	**UCC**	Paint - General	**Sub-Area**	Operation or Design
Address	[redacted]	**City**	Matheny	**Involved Dlr**	Cole Chevrolet-Cadillac, Inc.	**Safety**	No
State	WV **Postal Cd** [redacted]	**Con. Acct.**		**Source**	Phone	**Updated**	6/16/2008 11:41:30 AM
Serial #/VIN	1GNDT13S57[redacted]	**Model Year**	2007	**Priority**	Medium **License #** [redacted]	**Owner**	[redacted]
Make	Chevrolet	**Warr. Start**	12/23/2006	**Status**	Closed	**Opened**	5/23/2008 09:37:03 AM
Model	TrailBlazer	**Mileage**	27,000	**Sub-Status**	Dissatisfied	**Closed**	6/16/2008 11:41:29 AM
Abstract	RFI veh (Dissat)						
Customer Description	10-12 pm est						

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost

Component Coverage

Component Coverage	Expiration Mileage	Expiration Date

Certificate Details

Certificate Number	Amount	Expiration Date

Pre-Authorization Basics

Service Dealer	BAC Code	Div Dealer Code	Repair Order #

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/16/2008 11:41:28 AM	SPENCEJE	DREGERME	SR Closed - Dissatisfied		Done	6/16/2008 11:41:29 AM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/13/2008 04:10:59 PM	DREGERME	SPENCEJE	Manager Review	Case Assessment	Done	6/16/2008 11:41:26 AM	Close dissat

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Cust called in looking for information on if the veh is a CUV and the cust thinks that from the paint cracking and peeling there is evidence in the veh that it was in an accident previously. Cust now has a lawyer, therefore CAC unable to assist.

Please close file dissat.

Melissa Dreger/cac/stj/T1
****

TL approval to close dissat.

Jeff Spencer/TL/CAC/STJ

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/13/2008 04:08:07 PM	DREGERME	DREGERME	Outbound Call Customer	Made Contact	Done	6/13/2008 04:10:57 PM	F/U

Contact Last Name	Contact First Name	Account	BAC Code
Hannah [redacted]	Jennifer		

Comments

Crs sts: I am calling to let you know the veh is not a CUV and that I was speaking to the Manager at the dlr on that.

Cust sts: Well we already turned this over to a lawyer because of the what this dlr did to us.

Crs sts: okay well I cannot further assist you as there is legal representation involved. I just need the lawyers name.

Cust sts: His name is Charles Mullins.

Melissa Dreger/cac/stj/T1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/30/2008 05:35:38 PM	DREGERME	DREGERME	Scheduled Outbound Call Cust		Done	6/13/2008 04:06:22 PM	7 day f/u

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Will call cust June 6, 2008
3-5 pm est.

Melissa Dreger/cac/stj/T1

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/30/2008 10:33:19 AM	SPENCEJE	DREGERME	Notify CRM		Done	5/30/2008 05:58:15 PM	Pls see Manager Review.

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/29/2008 04:34:43 PM	DREGERME	SPENCEJE	Manager Review		Done	5/30/2008 10:33:10 AM	UTC

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Unable to contact the cust, unable to get another number.

1. 5/29/2008 04:34:00 PM

2. 5/28/2008 03:36:17 PM

Requesting UTC

Melissa Dreger/cac/stj/T1
****

Approved.

Jeff Spencer/TL/CAC/STJ

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/29/2008 04:32:51 PM	DREGERME	DREGERME	Outbound Call Customer	Left Message	Done	5/29/2008 04:34:00 PM	Left VM

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

I am calling to let you know I have looked into your file, please contact me back at 1-866-790-5700 x42054. Gave SR#

Melissa Dreger/cac/stj/T1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/29/2008 01:11:57 PM	DREGERME	DREGERME	Other		Done	5/29/2008 01:13:15 PM	Other

Contact Last Name	Contact First Name	Account	BAC Code
H[redacted]			

Comments

Let cust know that the veh is not a CUV, and there was no 110+ point inspection on the veh. Or UTC if she does not contact us back.

Melissa Dreger/cac/stj/T1

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/28/2008 03:36:18 PM	BRAZILCH	DREGERME	Scheduled Outbound Call Cust		Done	5/29/2008 04:29:25 PM	jennifer hannah

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

call jennifer hannah on daytime # listed thurs 05/29/08 btw 2:30p-4:30p est to update with information on vehicle

charlene b brazil/ cac-t1/ stj

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/28/2008 03:35:26 PM	BRAZILCH	BRAZILCH	Outbound Call Customer	Left Message	Done	5/28/2008 03:36:17 PM	jennifer hannah

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

called for jennifer hannah and rec'd vm/ left msg with sr # and ocrs info/ advised would sch call back for 05/29 btw 2:30p-4:30p est

charlene b brazil/ cac-t1/ stj

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/27/2008 03:10:16 PM	DREGERME	DREGERME	Scheduled Outbound Call Cust		Done	5/28/2008 03:34:36 PM	Give cust information

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Will call cust May 28, 2008
2:30-4:30 pm est.

Melissa Dreger/cac/stj/T1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
[redacted]		E	Outbound Call Customer	Left Message	Done	5/27/2008 11:30:23 AM	Left VM

Contact Last Name	Contact First Name	Account	BAC Code
	st Name		

Comments

Please call me back at 1-866-790-5700 x42054 gave sr#.

Melissa Dreger/cac/stj/T1

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/27/2008 11:25:09 AM	DREGERME	DREGERME	Inbound Call Dealer	Complex Request	Done	5/27/2008 11:27:32 AM	CUV

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments
Spoke with Used Car Manager Don Folk

Dlr sts: This veh was run through our shop and they sold it at the Becky location, and it was not a CUV. They do not sell CUV at that shop.

Crs adv: Thank you sir, you have a great day.

Melissa Dreger/cac/stj/t1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/27/2008 11:17:25 AM	DREGERME	DREGERME	Outbound Call Dealer	Left Message	Done	5/27/2008 11:22:43 AM	Left message with receptionist

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments
Gave contact information and SR# for the dlr to contact me back.

Melissa Dreger/cac/stj/T1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/24/2008 09:05:29 AM	DREGERME	DREGERME	Scheduled Outbound Call Dlr		Done	5/27/2008 11:27:58 AM	F/U

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments
Will call cust May 27, 2008
10-12 pm est.

Melissa Dreger/cac/stj/T1

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/24/2008 09:00:47 AM	DREGERME	DREGERME	Outbound Call Customer	Made Contact	Done	5/24/2008 09:05:28 AM	F/U

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Crs sts: I'm calling to update you on the file, I contacted the dlr he left me a VM and I left him one but the second time I called to get him paged he was gone. I am going to try and contact him on monday to see if he is in but I will set a call for you Tuesday between 10-12 pm est.

Cust sts: That's fine.

Crs adv: Okay thank you.

Melissa Dreger/cac/stj/T1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/23/2008 04:25:30 PM	DREGERME	DREGERME	Scheduled Outbound Call Dlr		Done	5/27/2008 11:16:02 AM	F/U

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Will contact Donnie May 27, 2008
10-12 pm est.

melissa dreger/cac/stj/T1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/23/2008 04:24:45 PM	DREGERME	DREGERME	Outbound Call Dealer	Left Message	Done	5/23/2008 04:25:29 PM	Left VM

Contact Last Name	Contact First Name	Account	BAC Code
Hannah	Jennifer		

Comments

Please contact me back at 1-866-790-5700 x42054, gave sr#

Melissa Dreger/cac/stj/T1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/23/2008 03:18:16 PM	DREGERME	DREGERME	Scheduled Outbound Call Dlr		Done	5/23/2008 04:23:07 PM	F/U

Contact Last Name	Contact First Name	Account	BAC Code
Hannah	Jennifer		

Comments

Will call dlr 3:30-5:30 pm est. May 23, 2008

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/23/2008 03:17:49 PM	DREGERME	DREGERME	Inbound Call Dealer	Voice Mail Received	Done	5/23/2008 03:18:08 PM	Left VM

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Donnie
Coast Chevrolet
Jennifer Hannah
Call me back
304-327-8116

Melissa Dreger/cac/stj/T1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/23/2008 10:12:14 AM	DREGERME	DREGERME	Scheduled Outbound Call Cust		Done	5/24/2008 09:00:38 AM	F/U

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Will call cust May 24, 2008
10-12 pm est.

Melissa Dreger/cac/stj/T1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/23/2008 10:08:07 AM	DREGERME	DREGERME	Outbound Call Dealer	Made Contact	Done	5/23/2008 10:12:10 AM	F/U on CUV

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Spoke with Donnie

Crs sts: I am calling to see if the veh was CUV
from your dlr. The cust bought it from the other dlr Coles Superstore but I want to see if this veh was CUV from your dlr before it left.

Dlr sts: I am not at my computer right now, I will have to look into it can I call you back?

Crs gave contact information.

Melissa Dreger/cac/stj/t1

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/23/2008 09:57:57 AM	DREGERME	DREGERME	Inbound Call Customer	Complex Request	Done	5/23/2008 10:08:06 AM	CUV

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Cust sts: I was speaking to Carfax and they stated that it was a CUV and I contacted the dlr I bought the veh from and they didn't know anything about it. I am wondering if I can get the checklist of the things in the inspection.

Crs adv: It's not coming up on our system that it is a CUV, normally there will be a warranty on that. I can't seem to find the dlr which you bought the veh from all I have is Cole Chevrolet in Bluefield.

Cust sts: Yes, that is where it was orignally and then it was transferred to Cole superstore.

Crs sts: Okay I can check at the GM dlr there and follow up at the place you bought the veh and see if there was any kind of certification but we are not showing it here.

Cust sts: Carfax said it was certified on Jan 13th 2008 by GM.

Crs adv: I was speaking to Donnie at the dlr there and he has to look into that a little more, he said he will get back to me on this and I will call you but I want to set up a call for you tomorrow is there a specific time in which I can speak to you?

Cust sts: Anytime in the morning.

Crs adv: I will contact you from 10-12 pm est tomorrow.

Cust sts: Thats fine.

Melissa Dreger/cac/stj/T1

UCC Codes

UCC Code	UCC Symptom	UCC Description
B01	Delamination / Peeling	Paint - General

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

VIA FAX ONLY

May 28, 2009

Kenny Mador
LEWIS CHEVROLET/OLDSMOBILE/CADILLAC
PO BOX 1500
BECKLEY, WV 25802-1500

RE: [redacted]
Service Request [redacted], GM Case No. [redacted]
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S572[redacted]
Customer Relationship Specialist: Dianna Barber

Dear Kenny Mador:

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

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, the application of title 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 include a copy of the customer's invoice (repair orders) as the tech notes are sometimes not legible. Request days out of service/days of rental.

Please fax them **IMMEDIATELY** 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 ext. 21116 and fax is 866-554-4011** or 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

Vehicle Operational Status Report

2007 CHEVROLET TRAILBLAZER, Stock #P2846

Picture Not Available

Retail Price:	19995	**Condition:**	U
Exterior Color:		**Mileage:**	23699
Interior Color:		**VIN:**	1GND*13557[redacted]
Certified Program:	CUV	**Location:**	COLE CHEVROLET CADILLAC, INC.
Warranty:	39/39 Warranty Extension		

Edit Vehicle Properties | **Certify/Decertify Vehicle** | **Operational Status** | **Sale Info**

Events: 1-2 of 2 1 of 1 25 per page

EVENT DATE	AREA	EVENT	SUMMARY	USER	ACTION	ERROR	REPORT
01/16/2008	CERT	Certified	39/39 Warranty Extension	GM112902			
02/27/2008	CERT	De-Certified	Other	GM112902			

<Previous Next>

document index [redacted]

Class - BRCSiebel Docs

RequestNum
[redacted]

MSXDocNum

Last

First

Timestamp
2009-05-28-13.24.37.000000

Division

CorrType

CatCode

MSXSource
0

AttachNum

VIN

CT Corporation

Service of Process Transmittal

05/22/2009
CT Log Number 514901143

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

RE: **Process Served in West Virginia**

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:	[redacted] etc., Pltfs. vs. Cole Chevrolet-Cadillac, Inc., etc. and General Motors Corporation, etc., Dfts.
DOCUMENT(S) SERVED:	Letter, Summons, Complaint, Verification, Exhibit
COURT/AGENCY:	Mercer County Circuit Court, WV Case # [redacted]
NATURE OF ACTION:	Product Liability Litigation - Breach of Retail Installment Sales Contract pertaining to purchase of a used 2007 Chevrolet Trailblazer LS/LT, VIN: 1GNDT13S57[redacted] Was sold as a GM Certified Used Vehicle when in fact had been a wrecked vehicle and that information was not disclosed at time of purchase; Seeking: 475,163.28; No personal injuries reported
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Charleston, WV
DATE AND HOUR OF SERVICE:	By Certified Mail on 05/22/2009 postmarked on 05/20/2009
APPEARANCE OR ANSWER DUE:	Within 30 days after service of this summons, exclusive of the day of service.
ATTORNEY(S) / SENDER(S):	Charles B. Mullins II Mullind Law Office PO Box 490 Pineville, WV 24874 304-732-9234
REMARKS:	Service of Process made on West Virginia Secretary of State May 19, 2009.
ACTION ITEMS:	CT has retained the current log, Retain Date: 05/22/2009, Expected Purge Date: 05/27/2009 Image SOP Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED: **ADDRESS:** **TELEPHONE:**	C T Corporation System 707 Virginia Street, East Charleston, WV 25301 304-345-8900

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.

Office of the Secretary of State
Building 1 Suite 157-K
1900 Kanawha Blvd E
Charleston, WV 25305



Natalie E. Tennant
Secretary of State
Telephone: 304-558-6000
Toll Free: 866-SOS-VOTE
www.wvsos.com

ControlNumber: [redacted]
Defendant: General Motors Corporation

General Motors Corporation
C. T. Corporation System
P.O. Box 951
Charleston WV 25323

5/19/2009
Civil Action: [redacted]

I am enclosing:

____ summons	____ affidavit	1 summons and complaint
____ notice	____ answer	____ summons returned from post office
____ order	____ cross-claim	____ summons and amended complaint
____ petition	____ counterclaim	____ 3rd party summons and complaint
____ motion	____ request	____ no return from post office
____ suggestions	____ certified return receipt	____ notice of mechanic's lien
____ interrogatories	____ request for production	____ suggestee execution
____ original	____ request for admissions	____ Other
____ subpeona duces tecum		

which was served on the Secretary at the State Capitol as your statutory attorney-in-fact. According to law, I have accepted service of process in the name and on behalf of your corporation.

Please note that this office has no connection whatsoever with the enclosed documents other than to accept service of process in your name and on behalf as your attorney-in-fact. Please address any questions about this document directly to the court or the plantiff's attorney, shown in the enclosed paper. Please do not call the Secretary of State's office.

Sincerely,

Natalie E. Tennant
Secretary of State

SUMMONS

CIRCUIT COURT OF WYOMING COUNTY

[redacted]

husband and wife

PLAINTIFF

Vs.

Civil Action No. [redacted]

COLE CHEVROLET-CADILLAC, INC a West Virginia corporation, d/b/a COLE USED CAR SUPERSTORE, AND GENERAL MOTORS CORPORATION, a foreign corporation authorized to do business in the State of West Virginia

DEFENDANT

To The Above Named Defendant (s) GENERAL MOTORS CORPORATION
300 Renaissance Center
Mail Code 482-C14-C66
Detroit, MI 48265

IN THE NAME OF THE STATE OF WEST VIRGINIA, you are hereby summoned and required to serve upon Charles B. Mullins, II Attorney for the plaintiff (s), whose address is [redacted] Pineville, WV [redacted] an answer or other defense, including any related counterclaim you may have, to the complaint filed against you in the above styled civil action, a true copy of which is herewith delivered to you. You are required to serve your answer or other defense within 30 days after service of this summons upon you, exclusive of the day of service. If you fail to do so, judgment by default will be taken against you for the relief demanded in the complaint and you will be thereafter barred from asserting in another action any claim you may have which must be asserted by counter claim in the above styled civil action.

Given under my hand this 15 day of MAY, 2009

David Staver

Clerk of said Circuit Court

IN THE CIRCUIT COURT OF MERCER COUNTY, WEST VIRGINIA

[redacted]

husband and wife, **PLAINTIFFS,**

VS. **CIVIL ACTION NO.** [redacted]

COLE CHEVROLET-CADILLAC, INC. a West Virginia corporation, d/b/a COLE USED CAR SUPERSTORE, and GENERAL MOTORS CORPORATION, a foreign corporation authorized to do business in the State of West Virginia, **DEFENDANTS.**

COMPLAINT

This day comes the Plaintiffs, [redacted] before this Honorable Court, and represent, aver, and say as follows:

I.

That the Plaintiffs, [redacted] are residents of Wyoming County, West Virginia, whose address is [redacted] Matheny, West Virginia [redacted]

II.

That the Defendant, Cole Chevrolet-Cadillac, Inc., d/b/a Cole Used Car Superstore, upon information and belief, is a West Virginia corporation, whose address is Route 460 East, Bluefield, Mercer County, West Virginia 24701; that said Defendant is engaged in the sale of new and used motor vehicles, and is authorized to do business in the State of West Virginia through agents and contacts; that the West Virginia Secretary of State is agent for service of process; and, that notice of

MULLINS LAW OFFICE

Charles B. Mullins II
Attorney at Law

P.O. Box 490
490 Appalachian Highway
Pineville, WV 24874
(304) 732-9334 Phone
(304) 732-7905 Fax

process shall be mailed to Paul Cole, Jr., Post Office Box 688, Bluefield, West Virginia 24701.

III.

That the Defendant, General Motors Corporation, upon information and belief, is a foreign corporation authorized to do business in the State of West Virginia, and said Defendant is engaged in the manufacture and sales of new and used motor vehicles through authorized agents, who are authorized to do business in the State of West Virginia through numerous agents and contacts; that the West Virginia Secretary of State is agent for service of process; and, that notice of process shall be mailed to CT Corporation, 707 Virginia Street East, PO Box 951, Charleston, West Virginia 25323.

IV.

That on or about the 23rd day of February, 2008, the Plaintiffs entered into a Retail Installment Sales Contract, a copy of which is attached hereto as Exhibit "A", through Cole Used Car Superstore, 3788 Robert C. Byrd Drive, Beckley, West Virginia 25801, for the purchase of a used 2007 Chevrolet Trailblazer LS/LT, bearing Vehicle Identification Number: 1GNDT13S57[redacted]

V.

That in accordance with the terms and provisions of said Retail Installment Sales Contract, the purchase price of the subject vehicle, was $20,627.75 and that after the trade in allowance, pay-off on trade in, financing and other charges the total amount financed for said vehicle was $25,163.28; that at purchase the mileage was 23,754 miles.

VI.

That Defendant, Cole Chevrolet-Cadillac, Inc., d/b/a Cole Used Car Superstore, sold the said 2007 Chevrolet Trailblazer to Plaintiffs as a "GM Certified Used Vehicle"; when, in truth and in fact, it is now obvious that it was a previously wrecked vehicle with a great deal of defects including, but not limited to severe grinding noise in the drive line, brakes sticking, clear coat and paint pealing off, rusted areas, internal memory problem with radio and time, defective CD player, lights flashing on and off at night and when going around curves, fuel gage not showing the proper fuel level; and, that there is overspray in the cab and around the engine and fender, and bondo or filler putty around the doors.

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VII.

That the manufacturer and the dealer were notified in a timely fashion of the defects in the motor vehicle.

VIII.

That at the time of the purchase and sale aforesaid, the agents, servants and employees of the Defendants, jointly and/or severally, expressly and/or impliedly represented that the vehicle: (1) had not been previously wrecked; (2) would be merchantable; (3) in conformity with the standards established by, and the requirements of, state and federal law; (4) that warranty service would be performed in a workmanlike manner on the vehicle by the manufacturer or by the dealer, as needed, and that said entities maintained adequate staff trained in performing said work to accomplish the same in a timely manner.

IX.

That Plaintiffs have taken the said 2007 Chevrolet Trailblazer to Lewis Chevrolet Company, a West Virginia corporation, of One Plaza Center, Beckley, West Virginia, since it is much closer to their home, for repairs under the warranty, but the warranty has now run out and Lewis Chevrolet Company will not warrant the said vehicle because it has been wrecked.

X.

That the dealer, the manufacturer, or agents of the dealer or manufacturer have failed to make the repairs which would cause the vehicle to conform to the express warranties.

XI.

That the Plaintiffs further invoke the presumptions applicable under all relevant provisions of the West Virginia Code, including, but not limited to, Sections 46-2-315, 46-2-317, and other sections appropriate to the matters alleged herein.

XII.

That the Plaintiffs have not committed any acts or omissions which would void the effects of the implied or express warranties invoked herein.

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Attorney at Law

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490 Appalachian Highway
Pineville, WV 24874
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XIII.

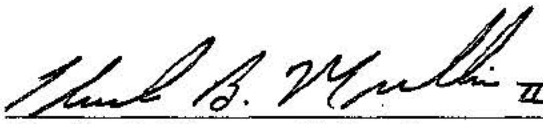
That the Plaintiffs retain a security interest in the vehicle to the extent of the value of their trade-in and payments made to date such that the same should not be repossessed by the financier due to nonpayment of installments.

WHEREFORE, the Plaintiffs demand judgment against the Defendants, jointly and/or severally, in the amount of $25,163.28 for the cost of the subject vehicle, together with loss of use, annoyance, inconvenience and aggravation, plus legal interest, court costs and attorney's fees, and punitive damages in the amount of $50,000.00 for selling the Plaintiffs a used vehicle without disclosing that it had been in a crash, and for such other and further general relief, as the Court deems proper.

[redacted]

PLAINTIFS,

By Counsel



Charles B. MULLINS II, Esquire
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Telephone (304) 732-9334
State Bar No. 5079

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(304) 732-7905 Fax

VERIFICATION

STATE OF WEST VIRGINIA,
COUNTY OF WYOMING, to-wit:

[redacted]he Plaintiffs named in the foregoing ***COMPLAINT,*** being duly sworn or affirmed, say that the facts and allegations therein contained are true, except so far as they are therein stated to be on information, and that, so far as they are therein stated to be on information, the Plaintiffs believe them to be true.

[redacted]

ACKNOWLEDGED before the subscriber by ***Mason R. Hannah and Jennifer L. Hannah*** on this the 12th day of ~~April~~ May, 2009.

My commission expires: 10-27-09

(NOTARIAL SEAL)

Sue C. Hurd
NOTARY PUBLIC

OFFICIAL SEAL
NOTARY PUBLIC
STATE OF WEST VIRGINIA
SUE C. HURD
P. O. BOX 807
PINEVILLE, WV 24874
My Commission Expires October 27, 2009

MULLINS LAW OFFICE

Charles B. Mullins II
Attorney at Law

P.O. Box 490
490 Appalachian Highway
Pineville, WV 24874
(304) 732-9334 Phone
(304) 732-7905 Fax

Exhibit 4

Huntington — **Personal Loan Agreement - Fixed Rate**

This is a loan directly from **THE HUNTINGTON NATIONAL BANK** to you. The terms "we", "us", and "our" mean that bank. The terms "you" or "your" mean each person who signs this agreement. This agreement states the terms of this simple interest rate loan from us. This loan is arranged by COLE CHEVROLET CADILLAC INC. (the "Dealer", which term includes any of Dealer's employees or agents). Please read this agreement carefully and if you agree to these terms, sign your name below. Each of you is responsible both individually and jointly under this agreement (known as "joint and several" responsibility).

Federal disclosures: The following disclosures are required to be given by federal law:

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments
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.
6.76 %	$ 4,535.53	$ 20,627.75	$ 25,163.28

Your payment schedule will be (final payment amount is estimated):

Number of Payments	Amount of Payments	When Payments Are Due
72	349.49	Monthly beginning on 3/24/2008

Security: You are giving a security interest in a motor vehicle.
☐ You are also giving a security interest in the following personal property (list each item): _____

Property insurance: You may obtain property insurance and vendor's single interest insurance from anyone you want that is acceptable to us.

Filing fees: $ 5.00

Late charge: If a payment is more than 10 days late, you will be charged $35.00.

Prepayment: If you pay off early, you may have to pay a penalty, and will not be entitled to a refund of any prepaid finance charge.

See the other parts of this agreement and any other contract documents for any additional information about nonpayment, default, any required repayment in full before the scheduled date, prepayment penalties, and security interests.

Date of this loan

The date of this loan is FEBRUARY 23, 2008

Principal amount of this loan

The principal amount of this loan is $ 20,737.75.

Interest rate

The interest rate applicable to this loan is 6.59 % per year.

Itemization of amount financed

We and/or the Dealer may be retaining a portion of the charges from other products and services sold in connection with this loan. You authorize us to pay the proceeds of this loan in the following manner:

1.	To Dealer on your behalf (For your information, Dealer represents to you and to us that this amount covers the items in (a) through (f) below and is the sum of items (c) through (f). We do not warrant or guarantee Dealer's application of these amounts.)	$ 20,627.75
	(a) Cash price (sum of items (i) through (iii) below)	$ 18,019.36
	(i) Price of property/services purchased (may include taxes, accessories and other items)	$ 17,953.86
	(ii) Dealer documentation fee	$ 50.00
	(iii) License, title and registration fees	$ 15.50
	(b) Less downpayment (sum of items (i) and (ii) below, but not less than zero)	$ 1,800.00
	(i) Cash (including rebates)	$ 1,800.00
	(ii) Trade-in allowance (gross)	$ 17,806.72
	Year 2003 Make GMC	
	Model YUKON XL	
	(iii) Amount owed on trade-in	$ 22,170.11
	(iv) Trade-in allowance (net)	$ 0.00
	(c) Unpaid balance of cash price ((a) minus (b))	$ 16,219.36
	(d) Additional amount to pay off trade-in	$ 4,353.39
	(e) Payoff of prior loan (if a refinance)	$ N/A
	(f) Lien filing fee (Same amount as in "Filing fees" from the federal disclosures above)	$ 5.00
	(g) Credit insurance	$ N/A
	(h) Extended service contract or warranty	$ N/A
	(i) _____	$ N/A
	(j) _____	$ N/A
	(k) _____	$ N/A
	(l) _____	$ N/A
2.	To insurance co. for vendor's single interest insurance	$ 40.00
3.	To us for Huntington GAP	$ N/A
4.	To us for Huntington Credit Guard	$ 110.00
5.	To us for loan fee	$ 110.00
6.	Less prepaid finance charge	$ 20,627.75
7.	Amount financed (sum of 1, 2, 3, 4 and 5, minus 6)	$

Your promise to pay

By signing this agreement, you promise to pay us all of the following:

- The principal amount of this loan as provided in this agreement.
- Daily simple interest on the unpaid balances of the principal amount from

Credit insurance

Credit life insurance and credit disability insurance are NOT REQUIRED to obtain this loan and will not be provided unless each of you to be insured qualifies and signs below, indicating your agreement to pay the additional cost for the type of coverage selected. Your choice whether or not to buy credit insurance has NO effect on our decision to make your loan, and we do NOT consider your insurance choice in any way when we make our loan decision. Any insurance benefit may not pay this loan in full.

If you want to buy credit insurance, you are buying it from or through the Dealer, and not from or through us. Any questions about this insurance must be directed to the Dealer, and not us. If you want to buy it, you must sign below on the line under the type of insurance elected. Two signatures for a type of insurance will indicate that joint coverage for both persons signing is elected. The policies or certificates issued by the insuring company will more fully describe the coverages, terms and conditions of the credit insurance.

Credit life insurance: Term: ____ months Cost $ N/A

(1) _____ (Signature) (2) _____ (Signature)

Credit disability insurance: Term: ____ months Cost $ N/A

(1) _____ (Signature) (2) _____ (Signature)

Collateral for this agreement

As collateral for this loan, you give us a security interest in the following property and its accessions, and in any attachments existing as of the date of this loan or which you acquire within 10 days after that date:

YEAR 2007 MAKE CHEVROLET

MODEL TRAILBLAZER ODOMETER 23645

VIN 1GNDT13S57[redacted]

You represent that you will use the collateral primarily for ☐ consumer (personal, family or household use) ☐ business ☐ farming purposes.

You agree to keep the collateral at:

[redacted] (No. & Street) MATHEWS (City)

WYOMING (County) WY (State) [redacted]

As additional collateral, you also give us a security interest in:

- Any other property described in the "Security" section of the federal disclosures, which you agree to keep at the location disclosed above, unless otherwise stated in this agreement.
- Any proceeds of the vehicle or other property described above and its accessions and attachments.
- Any proceeds of any service contracts, warranties, insurance, GAP coverage, debt cancellation coverage, debt suspension coverage or other products or services required or purchased in connection with this agreement, and any refunds of any charges or premiums for any such products or services.

We agree that any security interest which secures any other present or future loan from us does not secure this loan. Additional provisions about the collateral are found on the other side of this document under "Additional Security Interest Provisions".

Signature to Grant Security Interest Only

The person signing in this box is NOT responsible to repay this loan. This person is an owner of the collateral and is signing solely to give a security

- Other charges due as provided in this agreement.

You must pay us at the address we tell you or at any of our banking offices. Interest begins to accrue on the date of this agreement. Daily simple interest means that interest is charged each day after applying any payments you have made.

Payment schedule
You agree to pay this loan according to the payment schedule shown in the federal disclosures above. However, the final payment amount shown above is only an estimate. On the final payment due date, you must pay us the outstanding balance of the principal amount and any accrued but unpaid interest and other charges. The payment schedule in the federal disclosures is based on the assumption that we receive each payment on its due date. If you pay late, incur other charges or if other amounts are added to your loan as permitted by this agreement (such as for taxes, insurance or other charges with respect to the collateral), the final payment amount could be significantly more than the estimate shown in the payment schedule above.

All payments are due on the same date of the month as the first payment, or on the last day of any month that does not have a corresponding date. You agree that we may apply all payments first to earned interest, and then to the principal amount and/or other charges and amounts owed as we determine. If we receive any payment after our cut-off time on a given day, that payment will be considered received on the following business day.

Additional products and services
Additional products and services (such as extended service protection, warranty, debt cancellation protection, debt suspension protection or other products and services offered by the Dealer) are not required to obtain this loan. If you want any of these products or services from the Dealer and want the cost to be included in the amount financed, the cost will be shown in the "Itemization of amount financed" section of this agreement. Refer to the policy, certificate, contract or other documentation provided by the Dealer or the company providing the product or service for more information about the product or service. Some or all of the cost for any additional products and services may be retained by the Dealer.

Assignment of this agreement
We have the right to assign this agreement without your consent or approval. Anyone to whom we assign this agreement has all of our rights, unless we retain some of those rights or rights are reassigned to us. If we assign this agreement, we may act as agent or other representative for the assignee of the loan. If we act as agent or other representative, you agree that we may exercise in our own name on behalf of the assignee any rights of the assignee with respect to the loan and the collateral to the extent of the authority granted to us as agent or other representative. You should continue to make all payments due under this agreement to us unless we notify you otherwise.

Set-off
We have the right of set-off. This means that we may apply any money in any deposit account with us on which your name appears as owner or co-owner to the payment of the amount you owe us which is due.

Other terms
If we finance or pay for any credit, property or other insurance, debt cancellation, debt suspension, service contract, warranty, GAP coverage, or other product or service, you agree that we may apply any refund of premiums or charges for such products or services in payment of the amount you owe us, even if none of your payments are past due. We, and/or Dealer, may receive some value from other products and services sold in connection with this loan.

You waive presentment of this agreement. You waive all relief from valuation and appraisement laws, to the extent not prohibited by applicable law.

We may delay enforcing any of our rights against any of you any number of times without losing any rights against you or others then or in the future. We may enforce this agreement against your estate. Except when otherwise required by applicable law, notice to you or any one of you will constitute notice to all of you. In addition to the rights we have under this agreement, we also have any other rights available to us at law or in equity.

Governing law
The interest rate, fees and charges, and other terms of this agreement are governed by federal law. However, to the extent federal law does not apply or refers to or incorporates state law, the law of the state of Ohio shall be applicable.

interest in the collateral. This person is subject to all of the provisions of this agreement except the obligation to pay (other than from the proceeds of collateral) principal, interest or other charges due.

Signature: _____

Typed Name of Signer:

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 WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

You agree that this notice applies only if the consumer purpose block under "Collateral for this agreement" is checked and only if you use the proceeds of this loan to purchase the collateral described above under "Collateral for this agreement".

NOTICE ABOUT THIS LOAN

This loan is a direct loan from us (the bank) to you. For your convenience, we have asked Dealer to complete and obtain your signature on this agreement. No employee or representative of Dealer is authorized to (i) agree to any terms that are inconsistent with the terms of this loan, (ii) enter into any side agreement that affects this loan, or (iii) alter or change any of the preprinted provisions of this agreement. No oral promises or agreements between you and Dealer about this loan are enforceable.

We may use part of the interest rate you pay to compensate Dealer for arranging this loan. As a result, your interest rate in excess of the minimum we require may be negotiated with Dealer, but is firm once you sign this agreement.

NOTICE TO COSIGNER

You are being asked to guarantee this debt. Think carefully before you do. If the borrower doesn't pay the debt, you will have to. Be sure you can afford to pay if you have to, and that you want to accept this responsibility.

You may have to pay up to the full amount of the debt if the borrower does not pay. You may also have to pay late fees or collection costs, which increase this amount.

The bank can collect this debt from you without first trying to collect from the borrower. The bank can use the same collection methods against you that can be used against the borrower, such as suing you, garnishing your wages, etc. If this debt is ever in default, that fact may become part of *your* credit record.

This notice is not the contract that makes you liable for the debt.

This agreement is continued on the reverse side. All of the provisions on both sides of this document are part of this agreement.

Acknowledgment: Each person or entity signing below is responsible for paying this loan in full. You acknowledge that you have read this entire agreement on both sides of t[redacted]e side) and agree to be bound by its terms. You also acknowledge that Dealer has given you a copy of [redacted]

Individual Bo[redacted]	Corporation or Other Business Entity Signature
Signature: _____	Typed Name of Company:
Typed Name:	Signature: _____
Signature: _____	Typed Name of Signer:
Typed Name:	Title of Signer:

©2007 The Huntington National Bank

* I P L A 0 1 0 1 *

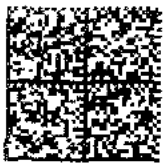
White–Bank Original **Canary**–Customer Post-signing **Pink**–Seller **Goldenrod**–Customer Pre-signing

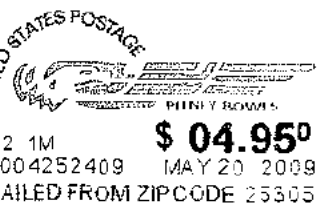
ADDITIONAL GENERAL TERMS

Loan fee
Any loan fee charged for this loan is shown in the "Itemization of amount

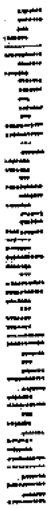
Default
If you default, you agree that after giving you notice and right to cure required

CERTIFIED MAIL™





02 1M
0004252409
$ 04.95⁰
MAY 20 2009
MAILED FROM ZIPCODE 25305



GM Vehicle Inquiry System
Claim History

VIN :	1GNDT13S5[redacted]

CLAIM HISTORY

Repair Order Date :	12/02/2008	Repair Order Number :	[redacted]	Odometer Reading :	36346 miles

Serviced By :	LEWIS CHEVROLET/OLDSMOBILE/CADILLAC PO BOX 1500 BECKLEY, WV 25802-1500 (304) 255-1555	Selling Source :	13 - CHEVROLET
		Site Code :	09491
		Business Associate Code :	117243

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/12/2008	960	01	#	L1195 - SEAL, FUEL SENDER/PUMP ASSEMBLY (TANK UNIT) - REPLACE	19178477 - SEN KIT	A	N/A	$ 217.52	N

Repair Order Date :	11/11/2008	Repair Order Number :	[redacted]	Odometer Reading :	35153 miles

Serviced By :	LEWIS CHEVROLET/OLDSMOBILE/CADILLAC PO BOX 1500 BECKLEY, WV 25802-1500 (304) 255-1555	Selling Source :	13 - CHEVROLET
		Site Code :	09491
		Business Associate Code :	117243

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/12/2008	960	01	#	R0760 - RADIO, REMOVE AND REPLACE	N/A	B	N/A	$ 20.03	N
12/05/2008	958	01	#	C0182 - FRONT SIDE DOOR WINDOW REGULATOR REPLACEMENT - RIGHT SIDE	15944001 - REGULATOR	N/A	N/A	$ 313.39	N

Repair Order Date :	09/25/2008	Repair Order Number :	[redacted]	Odometer Reading :	32220 miles

Serviced By :	LEWIS CHEVROLET/OLDSMOBILE/CADILLAC PO BOX 1500 BECKLEY, WV 25802-1500 (304) 255-1555	Selling Source :	13 - CHEVROLET
		Site Code :	09491
		Business Associate Code :	117243

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/07/2008	950	01	#	R0760 - RADIO, REMOVE AND REPLACE	N/A	B	N/A	$ 73.44	N

11/07/2008	950	02	#	R9995 - CUSTOMER CONCERN NOT DUPLICATED - CELLULAR, ENTERTAINMENT,	N/A	B	N/A	$ 20.03	N
10/31/2008	948	02	#	J0690 - PULLEY, ACCESSORY DRIVE BELT IDLER - REPLACE	12618111 - PULLEY	N/A	N/A	$ 54.53	N

Repair Order Date :	09/25/2008	**Repair Order Number :**	[redacted]	**Odometer Reading :**	32220 miles
Serviced By :	MODEL ELECTRONICS 615 EAST CRESCENT AVE. RAMSEY, NJ 07446-1220	**Selling Source :**	45 - A/C DELCO		
		Site Code :	19050		
		Business Associate Code :	192106		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/04/2008	949	01	#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	19115848	B	N/A	$ 165.85	Y

Repair Order Date :	06/03/2008	**Repair Order Number :**	4[redacted]	**Odometer Reading :**	29014 miles
Serviced By :	LEWIS CHEVROLET/OLDSMOBILE/CADILLAC PO BOX 1500 BECKLEY, WV 25802-1500 (304) 255-1555	**Selling Source :**	13 - CHEVROLET		
		Site Code :	09491		
		Business Associate Code :	117243		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/29/2008	921	01	#	R0760 - RADIO, REMOVE AND REPLACE	N/A	N/A	N/A	$ 73.44	N
07/18/2008	918	02	#	Z7906 - 6+ DAY COURTESY TRANSPORTATION	N/A	WG	N/A	$ 252.00	Y
07/04/2008	914	01	#	K7323 - LOW AND REVERSE CLUTCH PLATE REPLACEMENT	08681295 - HOUSING	N/A	N/A	$ 1938.57	N

Repair Order Date :	06/03/2008	**Repair Order Number :**	[redacted]	**Odometer Reading :**	29014 miles
Serviced By :	MODEL ELECTRONICS 615 EAST CRESCENT AVE. RAMSEY, NJ 07446-1220	**Selling Source :**	45 - A/C DELCO		
		Site Code :	19050		
		Business Associate Code :	192106		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/04/2008	914	01	#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	19115848	N/A	N/A	$ 163.86	Y

Repair Order Date :	12/22/2006	**Repair Order Number :**	[redacted]	**Odometer Reading :**	0 miles
Serviced By :	HERTZ CORPORATION (O HARE) 14501 HERTZ QUAIL SPRINGS PKWY	**Selling Source :**	13 - CHEVROLET		
		Site Code :	99344		

	OKLAHOMA CITY, OK 73134-2606		
		Business Associate Code :	126638

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/26/2006	755	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 74.40	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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2103 Appalachian Highway
P.O. Box 490
Pineville, WV 24874
Phone: 304-732-9334
Fax: 304-732-7905

MULLINS LAW OFFICE

Fax

To:	GM Business Resource Center Attn: Dianna Barber	**From:**	Charles B. Mullins II/Sue
Fax:	866-554-4011	**Date:**	07/08/09
Phone:	866-790-5700 ext. 21116	**Pages:**	12 including cover
Re:	Jennifer Hannah GM Case No. [redacted] Service Request [redacted]	**CC:**	

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

DISCLAIMER - This transmission might include material that is confidential and legally privileged and intended only for the use of the addressee identified above. If you are not the intended recipient of this facsimile, or the employee or agent responsible for delivering to the intended recipient, you are hereby notified that the dissemination or copying of this facsimile is prohibited. If you have received this facsimile in error, please notify us by telephone and discard the original. Thank you.

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

VIA FAX ONLY

May 27, 2009

Charles Mullins, Esq.
Mullins & Morgan Atty's at Law
PO Box 490
Pineville, WV 24874

RE: [redacted]
Service Request: [redacted] GM Case No. [redacted]
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S572[redacted]
Customer Relationship Specialist: Dianna Barber

Dear Mr. Mullins:

This is to advise that General Motors is in receipt of the above referenced case dated May 19, 2009. 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
- ☒ Copies of Repair Orders
- ☒ Finance agreement
- ☒ Buyer's agreement

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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 [redacted]
(Client's Name)

hereby authorize Huntington Bank
(Lien holder Name)

[redacted] Columbus, OH [redacted] 800-445-8460
(Lien holder Address) (Lien holder Phone Number)

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

with The Huntington National Bank
(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 June 27, 09.

VEHICLE INFORMATION

The current vehicle mileage is 48,958 Date mileage read: June 27, 09

[redacted]

10 01 08 A M

STATE OF
WEST VIRGINIA
TRANSFER

The accompanying boat or plate number assigned to the [redacted] addressee is to be used for the boat/vehicle described on this card.

VEHICLE/BOAT IDENTIFICATION NUMBER 1GNDT13S5722[redacted]

OFFICE BODY	YEAR MODEL	LENGTH / WEIGHT	TITLE NUMBER
CHEV UT	2007	4523	[redacted]

03/06/08

WYOM

[redacted]

MATHENY WV [redacted]

SIGN ON THE BACK

Huntington — Personal Loan Agreement - Fixed Rate

This is a loan directly from THE HUNTINGTON NATIONAL BANK to you. The terms "we", "us", and "our" mean that bank. The terms "you" or "your" mean each person who signs this agreement. This agreement states the terms of this simple interest rate loan from us. This loan is arranged by [redacted] (the "Dealer", which term includes any of Dealer's employees or agents). Please read this agreement carefully and if you agree to these terms, sign your name below. Each of you is responsible both individually and jointly under this agreement (known as "joint and several" responsibility).

Federal disclosures: The following disclosures are required to be given by federal law:

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments
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.
6.78 %	$ 4,635.53	$ 20,597.75	$ 25,183.28

Your payment schedule will be (final payment amount is estimated):

Number of Payments	Amount of Payments	When Payments Are Due
72	349.49	Monthly beginning on 3/24/2008

Security: You are giving a security interest in a motor vehicle.

☐ You are also giving a security interest in the following personal property (list each item): _____

Property insurance: You may obtain property insurance and vendor's single interest insurance from anyone you want that is acceptable to us.

Filing fees: $ 5.00

Late charge: If a payment is more than 10 days late, you will be charged $35.00.

Prepayment: If you pay off early, you may have to pay a penalty, and will not be entitled to a refund of any prepaid finance charge.

See the other parts of this agreement and any other contract documents for any additional information about nonpayment, default, any required repayment in full before the scheduled date, prepayment penalties, and security interests.

Date of this loan

The date of this loan is FEBRUARY 23, 2008

Principal amount of this loan

The principal amount of this loan is $ 20,732.25

Interest rate

The interest rate applicable to this loan is 6.59 % per year.

Itemization of amount financed

We and/or the Dealer may be retaining a portion of the charges from other products and services sold in connection with this loan. You authorize us to pay the proceeds of this loan in the following manner:

1.	To Dealer on your behalf	$ [redacted]
	For your information, Dealer represents to you and to us that this amount covers the items in (a) through (f) below and is the sum of items (a) through (f). We do not warrant or guarantee Dealer's application of these amounts.	
(a)	Cash price (including $ [redacted] sales tax)	$ [redacted]
(i)	Price of property/services purchased (may include taxes, accessories and other items)	$ 17,958.86
(ii)	Dealer documentation fee	$ 50.00
(iii)	License, title and registration fees	$ 15.50
(b)	Less downpayment (sum of items (i) and (ii) below, but not less than zero)	$ 1,800.00
(i)	Cash (including rebates)	$ 1,800.00
(ii)	Trade-in allowance (gross)	$ 17,306.72
	Year 2000 Make GMC	
	Model YUKON 4X4	
(iii)	Amount owed on trade-in	$ 22,170.11
(iv)	Trade-in allowance (net)	$ 0.00
(c)	Unpaid balance of cash price ((a) minus (b))	$ 16,219.36
(d)	Additional amount to pay off trade-in	$ 4,363.39
(e)	Payoff of prior loan (if a refinance)	$ N/A
(f)	Lien filing fee (Same amount as in "Filing fees" from the federal disclosures above)	$ 5.00
(g)	Credit insurance	$ N/A
(h)	Extended service contract or warranty	$ N/A
(i)	_____	$ N/A
(j)	_____	$ N/A
(k)	_____	$ N/A
(l)	_____	$ N/A
2.	To insurance co. for vendor's single interest insurance	$ [redacted]
3.	To us for Huntington GAP	$ [redacted]
4.	To us for Huntington Credit Guard	$ [redacted]
5.	To us for loan fee	$ [redacted]
6.	Less prepaid finance charge	$ [redacted]
7.	Amount financed (sum of 1, 2, 3, 4 and 5, minus 6)	$ [redacted]

Your promise to pay

By signing this agreement, you promise to pay us all of the following:

Credit insurance

Credit life insurance and credit disability insurance are NOT REQUIRED to obtain this loan and will not be provided unless each of you to be insured qualifies and signs below, indicating your agreement to pay the additional cost for the type of coverage selected. Your choice whether or not to buy credit insurance has NO effect on our decision to make your loan, and we do NOT consider your insurance choice in any way when we make our loan decision. Any insurance benefit may not pay this loan in full.

If you want to buy credit insurance, you are buying it from or through the Dealer, and not from or through us. Any questions about this insurance must be directed to the Dealer, and not us. If you want to buy it, you must sign below on the line under the type of insurance elected. Two signatures for a type of insurance will indicate that joint coverage for both persons signing is elected. The policies or certificates issued by the insuring company will more fully describe the coverages, terms and conditions of the credit insurance.

Credit life insurance: Term: ____ months Cost: $ ____

(1) _____ (Signature) (2) _____ (Signature)

Credit disability insurance: Term: ____ months Cost: $ N/A

(1) _____ (Signature) (2) _____ (Signature)

Collateral for this agreement

As collateral for this loan, you give us a security interest in the following property and its accessions, and in any attachments existing as of the date of this loan or which you acquire within 10 days after that date:

YEAR 2000 MAKE CHEVROLET

MODEL TRAILBLAZER ODOMETER 23509

VIN 1GNDT13S522[redacted]

You represent that you will use the collateral primarily for ☐consumer (personal, family or household use) ☐business ☐farming purposes.

You agree to keep the collateral at:

[redacted] (No. & Street) NATHROP (City)

MORONO (County) UT (State.) [redacted]

As additional collateral, you also give us a security interest in:

- Any other property described in the "Security" section of the federal disclosures, which you agree to keep at the location disclosed above, unless otherwise stated in this agreement.
- Any proceeds of the vehicle or other property described above and its accessions and attachments.
- Any proceeds of any service contracts, warranties, insurance, GAP coverage, debt cancellation coverage, debt suspension coverage or other products or services required or purchased in connection with this agreement, and any refunds of any charges or premiums for any such products or services.

We agree that any security interest which secures any other present or future loan from us does not secure this loan. Additional provisions about the collateral are found on the other side of this document under "Additional Security Interest Provisions".

Signature to Grant Security Interest Only

You must pay us at the address we tell you or at any of our banking offices. Interest begins to accrue on the date of this agreement. Daily simple interest means that interest is charged each day after applying any payments you have made.

Payment schedule
You agree to pay this loan according to the payment schedule shown in the federal disclosures above. However, the final payment amount shown above is only an estimate. On the final payment due date, you must pay us the outstanding balance of the principal amount and any accrued but unpaid interest and other charges. The payment schedule in the federal disclosures is based on the assumption that we receive each payment on its due date. If you pay late, incur other charges or if other amounts are added to your loan as permitted by this agreement (such as for taxes, insurance or other charges with respect to the collateral), the final payment amount could be significantly more than the estimate shown in the payment schedule above.

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Additional products and services
Additional products and services (such as extended service protection, warranty, debt cancellation protection, debt suspension protection or other products and services offered by the Dealer) are not required to obtain this loan. If you want any of these products or services from the Dealer and want the cost to be included in the amount financed, the cost will be shown in the "Itemization of amount financed" section of this agreement. Refer to the policy, certificate, contract or other documentation provided by the Dealer or the company providing the product or service for more information about the product or service. Some or all of the cost for any additional products and services may be retained by the Dealer.

Assignment of this agreement
We have the right to assign this agreement without your consent or approval. Anyone to whom we assign this agreement has all of our rights, unless we retain some of those rights or rights are reassigned to us. If we assign this agreement, we may act as agent or other representative for the assignee of the loan. If we act as agent or other representative, you agree that we may exercise in our own name on behalf of the assignee any rights of the assignee with respect to the loan and the collateral to the extent of the authority granted to us as agent or other representative. You should continue to make all payments due under this agreement to us unless we notify you otherwise.

Set-off
We have the right of set-off. This means that we may apply any money in any deposit account with us on which your name appears as owner or co-owner to the payment of the amount you owe us which is due.

Other terms
If we finance or pay for any credit, property or other insurance, debt cancellation, debt suspension, service contract, warranty, GAP coverage, or other product or service, you agree that we may apply any refund of premiums or charges for such products or services in payment of the amount you owe us, even if some of your payments are past due. We, and/or Dealer, may receive some value from other products and services sold in connection with this loan.

You waive presentment of this agreement. You waive all relief from valuation and appraisement laws, to the extent not prohibited by applicable law.

We may delay enforcing any of our rights against any of you any number of times without losing any rights against you or others then or in the future. We may enforce this agreement against your estate. Except when otherwise required by applicable law, notice to you or any one of you will constitute notice to all of you. In addition to the rights we have under this agreement, we also have any other rights available to us at law or in equity.

Governing law
The interest rate, fees and charges, and other terms of this agreement are governed by federal law. However, to the extent federal law does not apply or refers to or incorporates state law, the law of the state of Ohio shall be applicable.

of collateral) principal, interest or other charges due.

Signature: _____

Typed Name of Signer:

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 WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

You agree that this notice applies only if the consumer purpose block under "Collateral for this agreement" is checked and only if you use the proceeds of this loan to purchase the collateral described above under "Collateral for this agreement".

NOTICE ABOUT THIS LOAN

This loan is a direct loan from us (the bank) to you. For your convenience, we have asked Dealer to complete and obtain your signature on this agreement. No employee or representative of Dealer is authorized to (i) agree to any terms that are inconsistent with the terms of this loan, (ii) enter into any side agreement that affects this loan, or (iii) alter or change any of the preprinted provisions of this agreement. No oral promises or agreements between you and Dealer about this loan are enforceable.

We may use part of the interest rate you pay to compensate Dealer for arranging this loan. As a result, your interest rate in excess of the minimum we require may be negotiated with Dealer, but is firm once you sign this agreement.

NOTICE TO COSIGNER

You are being asked to guarantee this debt. Think carefully before you do. If the borrower doesn't pay the debt, you will have to. Be sure you can afford to pay if you have to, and that you want to accept this responsibility.

You may have to pay up to the full amount of the debt if the borrower does not pay. You may also have to pay late fees or collection costs, which increase this amount.

The bank can collect this debt from you without first trying to collect from the borrower. The bank can use the same collection methods against you that can be used against the borrower, such as suing you, garnishing your wages, etc. If this debt is ever in default, that fact may become part of *your* credit record.

This notice is not the contract that makes you liable for the debt.

This agreement is continued on the reverse side. All of the provisions on both sides of this document are part of this agreement.

Acknowledgment: Each person or entity signing below is responsible for paying this loan in full. You acknowledge that you have read this entire agreement on both sides of th[redacted]rse side) and agree to be bound by its terms. You also acknowledge that Dealer has given you a copy of

Individual Bo[redacted]	Corporation or Other Business Entity Signature
Signature: _____	Typed Name of Company:
Typed Name[redacted]	Signature: _____
Signature: _____	Typed Name of Signer:
Typed Name[redacted]	Title of Signer:

IPLA01101

PLA-w/o ARB-w/HCG (08/2007)
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White–Bank Original Canary–Customer Post-signing Pink–Seller Goldenrod–Customer Pre-signing

ADDITIONAL DISCLOSURES
Late fee
Any loan fee charged for this loan is shown in the "Itemization of amount
Default
If you default, you agree that after giving you notice and time to cure required

12/02/2008 SUMMARY HISTORY DISPLAY 3651
11:13:34 PAGE 1

CUSTOMER NAME [redacted] SERIAL NO. 1GNDT13S572207243
TOTAL R/O'S 3 TOTAL SERV. DAYS 69 MAKE CT CHEVROLET TRUCK

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	[redacted]	11/11/2008	35153	A	616			
				T	455	1 W	03CVZ02	HEADLAMPS
				T	455	2 W	03CVZ16	I/P SPEEDO & GAG
				T	455	3 W	03CVZ10	POWER WINDOWS
				T	455	4 W	03CVZ26	RADIO/TAPE/CD UN
2		09/25/2008	32220	A	616			
				T	623	1 W	03CVZ26	RADIO/TAPE/CD UN
				T	623	2 W	15CVZ06	ENGINE NOISE
				T	623	3 W	03CVZ01-A	MISC ELECTRICAL-
3		06/03/2008	29014	A	439			
				T	494	1 W	10CVZ04	NOISE DRIVING
				T	645	2 W	07CVZ	BRAKES/TRACTION
				T	645	3 W	05CVZ	BODY TRIM
				T	645	4 W	03CVZ	BODY ELECTRICAL
				T	1	5 W	90CVZ03	COURTESY TRANS.

[redacted]

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ONE PLAZA CENTER
BECKLEY, WEST VIRGINIA 25801
PHONE (304) 255-1555
1-800-344-5040
Serving Southern West Virginia Since 1930
www.lewisautomotive.com

CHEVROLET Oldsmobile Cadillac

RECOMMENDED SERVICE

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
16CVZ-033000	33000 MILE SERVICE	MI		01CVZ6-4WD	4 W/D ALIGNMENT	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/03/08	[redacted]	29014	439	494	W	10CVZ04	NOISE DRIVING
				645	W	07CVZ	BRAKES/TRACTION CTRL
				645	W	05CVZ	BODY TRIM
				645	W	03CVZ	BODY ELECTRICAL
				1	W	90CVZ03	COURTESY TRANS. RENT

SALESPERSON NO.

SERVICE

STATE REG#

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1GNDT13S572[redacted]	07/CHEVROLET TRUCK/TRAILBLAZER/SS A			[redacted]	

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]					09/25/08

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
WHITE/				256

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ			A	32,220	616	HOWARD LONG

[redacted]
MATHENY, WV [redacted]

RESIDENCE PHONE: 304-682-8190
BUSINESS PHONE: [redacted]

TIME RECEIVED: 08:09am DATE/TIME PROMIS: 09/25/08 06:00pm

APPOINTMENT: Yes / No

LABOR RATE: 70.00

[redacted] you of the necessary parts and other material for ... or delayed availability of parts or material for any ... in connection with such repair; that you shall not ... theft or other cause beyond your control; that an ... count of repairs thereto; that your employees may ... or inspecting such vehicle.

JOB

COMMENTS : CALL 682-8190 OR CELL 890-9882 OR 890-0911

1 W * 03CVZ26 ***RADIO/TAPE/CD UNIT*** (623)
CUSTOMER STATES:THE RADIO IS CUTTING IN AND OUT, WILL NOT EJECT A CD, AND THE CLOCK IS JUMOING TIME, CK AND ADVISE.
(RO# 439118 6-3-08 29014 miles to be Replaced Under Warranty
Operation Per Ichrny Part Allow)

2 W 15CVZ06 ***ENGINE NOISE***
CUSTOMER STATES:THERE IS A WHINING NOISE COMING FROM THER ENGINE AREA WHEN ACCELERATING. CK AND ADVISE WHEN IN PARK IT MAKES THE SAME WHINING NOISE (623)
Warranty Part A Pulley 9-25-8

WAITING FOR 1 hr. BEFORE LEAVING

15850275

RENTAL CAR YES ☐ NO ☐

CASH ☐ CHECK ☐ MASTER CARD ☐ VISA ☐ AMERICAN EXPRESS ☐ 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 _____

12345 Line 1 10:51:28 a.m. 07-08-2009 9/12

1

COMPLAINT

CAUSE

FAILED PART

CORRECTIONS

2

COMPLAINT Engine Noise

CAUSE Bad Idler Pulley

FAILED PART

CORRECTIONS Replace Idler Pulley. Recit OK

623

3

COMPLAINT

CAUSE

FAILED PART

CORRECTIONS

COMMENTS:

EMR CLOCK
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON

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CUSTOMER NO. [redacted]	ADVISOR AL BIRD 439	TAG NO. 323	INVOICE DATE 06/30/08	INVOICE NO. [redacted]	
[redacted]	LABOR RATE 65.00	LICENSE NO.	MILEAGE 29,014	COLOR WHITE/	STOCK NO.
MATHENY, WV [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/SS AW			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNDT13S572 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 06/03/08	
[redacted]	COMMENTS				MO: 29014

JOB# 1 CHARGES

LABOR

J# 1 10CVZ04 NOISE DRIVING HOURS: 12.00 TECH(S):494 WARRANTY

CUSTOMER STATES:THERE IS A NOISE IN THE DRIVE LINE AFTER YOU
BACK UP AND PULL FORWARD IT IS A GRINDING NOISE
TRANS VENTED ALL CLUTCHES BURNT
RR TRANS REPAIR FLUSH TEST DROVE

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		15642511	GASKET 4.515			WARRANTY
	1		24208576	FLTR KIT 4.197			WARRANTY
	1		24236378	GSKT KIT 4.005			WARRANTY
	1		24232236	BAND 4.251			WARRANTY
	1		8681295	HOUSING 4.169			WARRANTY
	1		24238603	PLATE KIT 4.163			WARRANTY
	4		24205267	PLATE 4.163			WARRANTY
	1		24236489	COVER PKG 4.224			WARRANTY
	1		24230111	BODY KIT 4.224			WARRANTY
	12		88862157	FLUID 8.800			WARRANTY
	2		12378508	FLUID 8.800			WARRANTY
	5		8654325	PLATE 4.163			WARRANTY

TOTAL - PARTS 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 07CVZ BRAKES/TRACTION CTRL HOURS: TECH(S):645 WARRANTY

CUSTOMER STATES:THE BRAKES SEEM TO BE STICKING
NO PROBLEM FOUND

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 05CVZ BODY TRIM HOURS: TECH(S):645 WARRANTY

CUSTOMER STATES: CLEAR COAT IS PEELING OFF
NOT A WARRANTY CONCERN VEHICLE HAS BEEN PAINTED

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 03CVZ BODY ELECTRICAL HOURS: TECH(S):645 WARRANTY

CUSTOMER STATES: TIME WILL NOT STAY PROGRAMED
INTERNAL MEMORY PROBLEM
RR RADIO REPROGRAMED W/MDI CORRECTED CONCERN

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 04:05pm

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ERAINTINVE SF33 (6/00)

LEWIS CHEVROLET OLDSMOBILE CADILLAC

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	AL BIRD 439	323	06/30/08	[redacted]
[redacted] MATHENY, WV [redacted]	LABOR RATE: 65.00 / LICENSE NO. / MILEAGE: 29,014 / COLOR: WHITE/ / STOCK NO.			
	YEAR / MAKE / MODEL: 07/CHEVROLET TRUCK/TRAILBLAZER/SS AW / DELIVERY DATE / DELIVERY MILES			
	VEHICLE I.D. NO.: 1 G N D T 1 3 S 5 7 2 [redacted] / SELLING DEALER NO. / PRODUCTION DATE			
	F. T. E. NO. / P. O. NO. / R. O. DATE: 06/03/08			
[redacted]	COMMENTS: MO: 29014			

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	129133		06/30/08	15850275 RADIO	WARRANTY
				TOTAL - SUBLET	0.00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR

J# 5+90CVZ03 COURTESY TRANS. RENT HOURS: TECH(S):1 WARRANTY

CUSTOMER STATES: REQUEST RENTAL WHILE VEHICLE IS IN SHOP
HAD RENTAL 6 DAYS

MISC	CODE	DESCRIPTION	CONTROL NO	
	SR	SERVICE RENTAL		WARRANTY
			TOTAL - MISC	0.00

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL 0.00

TOTALS

[ ] CASH [ ] CHECK [ ] CHARGE
[ ] VISA [ ] MASTER CARD
[ ] DISCOVER [ ] AMERICAN EXPRESS

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**

AN ASTERICK (*) INDICATES A LIFETIME SERVICE GUARANTEE PART GUARANTEE INCLUDES PARTS AND LABOR.

SERVICE & BODY SHOP WARRANTY
GUARANTEE OF 12 MO. OR 12,000 MI., WHICHEVER OCCURS FIRST, EXCEPTIONS OF CUSTOMER ABUSE. RUST REPAIRS NOT GUARANTEED!!

WE WANT YOU TO BE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE. IF YOU ARE NOT, PLEASE CONTACT ME.
KENNY MEADOR FOR SERVICE OR DAVE ATKINS FOR BODY SHOP.

CUSTOMER SIGNATURE

CUSTOMER COPY

[END OF INVOICE] 04:05pm

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CUSTOMER NO. [redacted]	ADVISOR: HOWARD LONG 616	TAG NO.: 619	INVOICE DATE: 12/02/08	[redacted]	
[redacted]	LABOR RATE: 70.00	LICENSE NO.	MILEAGE: 36,346	COLOR: WHITE/	STOCK NO.
MATHENY, WV [redacted]	YEAR / MAKE / MODEL: 07/CHEVROLET TRUCK/TRAILBLAZER/SS AW			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N D T 1 3 S 5 7 2 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
NONE	F. T. E. NO.	P. O. NO.		R. O. DATE: 12/02/08	
[redacted]	COMMENTS				MO: 36346

JOB# 1 CHARGES

LABOR

J# 1 03CVZ16 I/P SPEEDO & GAGES HOURS: 2.00 TECH(S):494 WARRANTY
CUSTOMER STATES:THE FUEL GAGE IS NOT SHOWING THE PROPER FUEL LEVEL SENSOR
RR FUEL TANK AND MODULE - REPLACE FUEL LEVEL SENSOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	19178477	SEN KIT 3.107			WARRANTY
					TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

TOTALS

[ ] CASH [ ] CHECK [ ] CHARGE
[ ] VISA [ ] MASTER CARD
[ ] DISCOVER [ ] AMERICAN EXPRESS

AN ASTERICK (*) INDICATES A LIFETIME SERVICE GUARANTEE PART
GUARANTEE INCLUDES PARTS AND LABOR.

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**

SERVICE & BODY SHOP WARRANTY
GUARANTEE OF 12 MO. OR 12,000 MI., WHICHEVER OCCURS FIRST.
EXCEPTIONS OF CUSTOMER ABUSE. RUST REPAIRS NOT GUARANTEED!!

WE WANT YOU TO BE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE. IF YOU ARE NOT, PLEASE CONTACT ME.
KENNY MEADOR FOR SERVICE OR DAVE ATKINS FOR BODY SHOP.

_____
CUSTOMER SIGNATURE

CUSTOMER COPY

[END OF INVOICE] 11:12am

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Privileged and Confidential Information

CASE ASSESSMENT ☐LEGAL (NON SMALL CLAIMS)

By: Dianna Barber State: WV

Lawsuit Updated by Yolanda Endres

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

Vehicle ID No.: 1GNDT13S5[redacted] In Service Date: 12/23/2006
Year, Make & Model: 2007 Chevrolet TrailBlazer

Vehicle is: Used BAC Code:
Vehicle Purchased Used on: 02/23/08 at 23,754 miles from non GM used car lot

Lien holder: GMAC☐ Other☒: Huntington National Bank, 2361 Morse Road, Columbus, OH 43229
Was TAC contacted for this vehicle (Y/N)? : yes, per dealer, but no TAC case number noted on RO

DVM requests involvement: Yes (option B)

Purchase Price of Vehicle: $ 17,944.00

VEHICLE REPAIR HISTORY

If TAC was contacted, what did they say? ***Per RO states contacted TAC, however no case number noted on RO, dealer had advised that no in his computer system.***

If TAC was NOT contacted, why? (Ask Dealership) ***N/A***

☐ **BRAKES**

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/03/08	[redacted]	6	29014	C/S the brakes seem to be sticking ☐no problem found ☐**six days rental**☐ 1G2ZH528554[redacted] SIX DAY RENTAL - CAR CAME IN AND ORDERED PARTS AND PUT IN RENTAL ON 24TH LAST PART CAME IN LATE 27TH FINISHED 30TH AND CUSTOMER PICKED UP

☒ **ELECTRICAL**

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/25/08	[redacted]	2	32220	C/S the radio is cutting in and out, will not eject a CD and the clock is jumping time, check and advise/bad radio ☐test and replace radio & program to truck, retest ok. C/C time will not stay programmed - internal memory problem / R & R radio, reprogrammed /w MDI, correct concern. C/S will be driving down the road at night and hit a bump, all lights go out, headlamps and dash lights, check and advise / none ☐**could not duplicate at this time.**
11/11/08		1	35153	C/S the headlight and all internal lights are flickering on and off at night while driving, check and advise☐call GM TAC, (case number not listed in computer) said no fix for now per GM note. C/S that passenger side window will not work, customer has it taped up, check and advise, passenger front window / regulator broken ☐replaced passenger front door window regulator assembly. C/S the radio will not have volume, check and advise / volume does not work like it used to, not as loud ☐reprogram radio.

☒ **ENGINE/FUEL** ☐ **EXHAUST**

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/25/08	[redacted]	☐	32220	C/S there is a whining noise coming from their engine area when accelerating, check and advise when in park it makes the same whining noise / bad idler pulley ☐replace idler pulley, retest ok.
11/11/08		☐	35153	C/S the fuel gauge is showing proper amount of fuel, it goes from a half tank of fuel to empty, check and advise ☐P.O.O.
12/02/08		1	36346	C/S the fuel gauge is not showing the proper fuel level / level sensor ☐R & R fuel tank and module, replace fuel level sensor.

☐ **PAINT**

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/03/08	[redacted]	☐	29014	C/S clear coat is peeling off ☐not a warranty concern, vehicle has been painted

☒ **TRANSMISSION**

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/03/08	[redacted]	☐	29014	C/S there is a noise in the drive line after you back up and pull forward it is a grinding noise / trans vented all clutches burnt ☐R & R trans, repair, flush, test drive.

☐ **Other**

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/15/08	[redacted]	1	23698	LOF / State Inspection / Use Car Certification

THE STATE LEMON LAW READS:

Days out of service: {☐of Days}
Repairs {☐of repair attempts}
Time period {☐of months} / {☐of miles}
Does Lemon Law state nonconformity must continue to exist? {Y or N}

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

Number of repair attempts in the presumption period:	**0**
Total days out of service during the presumption period:	0
Total days out of service during customer☒ownership:	10

Accident/Insurance Information:

Has the vehicle ever been involved in an accident? ***Not to the dealer☒knowledge***
Did you confirm your answer with the dealer/attorney? ***YES***
What type of damage was sustained (example front end collision): ***N/A***
Are the RO's attached if the vehicle was in an accident? ***N/A***
Has the customer filed any insurances claims on this Vehicle? ***N/A***
If Yes. Did the insurance company deny the claim? ***N/A***
Are there any Aftermarket Modifications to the Vehicle? ***Not to the dealer☒knowledge***
Have you confirmed this with the dealership? ***YES***

If "Yes" to aftermarket, please list: *N/A*

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

I choose option B) I am unaware of this case and have no information to provide you. Please notify me after a decision has been reached between the Early Resolution Program and the attorney. Thank you for your time in this mailer.
Lisa D. Coggins
District Service Manager #3416
304-533-4722 (Cell)
800-248-0178 MB #808 1
304-586-2363 (fax)
lisa.coggin@gm.com on 05/27/2009 05:31:37 PM

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concer[redacted]Cust called in looking for information on if the veh is a CUV and the cust thinks that from the paint cracking and peeling there is evidence in the veh that it was in an accident previously. Cust now has a lawyer, therefore CAC unable to assist.
Please close file dissat.
Melissa Dreger/cac/stj/T1
****
TL approval to close dissat.
Jeff Spencer/TL/CAC/STJ
Date & Offer/Result: 06/06/08 Closed Dissatisfied.

LAWSUIT RECOMMENDATION AND RATIONALE
Removal

REASON FOR REMOVAL

Lawsuit Recommendation Removal
Documentation below shows that the vehicle was certified until 02/27/08 and manufacturers warranty has expired. Last repair 12/02/2008.
All vehicle complaints during the manufacturer's limited warranty were addressed in a reasonable amount of attempts. Concerning the issue with the misrepresentation of vehicle i.e., Certified Used Vehicle and vehicle was wrecked and this information was not disclosed to the customer, is a dealer issue.

WEST VIRGINIA CODE

§46-2-315. Implied warranty: Fitness for particular purpose.
Where the seller at the time of contracting has reason to know any particular purpose for which the goods are required and that the buyer is relying on the seller's skill or judgment to select or furnish suitable goods, there is unless excluded or modified under the next section an implied warranty that the goods shall be fit for such purpose.

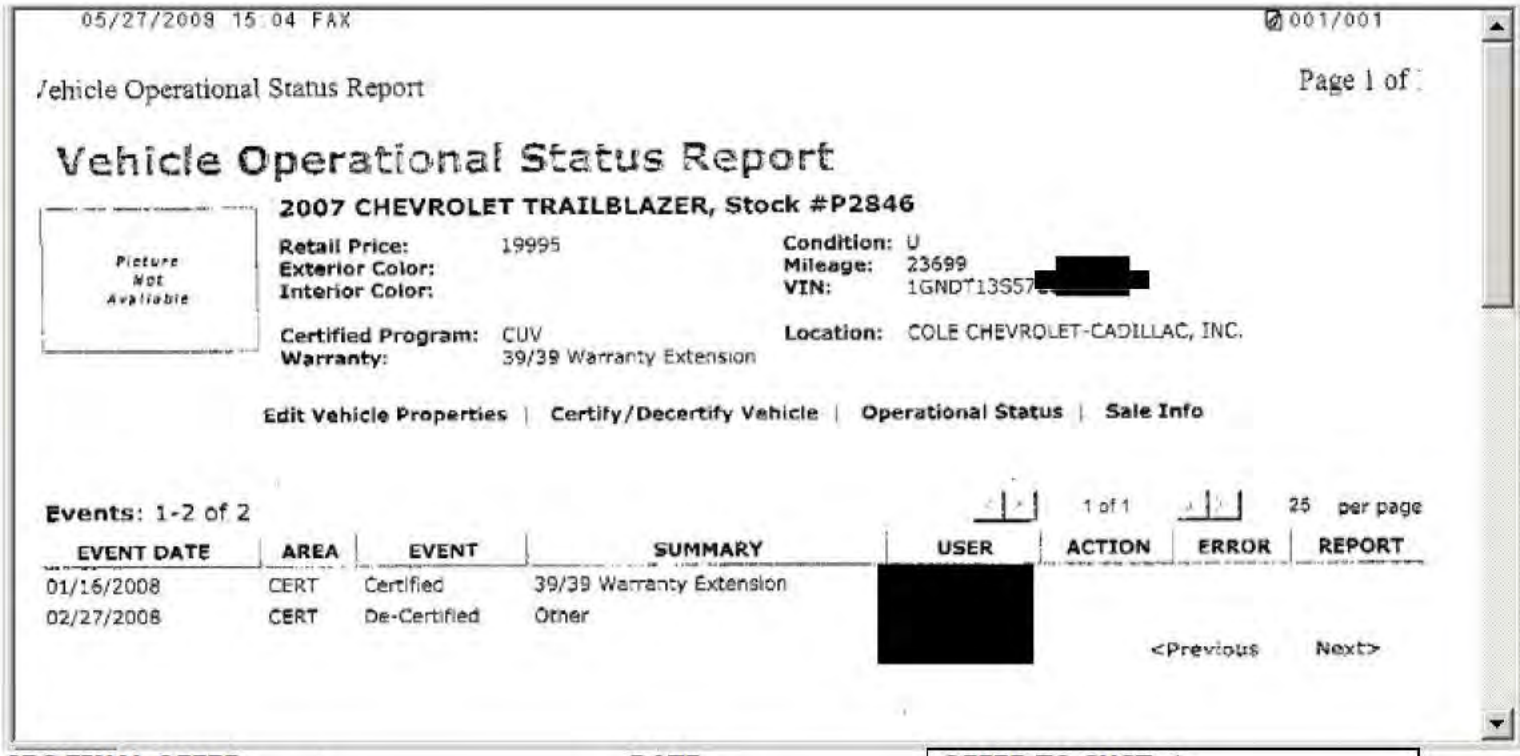
46-2-317. Cumulation and conflict of warranties express or implied.

Warranties whether express or implied shall be construed as consistent with each other and as cumulative, but if such construction is unreasonable the intention of the parties shall determine which warranty is dominant. In ascertaining that intention the following rules apply:

(a) Exact or technical specifications displace an inconsistent sample or model or general language of description.

(b) A sample from an existing bulk displaces inconsistent general language of description.

(c) Express warranties displace inconsistent implied warranties other than an implied warranty of fitness for a particular purpose.



05/27/2008 15:04 FAX 001/001

Vehicle Operational Status Report Page 1 of

Vehicle Operational Status Report

2007 CHEVROLET TRAILBLAZER, Stock #P2846

Picture Not Available

Retail Price: 19995
Exterior Color:
Interior Color:
Condition: U
Mileage: 23699
VIN: 1GNDT13S57[redacted]

Certified Program: CUV
Warranty: 39/39 Warranty Extension
Location: COLE CHEVROLET-CADILLAC, INC.

Edit Vehicle Properties | **Certify/Decertify Vehicle** | **Operational Status** | **Sale Info**

Events: 1-2 of 2 1 of 1 25 per page

EVENT DATE	AREA	EVENT	SUMMARY	USER	ACTION	ERROR	REPORT
01/16/2008	CERT	Certified	39/39 Warranty Extension	[redacted]			
02/27/2008	CERT	De-Certified	Other				

<Previous Next>

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 LEAD APPROVING: Date:

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

VIA FAX ONLY

May 27, 2009

Charles Mullins, Esq.
Mullins & Morgan Atty's at Law
PO Box 490
Pineville, WV 24874

RE: [redacted]
Service Requ[redacted] GM Case No. [redacted]
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S572[redacted]
Customer Relationship Specialist: Dianna Barber

Dear Mr. Mullins:

This is to advise that General Motors is in receipt of the above referenced case dated May 19, 2009. 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
☒ Copies of Repair Orders
☒ Finance agreement
☒ Buyer's agreement

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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: The Rose Law Firm, Keith B. Rose

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



General Motors Business Resource Center

FAX

To: **Kenny Mador**
Company:
Fax: (304) 255-1550
Phone:

From: **Dianna Barber**
Fax: 866-554-4011
Phone: 866-790-5700 ext. 21116
E-mail:

cc:

NOTES:



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

VIA FAX ONLY

May 28, 2009

Kenny Mador
LEWIS CHEVROLET/OLDSMOBILE/CADILLAC
PO BOX 1500
BECKLEY, WV 25802-1500

RE: [redacted]
Service Request: [redacted] GM Case No [redacted]
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S57[redacted]
Customer Relationship Specialist: Dianna Barber

Dear Kenny Mador:

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

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, the application of title 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 include a copy of the customer's invoice (repair orders) as the tech notes are sometimes not legible. Request days out of service/days of rental.

Please fax them **IMMEDIATELY** 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 ext. 21116 and fax is 866-554-4011** or 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]

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CUSTOMER NO. [redacted]	ADVISOR HOWARD LONG 616	TAG NO. 619	INVOICE DATE 12/02/08	IN [redacted]	
[redacted]	LABOR RATE 69.91	LICENSE NO.	MILEAGE 36,346	COLOR WHITE/	STOCK NO.
MATHENY, WV [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/SS AW			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNDT13S572 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
NONE	F. T. E. NO.	P. O. NO.		R. O. DATE 12/02/08	
[redacted]	COMMENTS				MO: 36346

JOB# 1 CHARGES

LABOR

J# 1 03CWZ16 I/P SPEEDO & GAGES HOURS: 2.00 TECH(S):494 133.52

CUSTOMER STATES:THE FUEL GAGE IS NOT SHOWING THE PROPER FUEL LEVEL SENSOR
RR FUEL TANK AND MODULE - REPLACE FUEL LEVEL SENSOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	19178477	SEN KIT 3.107	60.00	60.00	84.00	84.00
				COST TOTAL	60.00		
					TOTAL - PARTS		84.00

JOB# 1 TOTALS

LABOR	133.52
PARTS	84.00
JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL	217.52
R/O TAX	0.00
R/O TOTALS	217.52

WARRANTY CLAIM DETAIL TOTALS

CLAIM#.....	TOTAL....
450347	217.52
CLAIM TOTALS	217.52

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.944
12/02/2008 WARRANTY NEW CLAIM
1410

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
450347	12/02/2008	1GNDT13S5[redacted]	3	09491	36346	XXX-XX-7512

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	AV	1		19178477	84.00	6G	L1195	2.0			133.52

LN-TOT: 217.52 TECH SSN: XXX-XX-9509 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 217.52

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[redacted]

CUSTOMER NO. [redacted]	ADVISOR HOWARD LONG 616	TAG NO. 943	INVOICE DATE 11/21/08	INVOICE NO. [redacted]	
[redacted]	LABOR RATE 69.91	LICENSE NO.	MILEAGE 35,153	COLOR WHITE/	STOCK NO.
MATHENY, WV [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/SS AW			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N D T 1 3 S 5 7 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
NONE	R. T. E. NO.	P.		R. O. DATE 11/11/08	
RESIDENCE PHONE [redacted] BUSINESS PHONE	COMMENTS				MO: 35153

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
449167	333.42
CLAIM TOTALS	333.42

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.808
11/21/2008 WARRANTY NEW CLAIM
0957

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
449167	11/11/2008	1GNDT13S5[redacted]	3	09491	35153	XXX-XX-7512

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	03		OJ	1	15944001	280.01	1D	C0182	.5			33.38
LN-TOT:	313.39	TECH SSN: XXX-XX-5927	AUTH CODE:		AUTH. AUTHOR.:							
2	04		OJ				3L	R0760	.3			20.03
LN-TOT:	20.03	TECH SSN: XXX-XX-5927	AUTH CODE:		AUTH. AUTHOR.:							

COMMENTS: REPROGRAMMED RADIO

R.O. TOTAL: 333.42

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[redacted]

CUSTOMER NO. [redacted]	ADVISOR HOWARD LONG 616		TAG NO. 943	INVOICE DATE 11/21/08	[redacted]
[redacted]	LABOR RATE 69.91	LICENSE NO.	MILEAGE 35,153	COLOR WHITE/	STOCK NO.
MATHENY, WV 2[redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/SS AW			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNDT13S572[redacted]			SELLING DEALER NO.	PRODUCTION DATE
NONE	F. T. E. NO.	P. O. N[redacted]		R. O. DATE 11/11/08	
[redacted]	COMMENTS				MO: 35153

JOB# 1 CHARGES

LABOR

J# 1 03CVZ02 HEADLAMPS HOURS: TECH(S):455 0.00
CUSTOMER STATES:THE HEADLIGHT AND ALL INTERNAL LIGHTS ARE
FLICKERING ON AND OFF AT NIGHT WHILE DRIVING CHECK AND ADVIS
UNKNOWN
CALLED GM TAC SAID NO FIX FOR NOW PER GM NOTE.

JOB# 2 CHARGES

LABOR

J# 2 03CVZ16 I/P SPEEDO & GAGES HOURS: TECH(S):455 0.00
CUSTOMER STATES:THE FUEL GAGE IS SHOWING PROPER AMOUTN OF
FUEL IT GOES FROM A HALF TANK OF FUEL TO EMPTY CHECK AND ADV
P.O.O

JOB# 3 CHARGES

LABOR

J# 3 03CVZ10 POWER WINDOWS HOURS: 0.50 TECH(S):455 33.38
CUSTOMER STATES:THE PASSENGER SIDE WINDOW WILL NOT WORK
CUSTOMER HAS IT TAPED UP CHECK AND ADVISE
PASSENGER FRONT WINDOW.
REGULATOR BROKEN.
REPLACED PASSENGER FRONT DOOR WINDOW REGULATOR ASSEMBLY.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	15944001	REGULATOR 16.260	200.01	200.01	280.01	280.01
				COST TOTAL	200.01		
					TOTAL - PARTS		280.01

JOB# 3 TOTALS

LABOR	33.38
PARTS	280.01
JOB# 3 JOURNAL PREFIX CTWS JOB# 3 TOTAL	313.39

JOB# 4 CHARGES

LABOR

J# 4 03CVZ26 RADIO/TAPE/CD UNIT HOURS: 0.30 TECH(S):455 20.03
CUSTOMER STATES:THE RADIO WILL NOT HAVE VOLUMN CHECK AND
ADVISE
VOLUME DOES NOT WORK LIKE IT USED TO. NOT AS LOUD.
PROGRAM WRONG.
REPROGRAM RADIO.

JOB# 4 TOTALS

LABOR	20.03
JOB# 4 JOURNAL PREFIX CTWS JOB# 4 TOTAL	20.03
R/O TAX	0.00
R/O TOTALS	333.42

WARRANTY CLAIM DETAIL TOTALS

CLAIM#..... TOTAL....

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	HOWARD LONG 616	256	10/28/08	[redacted]
[redacted]	LABOR RATE 69.91 / LICENSE NO. / MILEAGE 32,220		COLOR WHITE/	[redacted]
MATHENY, WV [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/SS AW		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNDT13S572 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
NONE	F. T. E. NO. / P. O. NO.		R. O. DATE 09/25/08	
RESIDENCE PHONE / BUSINESS PHONE [redacted]	COMMENTS			MO: 32220

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
446197	148.00
CLAIM TOTALS	148.00

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.439
10/28/2008 WARRANTY NEW CLAIM
1146

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
446197	09/25/2008	1GNDT13S57[redacted]	3	09491	32220	XXX-XX-7512

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		0J				6C	R0760	1.1			73.44

LN-TOT: 73.44 TECH SSN: XXX-XX-5350 AUTH CODE: AUTH. AUTHOR.:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		NU	1	12618111	34.50	6C	J0690	.3			20.03

LN-TOT: 54.53 TECH SSN: XXX-XX-5350 AUTH CODE: AUTH. AUTHOR.:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	03		0J				9Z	R9995	.3			20.03

LN-TOT: 20.03 TECH SSN: XXX-XX-5350 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 148.00

********** D U P L I C A T E I N V O I C E **********

 WARRANTY COPY-W [END OF INVOICE] 02:16pm

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[redacted]

[redacted]

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CUSTOMER NO. [redacted]	ADVISOR: HOWARD LONG 616	TAG NO.: 256	INVOICE DATE: 10/28/08	[redacted]
[redacted]	LABOR RATE: 69.91	LICENSE NO.:	MILEAGE: 32,220	COLOR: WHITE/
MATHENY, WV[redacted]	YEAR / MAKE / MODEL: 07/CHEVROLET TRUCK/TRAILBLAZER/SS AW		DELIVERY DATE:	DELIVERY MILES:
	VEHICLE I.D. NO.: 1GNDT13S572[redacted]		SELLING DEALER NO.:	PRODUCTION DATE:
NONE	F. T. E. NO.:	P. O. NO.:	R. O. DATE: 09/25/08	
RESIDENCE PHONE: [redacted]	COMMENTS:			MO: 32220

JOB# 1 CHARGES----------

LABOR----------
J# 1 03CVZ26 RADIO/TAPE/CD UNIT HOURS: 1.10 TECH(S):623 73.44
CUSTOMER STATES:THE RADIO IS CUTTING IN AND OUT, WILL NOT
EJECT A CD, AND THE CLOCK IS JUMOING TIME. CK AND ADVISE.
BAD RADIO.
TEST REPLACE RADIO & PROGRAM TO TRUCK. RETEST OK.

JOB# 1 TOTALS----------
LABOR 73.44

JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL 73.44

JOB# 2 CHARGES----------

LABOR----------
J# 2 15CVZ06 ENGINE NOISE HOURS: 0.30 TECH(S):623 20.03
CUSTOMER STATES:THERE IS A WHINING NOISE COMING FROM THER
ENGINE AREA WHEN ACCELERATING. CK AND ADVISE
WHEN IN PARK IT MAKES THE SAME WHINING NOISE
BAD IDLER PULLEY.
REPLACE IDLER PULLEY. RETEST OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	12618111	PULLEY 1.062	24.64	24.64	34.50	34.50
			COST TOTAL		24.64		

TOTAL - PARTS 34.50

JOB# 2 TOTALS----------
LABOR 20.03
PARTS 34.50

JOB# 2 JOURNAL PREFIX CTWS JOB# 2 TOTAL 54.53

JOB# 3 CHARGES----------

LABOR----------
J# 3+03CVZ01-A MISC ELECTRICAL-1 HOURS: 0.30 TECH(S):623 20.03
CUSTOMER STATES:WILL BE DRIVING DOWN THE ROAD AT NIGHT AND
HIT A BUMP, ALL LIGHTS GO OUT, HEADLAMPS AND DASH LIGHT CK&A
NONE
COULD NOT DUPLICATE AT THIS TIME.

JOB# 3 TOTALS----------
LABOR 20.03

JOB# 3 JOURNAL PREFIX CTWS JOB# 3 TOTAL 20.03

COMMENTS----------
CALL 682-8190 OR CELL 890-9882 OR 890-0911

R/O TAX 0.00
R/O TOTALS 148.00

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#..... TOTAL....

 WARRANTY COPY-W [CONTINUED ON NEXT PAGE] 02:16pm

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[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	AL BIRD 439	323	06/30/08	[redacted]
[redacted]	LABOR RATE: 69.91	LICENSE NO.	MILEAGE: 29,014	COLOR: WHITE/
PO BOX 597 MATHENY, WV [redacted]	YEAR / MAKE / MODEL: 07/CHEVROLET TRUCK/TRAILBLAZER/SS AW		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N D T 1 3 S 5 7 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
NONE [redacted]	F. T. E. NO.	P. O. NO.	R. O. DATE: 06/03/08	
	COMMENTS			MO: 29014

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.763
06/30/2008 WARRANTY NEW CLAIM
1637

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
439118	06/03/2008	1GNDT1355722[redacted]	3	09491	29014	XXX-XX-9658

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		NG	31	08681295	1137.45	6C	K7323	12.0			801.12

LN-TOT: 1938.57 TECH SSN: XXX-XX-9509 AUTH CODE: AUTH. AUTHOR.:
MEMO PART NUMBERS: 15642511 24208576 24236378 24232236 24238603 24205267 24236489 24230111 88862157 12378508 08654325

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	05		MJ				98	Z7906			252.00	

LN-TOT: 252.00 TECH SSN: AUTH CODE: G AUTH. AUTHOR.: 0090
COMMENTS: 1G2ZH528554108327 SIX DAY RENTAL - CAR CAME IN AND ORDERED PARTS AND P UT IN RENTAL ON 24TH LAST PART CAME IN LATE 27TH FINISHED 30TH AND CUSTOMER PICK ED UP
COMMENT ROUTING CODE: H

R.O. TOTAL: 2190.57

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[redacted]

CUSTOMER NO. [redacted]	ADVISOR AL BIRD 439		TAG NO 323	INVOICE DATE 06/30/08	[redacted]
[redacted]	LABOR RATE 69.91	LICENSE NO.	MILEAGE 29,014	COLOR WHITE/	
[redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/SS AW			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNDT13S722 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
NONE	F. T. E. NO.	P. O. NO.		R. O. DATE 06/03/08	
[redacted]	COMMENTS				MO: 29014

JOB# 5 CHARGES

LABOR

J# 5+90CVZ03 COURTESY TRANS. RENT HOURS: TECH(S):1 0.00
CUSTOMER STATES: REQUEST RENTAL WHILE VEHICLE IS IN SHOP
HAD RENTAL 6 DAYS

MISC CODE	DESCRIPTION	CONTROL NO	
SR	SERVICE RENTAL		252.00
		TOTAL - MISC	252.00

JOB# 5 TOTALS

	MISC	252.00
JOB# 5 JOURNAL PREFIX CTWS	JOB# 5 TOTAL	252.00
	R/O TAX	0.00
	R/O TOTALS	2190.57

WARRANTY CLAIM DETAIL TOTALS

[redacted]	TOTAL
	2190.57
CLAIM TOTALS	2190.57

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[redacted]

[redacted]

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	AL BIRD 439	323	06/30/08	[redacted]
[redacted]	LABOR RATE 69.91 / LICENSE NO. / MILEAGE 29,014		COLOR WHITE/	STOCK NO.
MATHENY, WV [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/SS AW		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNDT13S572[redacted]		SELLING DEALER NO.	PRODUCTION DATE
NONE [redacted]	R. T. E. NO. / P. O. [redacted]		R. O. DATE 06/03/08	
	COMMENTS			MO: 29014

JOB# 1 CHARGES

LABOR

J# 1 10CVZ04 NOISE DRIVING HOURS: 12.00 TECH(S): 444 801.12

CUSTOMER STATES:THERE IS A NOISE IN THE DRIVE LINE AFTER YOU
BACK UP AND PULL FORWARD IT IS A GRINDING NOISE
TRANS VENTED ALL CLUTCHES BURNT
RR TRANS REPAIR FLUSH TEST DROVE

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		15642511	GASKET 4.515	4.88	4.88	6.83	6.83
	1		24208576	FLTR KIT 4.197	24.93	24.93	34.90	34.90
	1		24236378	GSKT KIT 4.005	86.71	86.71	121.39	121.39
	1		24232236	BAND 4.251	16.27	16.27	22.78	22.78
	1		8681295	HOUSING 4.169	83.45	83.45	116.83	116.83
	1		24238603	PLATE KIT 4.163	119.89	119.89	167.85	167.85
	4		24205267	PLATE 4.163	4.45	17.80	6.23	24.92
	1		24236489	COVER PKG 4.224	271.06	271.06	379.48	379.48
	1		24230111	BODY KIT 4.224	125.48	125.48	175.67	175.67
	12		88862157	FLUID 8.800	2.65	31.80	3.71	44.52
	2		12378508	FLUID 8.800	4.28	8.56	5.99	11.98
	5		8654325	PLATE 4.163	4.33	21.65	6.06	30.30
				COST TOTAL		812.48		
						TOTAL - PARTS		1137.45

JOB# 1 TOTALS

LABOR	801.12
PARTS	1137.45
JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL	1938.57

JOB# 2 CHARGES

LABOR

J# 2 07CVZ BRAKES/TRACTION CTRL HOURS: TECH(S): 645 0.00

CUSTOMER STATES:THE BRAKES SEEM TO BE STICKING
NO PROBLEM FOUND

JOB# 3 CHARGES

LABOR

J# 3 05CVZ BODY TRIM HOURS: TECH(S): 645 0.00

CUSTOMER STATES: CLEAR COAT IS PEELING OFF
NOT A WARRANTY CONCERN VEHICLE HAS BEEN PAINTED

JOB# 4 CHARGES

LABOR

J# 4 03CVZ BODY ELECTRICAL HOURS: TECH(S): 645 0.00

CUSTOMER STATES: TIME WILL NOT STAY PROGRAMED
INTERNAL MEMORY PROBLEM
RR RADIO REPROGRAMED W/MDI CORRECTED CONCERN

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	129133		06/30/08	15850275 RADIO	0.00
				TOTAL - SUBLET	0.00

[CONTINUED ON NEXT PAGE] 02:16pm

Copyright © 1998 The Reynolds and Reynolds Company
ERAINTNVS SF33 (9/00)

2007 TRAILBLAZER LS 4WD
50U SUMMIT WHITE /L6G
28H LIGHT GRAY
ORDER NO. KNWHP3/FDR STOCK NO.
VIN 1GN DT13 S5 7[redacted]

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

**********13*07485S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CT15506 TRAILBLAZER LS 4WD	27000.00	24435.00
C5N GVW RATING - 5750 LBS	N/C	N/C
DT4 ASHTRAY AND LIGHTER	30.00	24.00
FCH HERTZ RENT A CAR	0.00	0.00
FE9 FEDERAL EMISSIONS	N/C	N/C
GU6 REAR AXLE 3.42 RATIO	N/C	N/C
LL8 ENGINE, VORTEC 4.2L SFI I6	N/C	N/C
M30 TRANSMISSION, 4 SPD AUTOMATIC	N/C	N/C
PDC PWR SEAT ADJUST-DRIVER, 8 WAY	300.00	240.00
R7M ONSTAR SERVICE NOT INCLUDED	200.00-	160.00-
TFD RETAIL AMENITY DELETE	0.00	39.56-
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C
VN9 DAILY RENTAL REPURCHASE PROGRAM	0.00	0.00
1SB LS PREFERRED EQUIPMENT GROUP 2:	995.00	796.00
* POWER DUAL OUTSIDE MIRRORS		
* FLOOR MATS, FRONT/REAR		
* REAR WINDOW DEFROSTER		
* GLASS, DEEP TINTED		
* BODY SIDE MOLDING, BODY COLOR		
* LUGGAGE RACK CROSS BARS		
* WIRE HARNESS, TRAILER		
* REMOTE KEYLESS ENTRY		
* THEFT DETERRENT SYSTEM		

FLEET
INVOICE 12/22/06
SHIPPED 12/22/06
EXP I/T 12/26/06
INT COM 12/26/06
PRC EFF 10/19/06
KEYS S093D S093D
WFP-S MTH OPT-2
FAN: 000806869
BANK: GMAC - 005
CHG-TO 07-485
SHIP-TO 31-812
HERTZ RENT A CAR
CHICAGO IL

SHIP WT: 4496
HP: 32.1
GVWR: 5750
GAWR.FT: 2950
GAWR.RR: 3200
MRM: 28860.00
NTR: 1/2
CUST PO NUMBER:
220154854513
MEMO 1406.25

TOTAL MODEL & OPTIONS	28125.00	25295.44	ACT 237 26030.44
DESTINATION CHARGE	735.00	735.00	
TOTAL	28860.00	26030.44	PAY 310 26030.44

****

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.

JAMES WOOD CHEV OLDS/THE HERTZ CORP

REMIT TO GMAC NO. 005
VIN 1GNDT13S57[redacted]
$ 26030.44 INV [redacted]
DUE 12/26/06 DEALER 07-485

RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 05/27/09

PROCESSING SOURCE: BARS 13:20:49

VIN: 1GNDT13S5 72[redacted]ELLG SCE: 13 MDL YR: 07 ORD NO: [redacted] PAGE NO: 1

ODATE: 10/19/06 ORDER FAN: 000806869 OTYPE: 050 DLVY SS/SITE CD: 13 07485

DDATE: 12/23/06 DLVY FAN: 000806869 DTYPE: 020 SRVC TYPE: MILEAGE:

DLVY DOE: 12/23/06 ORDER BY: HERTZ CORPORATION

CANC:

CANC DOE:

TRADE: DLVY TO: THE HERTZ CORP

TRD DOE: 3817 NW EXPRESSWAY

SRVC IN: OKLAHOMA CITY OK 73112

SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
MXA	01	13 49998	[redacted]	02/01/07	0.00	OA	0.00	9
MXG	01	13 49998		08/16/07	0.00	OA	0.00	9
PRP	01	13 07485		12/26/06	0.00	IC	0.00	9
VN9	01	13 07485		12/26/06	0.00	IC	0.00	9
2EP	01	13 49998		12/04/07	19,890.40	OP	0.00	9
2IN	02	13 49998	[redacted]	02/11/08	51.00	CA	0.00	9

COMMAND ===> ____ MORE RECORDS

PF01=HELP 02=CURR INV 03=PRV SCRN PF07=PGUP 08=PGDN

PF09=CURR OPT 10=SPL INST 11=CURR ORD P/W:

RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 05/27/09

PROCESSING SOURCE: BARS 13:21:15

VIN: 1GNDT13S5 7[redacted] SELLG SCE: 13 MDL YR: 07 ORD NO: [redacted] PAGE NO: 2

ODATE: 10/19/06 ORDER FAN: 000806869 OTYPE: 050 DLVY SS/SITE CD: 13 07485

DDATE: 12/23/06 DLVY FAN: 000806869 DTYPE: 020 SRVC TYPE: MILEAGE:

DLVY DOE: 12/23/06 ORDER BY: HERTZ CORPORATION

CANC:

CANC DOE:

TRADE: DLVY TO: THE HERTZ CORP

TRD DOE: 3817 NW EXPRESSWAY

SRVC IN: OKLAHOMA CITY OK 73112

SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
2TU	02	13 49998	[redacted]	02/11/08	5,125.28	CA	0.00	9

COMMAND ===> ____ NO MORE RECORDS

PF01=HELP 02=CURR INV 03=PRV SCRN PF07=PGUP 08=PGDN

PF09=CURR OPT 10=SPL INST 11=CURR ORD P/W:

RCMPR028 VEHICLE EVENT SELECTION 05/27/09
PROCESSING SOURCE: BARS 13:21:42
PAGE NO: 1

VIN: 1GNDT13S5 7[redacted] OR
SELLING SOURCE(#): 13 MODEL YEAR(#): 07 ORDER NUMBER: [redacted]
S VIN TYPE: N

SEL	EVENT DESC	SS/ SITE	CD	DOCUMENT NUMBER	IS	EVENT DT	INC CD	AMOUNT	MR	BL RN
_	INCTV CHK DATE	13		[redacted]		02/11/08	2TU	5,125.28		
_	INCTV CHK DATE	13				02/11/08	2IN	51.00		
_	INCTV CHK REQST	13	49998			02/05/08	2TU	5,125.28		
_	INCENTIVE MEMO	13	49998			02/05/08	2TU	5,125.28		
_	INCTV PAYMENT	13	49998			02/05/08	2TU	5,125.28		
_	INCTV CHK REQST	13	49998			02/05/08	2IN	51.00		
_	INCENTIVE MEMO	13	49998			02/05/08	2IN	51.00		
_	INCTV PAYMENT	13	49998			02/05/08	2IN	51.00		
_	INCTV AUC SOLD					02/05/08	2TU	5,125.28		
_	INCTV APPLICATN	13	49998			01/11/08	2TU	5,125.28		
_	INCTV APPLICATN	13	49998			01/11/08	2IN	51.00		

COMMAND ===> ____ MORE RECORDS
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

RCMPR028 VEHICLE EVENT SELECTION 05/27/09
PROCESSING SOURCE: BARS 13:22:07
PAGE NO: 2

VIN: 1GNDT13S5 72[redacted] OR
SELLING SOURCE(#): 13 MODEL YEAR(#): 07 ORDER NUMBER: [redacted]
S VIN TYPE: N

E L	EVENT DESC	SS/ SITE	CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	M R	BL RN
_	INCTV PAYMENT	13	49998			12/04/07	2EP	19,890.40		
_	INCTV APPLICATN	13	49998	[redacted]		12/04/07	2EP	19,890.40		
_	INCENTIVE MEMO	13	49998			08/16/07	MXG	0.00		
_	INCTV PAYMENT	13	49998			08/16/07	MXG	0.00		
_	INCTV APPLICATN	13	49998			08/16/07	MXG	0.00		
_	INCENTIVE MEMO	13	49998			02/01/07	MXA	0.00		
_	INCTV PAYMENT	13	49998			02/01/07	MXA	0.00		
_	INCTV APPLICATN	13	49998			02/01/07	MXA	0.00		
_	INCENTIVE MEMO	13	07485			12/26/06	VN9	0.00		
_	INCTV PAYMENT	13	07485			12/26/06	VN9	0.00		
_	INCTV APPLICATN	13	07485			12/26/06	VN9	0.00		

COMMAND ===> ____ MORE RECORDS
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

RCMPR028 VEHICLE EVENT SELECTION 05/27/09
PROCESSING SOURCE: BARS 13:22:30
PAGE NO: 3

VIN: 1GNDT13S5 72[redacted] OR
SELLING SOURCE(#): 13 MODEL YEAR(#): 07 ORDER NUMBER:[redacted]

S VIN TYPE: N

E L	EVENT DESC	SS/ SITE	CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	M R	BL RN
_	INCENTIVE MEMO	13	07485	[redacted]		12/26/06	PRP	0.00		
_	INCTV PAYMENT	13	07485			12/26/06	PRP	0.00		
_	INCTV APPLICATN	13	07485			12/26/06	PRP	0.00		
_	EXPIRATION TRAN	13	07485			12/26/06		0.00		
_	SETTLEMENT DATE	13	07485			12/26/06		26,030.44 CR		
_	DELIVERY D.O.E.	13	07485			12/23/06		0.00		
_	DELIVERY TO CUS	13	07485			12/23/06		0.00		
_	ORIGINAL INVOIC	13	07485			12/22/06		26,030.44		
_	COV/NVIS DATE	13	07485			12/22/06		0.00		
_	SHIPMENT DATE	13	31812			12/22/06		0.00		
_	PRODUCTION (BUI	13	07485			12/22/06		0.00		

COMMAND ===> ____ MORE RECORDS
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

RCMPR028 VEHICLE EVENT SELECTION 05/27/09
PROCESSING SOURCE: BARS 13:22:58
PAGE NO: 4

VIN: 1GNDT13S5 7[redacted] OR
SELLING SOURCE(#): 13 MODEL YEAR(#): 07 ORDER NUMBER: KNWHP3
S VIN TYPE: N

E L	EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	M R	BL RN
_	PREFERENCE TO P	13 07485			10/24/06		0.00		
_	GM ORDER ACCEPT	13 07485			10/19/06		0.00		
_	GM ORDER ACCEPT				10/19/06		0.00		

COMMAND ===> ____ NO MORE RECORDS
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

Vehicle Operational Status Report

Picture Not Available

2007 CHEVROLET TRAILBLAZER, Stock #P2846

Retail Price: 19995
Exterior Color:
Interior Color:
Condition: U
Mileage: 23699
VIN: 1GNDT13S57[redacted]

Certified Program: CUV
Warranty: 39/39 Warranty Extension
Location: COLE CHEVROLET-CADILLAC, INC.

Edit Vehicle Properties | **Certify/Decertify Vehicle** | **Operational Status** | **Sale Info**

Events: 1-2 of 2 1 of 1 25 per page

EVENT DATE	AREA	EVENT	SUMMARY	USER	ACTION	ERROR	REPORT
01/16/2008	CERT	Certified	39/39 Warranty Extension	GM112902			
02/27/2008	CERT	De-Certified	Other	GM112902			

<Previous Next>

General Motors Corporation
Legal Staff

Facsimile
(248) 267-3677

Telephone
(512) 386-0748

May 26, 2009

Keith Rose, Esq.
Rose Law Firm PLLC - NY
501 New Karner
Albany, NY 12205

Dear Mr. Rose:

Re: GM Case No. [redacted]
Hannah Mason R v. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible via email to the attention of Cortney Buechler, Legal Administrative Assistant, at cortney.buechler@gm.com.

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, please be sure to include the GM Case Name and Case Number. Feel free to contact me by phone at (512) 386-0748 or Fax at (248) 267-3677 with any questions.

Sincerely,

Elizabeth Martin
Legal Coordinator

[redacted]

Service of Process Transmittal

05/22/2009
CT Log Number 514901143

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

RE: **Process Served in West Virginia**

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:	[redacted] etc., Pltfs. vs. Cole Chevrolet-Cadillac, Inc., etc. and General Motors Corporation, etc., Dfts. Cole Used Car Superstore
DOCUMENT(S) SERVED:	Letter, Summons, Complaint, Verification, Exhibit
COURT/AGENCY:	Mercer County Circuit Court, WV Case #[redacted]
NATURE OF ACTION:	Product Liability Litigation - Breach of Retail Installment Sales Contract pertaining to purchase of a used 2007 Chevrolet Trailblazer LS/LT, VIN: 1GNDT13S5[redacted] Was sold as a GM Certified Used Vehicle when in fact had been a wrecked vehicle and that information was not disclosed at time of purchase; Seeking: 475,163.28; No personal injuries reported
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Charleston, WV
DATE AND HOUR OF SERVICE:	By Certified Mail on 05/22/2009 postmarked on 05/20/2009
APPEARANCE OR ANSWER DUE:	Within 30 days after service of this summons, exclusive of the day of service.
ATTORNEY(S) / SENDER(S):	Charles B. Mullins II Mullind Law Office PO Box 490 Pineville, WV 24874 304-732-9234
REMARKS:	Service of Process made on West Virginia Secretary of State May 19, 2009
ACTION ITEMS:	CT has retained the current log, Retain Date: 05/22/2009, Expected Purge Date: 05/27/2009 Image SOP Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED: **ADDRESS:** **TELEPHONE:**	C T Corporation System 707 Virginia Street, East Charleston, WV 25301 304-345-8900

ER - Elizabeth Martin

Rose Law Firm
Keith Rose

CT web
5/26/09
9:15 am

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.

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

VIA FAX ONLY

May 27, 2009

Phillip Candler
COLE CHEVROLET BUICK PONTIAC GMC CADILLAC
PO BOX 688
BLUEFIELD, WV 24701-0688

RE: [redacted]
Service Request [redacted] GM Case No. [redacted]
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S572[redacted]
Customer Relationship Specialist: Dianna Barber

Dear Mr. Candler:

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

- All sales purchase and finance agreements, the application of title 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 include a copy of the customer's invoice (repair orders) as the tech notes are sometimes not legible. Request days out of service/days of rental.

Please fax them **IMMEDIATELY** 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 ext. 21116 and fax is 866-554-4011** or 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

May 27, 2009

Charles Mullins, Esq.
Mullins & Morgan Atty's at Law
PO Box 490
Pineville, WV 24874

RE: [redacted]
Service Requ[redacted] GM Case No. [redacted]
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S572[redacted]
Customer Relationship Specialist: Dianna Barber

Dear Mr. Mullins:

This is to advise that General Motors is in receipt of the above referenced case dated May 19, 2009. 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
☒ Copies of Repair Orders
☒ Finance agreement
☒ Buyer's agreement

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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: The Rose Law Firm, Keith B. Rose

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

BREWSTER, MORHOUS, CAMERON, CARUTH, MOORE, KERSEY & STAFFORD, PLLC

ATTORNEYS AT LAW

HAROLD D. BREWSTER, JR.
LAWRENCE E. MORHOUS
JERRY J. CAMERON
DONALD T. CARUTH
KERMIT J. MOORE
DAVID M. KERSEY
WILLIAM P. STAFFORD, II *
M. HUDSON MCCLANAHAN *
TIMOTHY G. HAYES*
JERAD K. HORNE

*ALSO ADMITTED IN VA

418 BLAND STREET
P. O. BOX 529
BLUEFIELD, WEST VIRGINIA 24701-0529

TELEPHONE (304) 325-9177

TELECOPIER (304) 327-9178

www.brewstermorhous.com
firmemail@brewstermorhous.com

WRITER'S DIRECT DIAL NO. (304) 324-0345
WRITER'S DIRECT FAX NO. (304) 327-9178

Facsimile Transmission

To: Dianna Barber

Sender: **Jerry J. Cameron**

Fax Operator: **Chastity**

Telecopier: **866-554-4011**

Date/Time: June 1, 2009 @ 4:15pm

Reference: [redacted] vs. Cole Chevrolet-Cadillac, Inc. et al

Civil Action No.: [redacted]

Transmission Contains: 8 pages (including cover sheet)

Comments: Per Jerry's instructions, attached are requested documents in the above case.

This transmission sent via Panasonic Panafax UF-770 telecopier. If you do not receive all the pages, or if the transmission quality is poor, please call the fax operator at the number listed above or at (304) 325-9177. The information contained in this transmission is privileged, confidential and intended only for the use of the individual or entity named above. If you receive this communication in error, please notify BREWSTER, MORHOUS, CAMERON, CARUTH, MOORE, KERSEY & STAFFORD, PLLC. immediately by telephone, collect, and return

the original message to us at the address shown above via the U. S. Postal Service. You will be reimbursed for the required postage. Thank you.

OR ORDER FOR MOTOR VEHICLE

DATE 02/23/2008

COLE USED CAR SUPERSTORE
P.O. Box 2354 • 3788 Robert C. Byrd Drive
Beckley, WV 25801

SALESPERSON JOSHUA S GREGORY

VEHICLE ORDERED STOCK NO. P2846

PLEASE ENTER MY ORDER FOR 01 (QUANTITY) XX PRE-OWNED

YEAR & MAKE	SERIES OR MODEL	BODY STYLE
2007 CHEVROLET	TRAILBLAZR	4DR APV

BEARING MANUFACTURER'S NUMBER 1GNDT13S572[redacted]

DELIVERY ON OR ABOUT 02/23/ 20 2008 SEE REVERSE SIDE

TRADE-IN-RECORD STOCK NO. P2846A

YEAR & MAKE	SERIES OR MODEL	BODY STYLE
04 GMC	YUKON 4X4	4D UTILITY

MANUFACTURER'S NUMBER [redacted]

"AMOUNT OWED" (SHOWN IN RIGHT COLUMN) PAYABLE TO:

LIEN HOLDER [redacted]

LIEN HOLDER ADDRESS PO BOX 2306 WILSON, NC [redacted] ACCOUNT NO [redacted]

TITLE RECEIVED ☐ YES XX ☐ NO IF NO, EXPLAIN: PAYOFF

INSURANCE DATA

INSURANCE AGENT: [redacted]
NAME
NO. & STREET [redacted]
CITY, STATE, ZIP CODE Crab Orchard [redacted]
TELEPHONE 304-256-1668

INSURANCE COMPANY: NATIONWIDE INSURANCE
NAME
POLICY NO. [redacted]
EFFECTIVE DATE-FROM 2/16/2008 TO 2/16/2009
COVERAGE ☐ FIRE-THEFT ☐ COMPREHENSIVE ☐ COLLISION $ 100/500 DEDUCTIBLE

Purchaser agrees that this order includes all of the terms and conditions on both the face and reverse side hereof, that this order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that **THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.**
Purchaser by his execution of this order acknowledges that he has read its terms and conditions and has received a true copy o[redacted]
2/23/

DATE

ACCEPTE[redacted]

BUYER [redacted]
STREET [redacted]
CITY STATE MATHENY, WV [redacted]

CASH PRICE - ORDERED VEHICLE		$ 17,944.00
ACCESSORIES		
HUNTINGTON NATIONAL BANK		
TOTAL CASH PRICE - ORDERED VEHICLE		$ 17,944.00
Gross Trade-In Allowance	17,806.72	
Amount "Owed" on Trade-In	22,170.11	
Net Trade-In Allowance	4,363.39-	
Cash with Order	1,800.00	
TOTAL CREDITS		$ 2,563.39-
BALANCE		20,507.39
DOCUMENTARY FEES (Includes Tax)	DOC FEES / SALES TAX	50.00 / 3.00 N/A
SERVICE CONTRACT		
STATE SALES TAX		6.86
LICENSE FEE		20.50
TOTAL BALANCE DUE		$ 20,587.75

COLE
USED CAR SUPERSTORE
P.O. Box 2354 • 3788 Robert C. Byrd Drive
Beckley, WV 25801
Phone: (304) 252-2528 • Fax: (304) 461-0095
1-866-926-5399
www.colebeckley.com

I/WE GUARANTEE THAT MY/OUR TRADE-IN HAS NOT BEEN SALVAGED AIND DOES NOT CARRY A RECONSTRUCTED TITLE.

I HEREBY CERTIFY THAT THE VEHICLE DESCRIBED ON THIS ORDER WAS DELIVERED TO ME WITH THE PRICE LABEL INTACT AS REQUIRED BY P.L. 85 - 506.

PURCHASER'S SIGNATURE

CUC 101 4/07

AGREEMENT TO PROVIDE PHYSICAL DAMAGE INSURANCE

I understand that to provide protection from serious financial loss, should an accident occur my installment contract requires the collateral to be continuously covered with Insurance against the risks of fire, theft, and collision for the entire term of the loan. Accordingly, I have arranged for the required insurance through the Insurance Company shown below and have requested that the lender be recorded as the loss payee by and endorsement to be added to the policy.

LENDER: HUNTINGTON NATIONAL BANK

ADDRESS: 2361 MORSE ROAD COLUMBUS, OH 43229

PURCHASER:

	First	Middle	Last		
NAME	[redacted]				
	Number	Street	City	State	Zip Code
ADDRESS	[redacted]		MATHENY	WV	[redacted]
TELEPHONE NUMBER	[redacted]				

VEHICLE INSURED:

Year	Make	Model	Vehicle Identification #
07	CHEVROLET	TRAILBLAZR	1GNDT13S572[redacted]

INSURANCE AGENT:

NAME	MASON HANNAH	
STREET ADDRESS	P.O. Box 1222	
CITY, STATE ZIP CODE	Crab Orchard, WV 25827	
TELEPHONE NUMBER	304 256-1668	**LENDER CONFIRMED AS LOSE PAYEE: YES( )XX NO( )**

INSURANCE COMPANY:

NAME	NATIONWIDE INSURANCE	
POLICY NUMBER	[redacted]	
EFFECTIVE DATE	~~2/16/08~~	~~2/16/09~~ 1/00
COVERAGE	☐FIRE THEFT ☒COMP	☐COLLISION $ 500.00 DEDUCTIBLE

PURCHASER SIGNS: X [redacted]

DEALER/LENDER CONFIRMATION:

DEALER( ) LENDER ( )

CONFIRMED BY: [signature] DATE

P. O. Box 2354 • 3788 Robert C. Byrd Drive, Beckley, WV 25801
Phone (304) 252-2528 • Fax (304) 461-0095 • www.colebeckley.com

CUSTOMER'S STATEMENT - 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] PRESENT ADDRESS [redacted] CITY Mathews COUNTY WV [redacted] LIVED THERE YEARS 8 MONTHS 0

RENT BY MO. ☐ LEASE ☐ OWN ☒ LANDLORD OR MORTGAGE HOLDER NAME SBA MO. PYMT. OR RENT $ 388

PREVIOUS HOME ADDRESS [redacted] CITY Mathews COUNTY [redacted] STATE WV ZIP CODE [redacted] LIVED THERE YEARS 22 MONTHS 0

EMPLOYED BY SELF ☐ OTHERS ☐ NAME Nationwide BUSINESS ADDRESS, NUMBER AND STREET [redacted] CITY [redacted] STATE [redacted] HOW LONG YEARS 4 MONTHS 8 [redacted]

TRADE OR OCCUPATION Agent SALARY OR WAGES $ 4200.00 NAME OF PREVIOUS EMPLOYER [redacted] ADDRESS [redacted] NO. YEARS [redacted]

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 [redacted] SOURCE [redacted] MONTHLY AMOUNT $ [redacted]

NAME AND ADDRESS OF PARENTS OR NEAREST RELATIVE NOT LIVING WITH ME NAME [redacted] ADDRESS [redacted] PHONE NO. [redacted] RELATIONSHIP [redacted]

NAME AND ADDRESS OF PERSONAL FRIEND NAME [redacted] ADDRESS [redacted] PHONE NO. [redacted] KNOWN HOW LONG? [redacted]

BANK ACCOUNT ☐ NAME OF BANK First Community Bank BRANCH NAME AND CITY [redacted] ☐ CHECKING ☐ SAVINGS ☐ NO ACCOUNT CHECKING ACCOUNT NO. [redacted]

LAST CAR FINANCED BB&T NAME OF CREDITOR [redacted] BALANCE DUE OR DATE PAID [redacted] 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 [redacted] ADDRESS [redacted] ACCOUNT NO. [redacted]

C/L ☐ NEW ☐ USED ☐ YEAR [redacted] #CYL. [redacted] MAKE [redacted]

MODEL # [redacted] DESCRIPTION [redacted] MILEAGE [redacted]

VIN [redacted] SALESPERSON [redacted]

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) [redacted]

TRADE-IN YEAR [redacted] MAKE [redacted] DESCRIPTION [redacted]

TERM OF CONTRACT MOS. [redacted] DEALER **COLE USED CAR SUPERSTORE**

CASH PRICE (LINE 1 OF CONTRACT) ..... $ [redacted]
LESS: NET TRADE ..... $ [redacted]
CASH ..... $ [redacted]
REBATES (DESCRIBE) [redacted] $ [redacted]
OTHER (DESCRIBE) [redacted] $ [redacted]
TOTAL DOWN PAYMENT ..... $ [redacted]
UNPAID BALANCE ..... $ [redacted]
PLUS INSURANCE CHARGES ..... $ [redacted]
OTHER CHARGES ..... $ [redacted]
TOTAL AMOUNT FINANCED ..... $ [redacted]
(MSRP $ [redacted])
SPECIAL PROGRAM (E.G. FIRST TIME BUYER, COLLEGE GRAD., ETC.) [redacted]
STK# [redacted]

JOINT APPLICANT OR OTHER PARTY

PRINT FULL NAME [redacted] PRESENT ADDRESS [redacted] CITY Mathews COUNTY WV [redacted] LIVED THERE YEARS [redacted] MONTHS [redacted]

RENT BY MO. ☐ LEASE ☐ OWN ☒ LANDLORD OR MORTGAGE HOLDER NAME [redacted] MO. PYMT. OR RENT $ [redacted]

PREVIOUS HOME [redacted] NUMBER AND STREET [redacted] CITY [redacted] COUNTY [redacted] STATE [redacted] ZIP CODE [redacted] LIVED THERE YEARS [redacted] MONTHS [redacted]

EMPLOYED BY SELF ☐ OTHERS ☐ NAME Ron's Mini Mart BUSINESS ADDRESS, NUMBER AND STREET [redacted] CITY [redacted] STATE [redacted] HOW LONG YEARS 2 MONTHS 0 BUS. PHONE NO. 682-5000

TRADE OR OCCUPATION Cashier SALARY OR WAGE $ 600.00 NAME OF PREVIOUS EMPLOYER [redacted] ADDRESS [redacted] NO. YEARS [redacted]

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 [redacted] SOURCE [redacted] MONTHLY AMOUNT $ [redacted]

BANK ACCOUNT [redacted] NAME OF BANK [redacted] BRANCH NAME AND CITY [redacted] CHECKING ☐ SAVINGS ☐ NO ACCOUNT ☐ CHECKING ACCOUNT NO. [redacted]

LAST CAR FINANCED [redacted] NAME OF CREDITOR [redacted] BALANCE DUE OR DATE PAID [redacted] TRADING IN THIS CAR? ☐ YES ☐ NO

FAIR CREDIT REPORTING ACT DISCLOSURE

This application for credit sale will be submitted to Lenders at _____ for purchase or consideration as to whether it meets purchase requirements.

I certify that the above information is [redacted] the release of information about my credit experienc [redacted] APPLIES)

MONTHLY PAYMENT DATE DESIRED BY CUSTOMER: APPLICANT SIG [redacted] L SHIP TION

JOINT APPLICA [redacted]

Form # CA 101 4/07

Cole USED CAR SUPERSTORE

P.O. Box 2354 • 3788 Robert C. Byrd Drive
Beckley, WV 25801
Phone: (304) 252-2528 • Fax: (304) 461-0095

OUR NAME MEANS A GREAT DEAL!

Privacy Notice

In connection with your transaction, **Cole Used Car Superstore** may obtain information about you as described in this notice, which we handle as described 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, our affiliates or others;
   - Information we receive from a credit reporting agency.

2. We may disclose all of the information we collect, as described above, to companies that perform marketing services on our behalf. We may make such disclosures about you as a consumer, customer or former customer.

3. We may also disclose nonpublic information about you as a consumer, customer or former customer, to nonaffiliated third parties as permitted by law.

4. We may also disclose nonpublic information about you as a consumer, customer or former customer to our affiliates. This information is restricted to only that which pertains to your transaction with Cole Used Car Superstore.

5. We restrict access to nonpublic personal information about you to those employees who need to know that information to provide products or services to you. We maintain physical, electronic and procedural safeguards that comply with federal regulations to guard your nonpublic personal information.

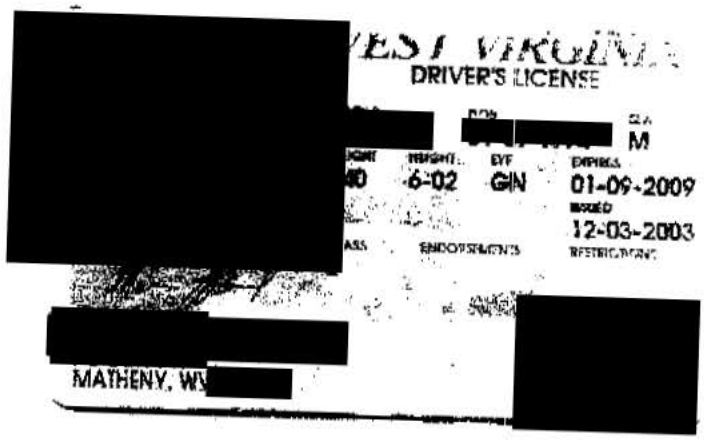
CU[redacted]knowledge that I (we) received a copy of this notice on the da

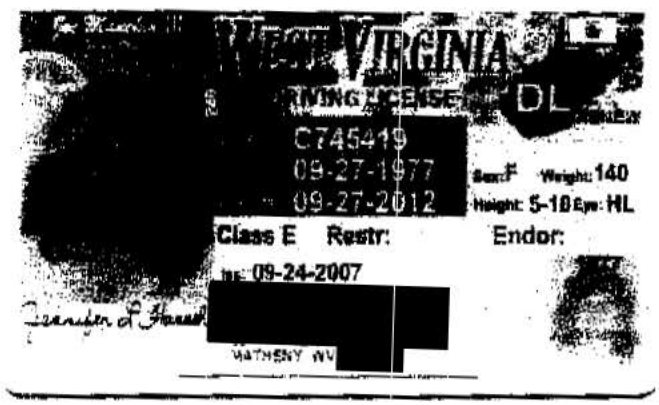
X _____ 12-23-08
Cu[redacted] Date

X _____
Cu[redacted]

X _____ 12-23-08
Co[redacted] Date

Co[redacted]


DRIVER'S LICENSE
M
-6-02
GIN
01-09-2009
12-03-2003
MATHENY, WV


VIRGINIA
DL
C745419
09-27-1977
09-27-2012
F
Weight: 140
Height: 5-10
Eye: HL
Class E
Restr:
Endor:
09-24-2007
MATHENY WV

Cole USED CAR SUPERSTORE

P.O. Box 2354 • 3788 Robert C. Byrd Drive
Beckley, WV 25801
Phone: (304) 252-2528 • Fax: (304) 461-0095
www.colebeckley.com

OUR NAME MEANS A GREAT DEAL!

SPOT DELIVERY AGREEMENT

Buyer [redacted] Co-Buyer [redacted] Salesperson: JOSHUA S GREGORY

Street Address: [redacted] MATHENY, WV [redacted]

Home Telephone: [redacted] Work Telephone: _____

Vehicle Description: 2007 CHEVROLET TRAILBLAZR 1GNDT13S57[redacted]
Year Make Model Vehicle Identification Number (VIN)

Although I have been permitted to take possession of the above-described vehicle, I understand that financing for the purchase of the vehicle has not been finalized. This is known as a "Spot Delivery". The Dealer and I intend that financing for the purchase of the vehicle will be obtained directly from a third party or that the purchase contract signed to complete the transaction will be assigned to a third party lender. I understand that this Spot Delivery Agreement is for the purpose of allowing me to take possession of the vehicle, subject to the following terms and conditions, until a final decision regarding my request for financing is made:

1. I must have a valid driver's license to operate the vehicle and maintain full insurance coverage on the vehicle, and I may not permit anyone who does not have a valid driver's license to operate the vehicle.
2. In the event that financing is not obtained from a third party for my lease of this vehicle or the Dealership is unable to assign the Finance Contract to a third party within 45 days, I will immediately return the vehicle to the Dealership upon request.
3. In the event that I am required to return the vehicle to the Dealership, I will return the vehicle in the same condition it was in when it left the Dealership. Upon my return of the vehicle to the Dealership, the Dealership will refund any payments made by me, less the cost of repairing any damage that occurred to the vehicle arising out of my use, possession and control of the vehicle and any other amounts I owe the Dealership pursuant to this Agreement and/or the Retail Purchase Agreement. If the amount of these charges exceeds the total amount I paid to the Dealership, I will pay any additional amounts due to the Dealership upon my return of the vehicle.
4. If I am in breach of this Agreement or fail to return the vehicle to the Dealership as required by this Agreement, I will be required to pay all expenses incurred by the Dealership to have the vehicle returned and the Dealership, or any of its agents or employees, may peacefully retake possession of the vehicle
5. I will defend, indemnify and hold harmless the Dealership from and against any and all losses, liabilities, damages, injuries, claims, demands, costs and expenses arising out of my use, possession and control of the vehicle and/or any breach of my responsibilities as set forth in this Agreement.

By sig[redacted]at I have been given the opportunity to read this Spot Delivery Agreement and fully unders[redacted] the terms and conditions set forth herein. This Spot Delivery Agreement is hereby incorp[redacted]etail Purchase Agreement.

Buyer[redacted] Date: 2/23/2008 Co-B[redacted] te: 2/23/2008

Authorized Dealership Representative [redacted] Date: 2/23/2008

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

VIA FAX ONLY

May 28, 2009

Kenny Mador
LEWIS CHEVROLET/OLDSMOBILE/CADILLAC
PO BOX 1500
BECKLEY, WV 25802-1500

RE: [redacted]
Service Reques[redacted] GM Case N[redacted]
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S57[redacted]
Customer Relationship Specialist: Dianna Barber

Dear Kenny Mador:

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

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, the application of title 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 include a copy of the customer's invoice (repair orders) as the tech notes are sometimes not legible. Request days out of service/days of rental.

Please fax them **IMMEDIATELY** 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 ext. 21116 and fax is 866-554-4011** or 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

Levetta Sheppard 05/27/2009 02:24 PM

To: lisa.coggins@gm.com
cc:

Subject: Lawsuit notification on Hannah

To: Lisa Coggins
From: Dianna Barber

Ms Coggins:

This email is to inform you that a lawsuit has been filed on behalf of customer [redacted] by *Mullins Law Office* for the customer's 2007 Chevrolet TrailBlazer, VIN 1GNDT13S57[redacted] The customer has been working with COLE CHEVROLET BUICK PONTIAC, Bluefield, WV & LEWIS & CHEVROLET/OLDSMOBILE/CADILLAC, BECKLEY, WV. Please refer to Service Request [redacted]

This matter has been referred to the Early Resolution program for settlement review.

Your response is needed to continue review of the case. Please reply only by email by selecting one of the following options:

A) I am unaware of this case and have no information to provide you. However, I am interested in the outcome and would like to be contacted about the settlement offers.

B) I am unaware of this case and have no information to provide you. Please notify me after a decision has been reached between the Early Resolution Program and the attorney.

C) I am aware of this case and have information that may be useful to your review. (If selecting this option, please provide the information in your email reply.)

Due to time constraints, your response to this e-mail is required within 24 hours. Your feedback will be documented and your e-mail attached to our case, as it is an important step in our accurate and timely case resolution.

Thank you

Dianna Barber (aka Levetta Sheppard)
Business Resource Center

Aditya Birla Minacs
Phone: 866-790-5700 ext. 21116
Fax: 866.554-4011
levetta_sheppard@gmexpert.com

This email message may contain proprietary, private and confidential information. The information transmitted is intended only for the person(s) or entities to which it is addressed. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited and may be illegal. If you received this in error, please contact the sender and delete the message from your system.
Please consider the environment before printing this e-mail. 1 ton of paper =17 trees. Reduce. Reuse. Recycle.

December 12, 2017

[redacted]
Atlanta, GA 30311

Dear [redacted]

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to $100 towards your next maintenance service or repair on your 2004 Chevrolet TrailBlazer.

This offer is valid towards one service visit on VIN 1GNDS13S84[redacted] In the event the cost of your service exceeds the $100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than $100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Reques[redacted]

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

ATTENTION: DEALERSHIP SERVICE MANAGER
When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

December 12, 2017

[redacted]
New Egypt, NJ [redacted]

Dear [redacted]

We sincerely regret that you experienced a concern with your 2006 GMC Envoy, which resulted in an unexpected repair expense to you.

We value you as a GMC owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $739.01. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At GMC, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at GMC.com or call us at 1-800-462-8782.

Sincerely,

GMC Customer Assistance Center
Service Request [redacted]3

New Egypt, NJ

TRENTON NJ 086

24 AUG 2009 PM 3 L

ATTENTION CINDY PETCOFF

08-26-09A08:24 RCVD

P.O. Box 33172

DETROT MI.

48232-5172

48232+5172

AUG 24, 2009

CINDY.

PLEASE FIND ENCLOSED THE PAPER WORK YOU REQUESTED CONCERNING REIMBURSTMENT FOR REPAIRS OF MY 2006 GMC ANVOY.

MY CANCELED CHECK NOT INCLUDED DUE TO BANKS NOT RETURNING SAME TO ME IN A TIMLY MANNER (WE DISCUSSED THIS IN OUR PHONE CONVERSATION) YOU SAID YOU COULD CONFIRM CHECK PAYMENT WITH THE DEALERSHIP.

THANK YOU FOR YOUR ATTENTION THIS MATTER.

[redacted]

NEW EGYPT, NEW JERSEY

[redacted]

PHONE [redacted]

ORIGINAL

[redacted]

NEW EGYPT, NJ [redacted]

SERVICE ADVISOR FRANK COCILOVO

FREEHOLD

PONTIAC - BUICK - GMC

4404 Rt. 9 & Craig Road • Freehold, NJ 07728
Voice: 732-462-0847 • Fax: 732-462-9793
www.freeholdautos.com

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
19AUG09	21AUG09	[redacted]	1GKDT13S0623[redacted]	[redacted]	[redacted]		21AUG09	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
06:28	09:45	06	GMC ENVOY	[redacted]	0.00	21AUG06	4484	4484

MILEAGE IN	MILEAGE OUT	LICENSE NO.
41611	41612	YU197M

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL	
A C/S THE HEADLIGHTS GO OUT WHILE DRIVING						
E REPLACED HEADLAMP SWITCH						
8437	CP			110.00	110.00	
1 25932635 SWITCH			126.46	126.46	126.46	
41611 HEADLAMP SWITCH SHORTED REPLACE SHORTED HEADLAMP SWITCH TEST OK						
B C/S THE FUEL GUAGE FLUCTUATES						
E REPLACED FUEL LEVEL SENSOR						
8437	CP			330.00	330.00	
1 19178477 SEN KIT			124.20	124.20	124.20	
41611 REPLACE FUEL LEVEL SENSOR ASSEMBLY MODULE SHORTED REPLACE AND TEST OK						

PLEASE RETURN THE CSI SURVEY, BUT REMEMBER, COMPLETELY SATISFIED IS THE ONLY PASSING GRADE!

THANK YOU,
THE FREEHOLD SERVICE TEAM

Mr. Goodwrench

DESCRIPTION	TOTALS
LABOR AMOUNT	440.00
PARTS AMOUNT	250.66
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	690.66
LESS INSURANCE	0.00
SALES TAX	48.35
PLEASE PAY THIS AMOUNT	739.01

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION, THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THE REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY; AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

STATEMENT OF DISCLAIMER

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

SERVICE HOURS
MONDAY THRU FRIDAY 8:00 AM - 5:00 PM
SATURDAY 8:00 AM - 2:00 PM
LATE PICKUP AVAILABLE!
ASK YOUR SERVICE ADVISOR FOR ANY ARRANGEMENTS.

SERVICE: 732-462-7093 · BODYSHOP: 732-462-7093 · PARTS: 732-462-0842 · FAX: 732-462-9793

CUSTOMER COPY

Motor Vehicle Commission

NEW JERSEY

CHIEF ADMINISTRATOR
MOTOR VEHICLE COMMISSION

VEHICLE REGISTRATION

PLATE NO: YU197M GOOD THRU: 12/2009
VIN: 1GKDT13S062354839
GMC 2006 WAGON GY ENV WC: 8
ERNEST E MARTIN JR PASSENGER 08
1 BLANCHE RD DL:M06912346509322
NEW EGYPT NJ 08533 RENEWAL PT:PA
FEE: 64.50 RP200827769837201

COPY

CERTIFICATE OF TITLE

HOLD TO LIGHT TO VIEW WATERMARK

PREFIX	IDENTIFICATION NUMBER	SUFFIX	YEAR	MAKE	MODEL	BODY TYPE
	1GKDT 13S06 2[redacted]		2006	GMC	ENV	WAGON

TYPE OF TITLE	DUPLICATE NO.	GVW/WC/LGTH	COLOR/MT/HP	DEALER I.D.	AXLES/PROP	FUEL
STANDARD		8	GY	47110N	2	

FEE	ISSUE DATE	VIN REPLACEMENT	MILEAGE	STATUS
20.00	08-23-2006		50	A

[redacted]

NEW EGYPT NJ [redacted]

F-FLOOD S-SALVAGE
P-POLICE T-TAXI
L-LEMON LAW
A-ACTUAL MILEAGE
N-NOT THE ACTUAL MILEAGE
M-MILEAGE EXCEEDS THE MECHANICAL LIMITS

NUMBER OF OWNERS: 1

NUMBER OF LIENHOLDERS: 0

OWNER DL/CC [redacted]

I, CHIEF ADMINISTRATOR OF THE MOTOR VEHICLE COMMISSION, OF THE STATE OF NEW JERSEY, DO HEREBY CERTIFY THAT EVIDENCE OF PURCHASE OF OWNERSHIP, IN COMPLIANCE WITH THE LAWS OF THE STATE OF NEW JERSEY, OF THE DESCRIBED ARTICLE, HAS BEEN RECORDED AND FILED WITH ME, AND I DO HEREBY ISSUE THIS CERTIFICATE OF OWNERSHIP SUBJECT TO SECURITY AGREEMENT OR LIEN, IF ANY AS STATED.

CONTROL NUMBER [redacted]

SIGNATURE

State of New Jersey
MOTOR VEHICLE COMMISSION

DATE

SECOND LIENHOLDER

DATE

FIRST LIENHOLDER

LIEN RELEASED BY:

SIGNATURE

TITLE DATE

SECOND RELEASE

LIEN RELEASED BY:

SIGNATURE

TITLE DATE

FIRST RELEASE

[redacted]

ISM/SS-1 (R6/06)

VOID IF ALTERED

HOLD TO LIGHT TO VIEW WATERMARK

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

CHECK **No.** 902003696

VOID VOID VOID

Issued by:
Chevrolet

Certificate No. 1GNES16S74[redacted]

Issue Date: December 12, 2017

Issued exclusively for: [redacted]
St Cuthbert, [redacted]

Valid through: September 22, 2010

Amount: Five Hundred Dollars and Zero Cents
******$500.00******

December 12, 2017

[redacted]
Cuthbert, GA [redacted]

Dear Bernice,

Thank you for your recent inquiry. We are sorry you have experienced concerns with your vehicle. Customer satisfaction is a top priority for us.

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. With such a wide selection of vehicles to choose from (Buick, Cadillac, Chevrolet, GMC, HUMMER, Pontiac, Saab, Saturn), we are sure you will find a vehicle that is right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. 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.

We are proud you made Chevrolet your choice when you purchased your 2004 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 our Marketing Support department at 1-800-950-2438. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Chevrolet Customer Assistance Center
Service Request: [redacted]

[redacted]
Huffman, TX [redacted]

N HOUSTON TX 773
28 OCT 2009 PM 2 T



10-30-09A08:00 RCVD

GM Customer Service
P.O. Box 33170
Detroit, Michigan
48232-5170

ATT: S. Avila

48232+5170

[redacted]

TO: SERI AVILA - GM CUSTOMER SERVICES 10/26/2009
FROM: MR. & MRS. CARL HOLDER III
SUBJECT: COVER LETTER - REFUND FOR REPAIR ON 2003 CHEVY TRAILBLAZER

RE:

PER OUR TELEPHONE CONVERSATION ON OR ABOUT OCTOBER 23, 2009 AND, PER YOUR REQUEST, I AM SENDING THIS COVER LETTER AND ATTACHED INFORMATION AND/OR COPIES.

THE REPAIR PROBLEM IN QUESTION IS CONCERNING THE HEADLIGHTS ON THE 2003 TRAILBLAZER THAT KEPT GOING OUT WHILE MY WIFE WAS DRIVING THE VEHICLE AT NIGHT OR EARLY MORNING HOURS.

TO THE BEST OF MY MEMORY AND KNOWLEDGE I BELIEVE MY WIFE TOOK THIS VEHICLE TO JOHN KEATING CHEVY FOR REPAIR ON TWO SEPARATE OCCASIONS. THE REASON SHE WENT TO JOHN KEATING CHEVY IS BECAUSE THAT IS THE DEALERSHIP WHERE WE BOUGHT THE VEHICLE.

THEREFORE, AFTER THE SECOND OCCASION A SERVICE CONSULTANT, ADAM GURLEY, TOLD MY WIFE THE REPAIR DEPARTMENT COULD NOT DUPLICATE THE PROBLEM SHE WAS HAVING, SO, CONTINUE TO DRIVE THE VEHICLE UNTIL IT FAILED.

ALSO, MR. GURLEY TOLD MY WIFE HE WAS PUTTING COMMENTS INTO THE COMPUTER SHOWING THIS WAS AN ONGOING PROBLEM THE SERVICE DEPARTMENT WAS UNABLE TO CORRECT AT THAT TIME.

SO, MY WIFE DID AS SHE WAS INSTRUCTED BY MR. GURLEY AND SEVERAL MONTHS LATER THE HEADLIGHT PROBLEM BEGAN TO OCCUR MULTIPLE TIMES A DAY AS MR. GURLEY SAID IT WOULD.

MY WIFE, [redacted] TOOK THE VEHICLE TO THE SERVICE DEPARTMENT AND HAD IT REPAIRED AND PAID THE ATTACHED COPY PAYMENT AMOUNT BECAUSE THE DEALERSHIP SAID THE WARRANTY HAD EXPIRED AND THE CHARGES WERE NOT COVERED BY GM AND /OR ANY WARRANTY COVERAGE.

ALSO, THE DEALERSHIP WOULD NOT PAY FOR THE COST OF REPAIR, EVEN THOUGH, IT WAS AN ONGOING PROBLEM, THAT JOHN KEATING CHEVY SERVICE DEPARTMENT COULD NOT REPAIR WHILE THE VEHICLE WAS UNDER WARRANTY.

I DO NOT BELIEVE THIS IS THE CORRECT WAY TO TREAT AND/OR HANDLE A SITUATION SUCH AS THIS. ESPECIALLY, AFTER MY WIFE AND I HAD PURCHASED A NEW 2003 TRAILBLAZER AND A NEW 2004 SILVERADO, NOT USED, BUT NEW VEHICLES FROM THIS DEALERSHIP AND TOOK A RELATIVE TO THIS DEALERSHIP IN APPROXIMATELY 2005 AND HE BOUGHT A NEW VEHICLE FROM THIS DEALERSHIP BECAUSE OF MY WIFE AND I AND OUR FAITH IN THE DEALERSHIP, AT THAT TIME.

IN CLOSING, I THINK THIS MATTER WAS HANDLED INAPPROPRIATELY.

RESPECTFULLY SUBMITTED

[redacted]

866-790-5600-X=31407
Seri Avila
GM Customer Service
PO Box 33170
Detroit, Michigan
48232-5170

✓ 1. Copy of Registeration
2. Proof of payment
3. Copy of Original invoice
✓ 4. Cover Letter - Explain problem / compliant
✓ 5. Refer To file # [redacted]

Michaels X=32878

John Keating CROSBY
21001 Crosby Frwy
Crosby,TX 77532
281-328-1313
281-328-1409
fax 281-462-9927
cell 832-445-9423
agurley@johnkeatingchevy.com

Adam Gurley
Service Consultant



CUSTOMER #: [redacted]

[redacted]

[redacted]

HUFFMAN, TX [redacted]

HOME: [redacted] CONT: N/A

BUS: [redacted] CELL [redacted]

INVOICE

DUPLICATE 1
PAGE 1

CHEVROLET

JOHN KEATING CHEVROLET, INC.
21001 CROSBY FREEWAY
P.O. BOX 1409
CROSBY, TEXAS 77532
(281) 328-1313
(281) 328-4377
www.johnkeatingchevy.com

SERVICE ADVISOR: 329 PAUL B STAFFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT-WHI	03	CHEVROLET TRAILBLAZE	1GNES16S73[redacted]		106792/106792	[redacted]

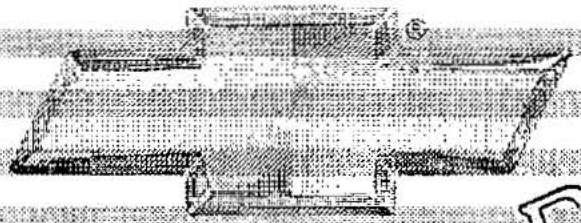
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28JUN03 IS 30JUN03 DD		30JUN2008	18:00 21OCT09		0.00	CASH	22OCT09

R.O. OPENED	READY	OPTIONS:
17:03 21OCT09	17:04 22OCT09	DLR:33316 ENG:4.2_LITER_MFI_DOHC TRN:A

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S HEADLAMPS GO OFF W/DRIVING.REPORT			
51 REPLACED THE HEADLAMP MODULE RELAY			
591 C		78.00	78.00
1 15016745 RELAY	42.89	36.00	36.00

PARTS: 36.00 LABOR: 78.00 OTHER: 0.00 TOTAL LINE A: 114.00

****



CHEVROLET

PAID
OCT 22 2009
BCK# 3122

COPY

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	78.00
PARTS AMOUNT	36.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	114.00
LESS INSURANCE	0.00
SALES TAX	2.97
PLEASE PAY THIS AMOUNT	116.97

Copyright 2000 ADP, Inc. SERVICE INVOICE TYPE 3 - 5120

CUSTOMER COPY

VEHICLE REGISTRATION RENEWAL NOTICE

IF YOU NO LONGER OWN THIS VEHICLE PLEASE COMPLETE THE VTR 346 FORM AVAILABLE ON OUR WEB SITE AT: www.txdot.gov.

Renew online @ www.texasonline.com. Check this site or contact your local County Tax Office for a list of participating counties.

VEHICLE INFORMATION

LICENSE PLATE NUMBER	[redacted]
VEHICLE IDENTIFICATION NO.	1GNES[redacted]
YEAR/MAKE/BODY STYLE	2003/CHEV/LL
CURRENT EXPIRATION MONTH/YEAR	JUN/2009
TOTAL FEE DUE (in person)	$ 63.88
IF MAILED	64.88

Send bottom part of form, proof of insurance, and correct fee to your county tax office in the enclosed envelope. Make check or money order payable to your local tax assessor-collector. Allow 15 days for processing by mail. Driver's license number required on checks.

FOR QUESTIONS CALL YOUR LOCAL TAX ASSESSOR-COLLECTOR: 713-368-2000

YOUR CHECK MAY BE CONVERTED TO AN ELECTRONIC FUND TRANSFER.

CUSTOMER COPY

▲KEEP TOP SECTION FOR YOUR RECORDS▲

▼MAIL SECTION BELOW FOR CONVENIENT PROCESSING▼

AFTER RENEWED, THIS REGISTRATION WILL EXPIRE THE LAST DAY OF: JUN/2010

VEHICLE INFORMATION

VEH. CLASS.	PASS-TRK
VEH. IDENT. NO.	1GNES16S7362[redacted]
YR/MAKE/BODY STYLE	2003/CH[redacted]
FUEL TYPE	GAS
EMPTY WEIGHT	4700
CARRYING CAPACITY	1000
GROSS WEIGHT/TONNAGE	5700/0.50
UNIT NO.	
TOTAL FEE	$ 63.88
IF MAILED	64.88

VEHICLE OWNER NAME(S) & ADDRESS:

[redacted]
HUFFMAN, TX[redacted]

LICENSE NO. [redacted]
TRUCK PLT

ISSUE THE 2010 WINDSHIELD STICKER

SEND THIS PART OF FORM, PROOF OF INSURANCE, & CORRECT FEE TO:

RENEWAL RECIPIENT NAME AND ADDRESS:

[redacted]
HUFFMAN, TX [redacted]

LEO VASQUEZ
HARRIS CNTY TAX ASSESSOR-COL
1001 PRESTON
PO BOX 4089
HOUSTON, TX 77210-4089

TEXAS REGISTRATION RECEIPT
AFTER VALIDATION,
THIS RECEIPT MUST BE CARRIED IN ALL COMMERCIAL VEHICLES.

TEXAS DEPARTMENT OF TRANSPORTATION
VEHICLE TITLES AND REGISTRATION DIVISION

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

GM

CHECK **No.** 902005111

50-937
213

VOID VOID VOID VOID VOID

DATE
11/05/09

**********114 DOLLARS

****00 CENTS

AMOUNT
**********114.00

PAY TO THE ORDER OF

[redacted]
HUFFMAN TX 7[redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

VOID VOID VOID VOID VOID

he Chase Manhattan Bank, N.A.
yracuse, New York

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

ENDOR
INS NO. BB 000000022 1

CHECK NO. 902005111

NDOR NAME CARL HOLDER

PAYMENT DATE 11/05/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
IGNES16S7[redacted]	[redacted]	VH 1-CROFZ4 -CROFZ4	00.0000	114.00	.00	114.00

VOID VOID VOID VOID

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

W3

TOTAL	114.00	.00	114.00

December 12, 2017

[redacted]
Huffman, TX 7[redacted]

Dear[redacted]

We sincerely regret that you experienced a concern with your 2003 Chevrolet TrailBlazer, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $114.00. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request [redacted]

December 12, 2017

[redacted]
Valdosta, GA [redacted]

Dear [redacted]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-462-8782. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at GMC. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at GMC.com or call us at 1-800-462-8782.

Sincerely,

GMC Customer Assistance Center
Service Request Number: 7[redacted]

[redacted]

S.I, NY, [redacted]

TRIBORO NY 112
BKLYN-QNS-STATEN ISL
27 OCT 2009 PM 2 L

CHEVROLET
P.O BOX 33170
DETROIT, MI 48232-5170

10-30-09A08:01 RCVD

48232+5170

Robert A. Lutz
Vice Chairman
Marketing and Communications
General Motors Company

Dear Sir:

I own a 2002 Trail Blazer; I have had a lot of problems with it. I will not bother you with all of it, but I am really unhappy with the quality of the Vehicle, and the fact that when I do have a problem no one can fix it.

My problem now is that the headlights go out, for no apparent reason, while I am driving. They stay off for varying lengths of time, some times they go right back on some times thy are off for hours. The Brights work. The running lights work, but the head lights have a mind of there own.

The dealerships repair people tell me thy can't fix it if the lights are working, and of course when I bring the car to them the lights always work. About a year ago I brought it in and thy said it needed a part, thy didn't say which one. I said OK get the part, thy did and put it in. this worked for 3 months. I was not at home for a while and when I went back to the dealer, I was told that thy did not have a record of the repair. My local auto repair guy said he could not fix it as it involved the computer.

I have repaired things my whole life and I know that electrical problems are sometimes difficult. But someone must know how to trace this down, replacing parts, if necessary, until the bad one is found.

I have been stopped several times by the police, and have so far not gotten a summons, but this is a dangerous thing and has to be fixed. Please find me some one who knows how to fix my car.

I bought my first Chevy in1959, but I don't think I will be getting another.

Thank you

[redacted]an
[redacted] Staten Island NY
[redacted]

December 12, 2017

[redacted]
Greenacres, FL [redacted]

Dear [redacted]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-521-7300. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Buick. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Buick.com or call us at 1-800-521-7300.

Sincerely,

Buick Customer Assistance Center
Service Request Number: [redacted]

December 12, 2017

[redacted]
Traverse City, MI 4[redacted]

Dear [redacted]

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to $100 towards your next maintenance service or repair on your 2005 Chevrolet TrailBlazer.

This offer is valid towards one service visit on VIN 1GNDT13S552[redacted]. In the event the cost of your service exceeds the $100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than $100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request [redacted]

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

ATTENTION: DEALERSHIP SERVICE MANAGER
When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

[redacted]
Asheville, NC [redacted]

ASHEVILLE NC 287

18 APR 2019 PM 1 1

2018 Census
Mail It Back

I B 04-22-19 A08:21 IN

General Motors Corporation
300 Renaissance Centers.
Detroit, MI 48265

48243+1403

[redacted]

ASHEVILLE, NC [redacted]
[redacted]

GENERAL MOTORS CORPORATION
300 RENAISSANCE CENTERS
DETROIT, MI 48265

TO WHOM IT MAY CONCERN:

Hey my name is [redacted] purchased 2004 GMC Envoy VIN #1gkdt1357423[redacted] 2005. I have been having problems with this car. I love driving this car and think that it is a great riding car. I went on the internet to see if there were a recall on the 2004 Envoy and there were places that were saying there was a recall on them. I called Harry" on the Hill in Asheville, NC to see if there were a recall on the Envoy I purchased and they told me no. I have been having the same problems with my car that others have reported.

Some of the problems I am having are listed below.

When I turn on defrost the car stop running and if I am driving the car it don't pull well.
Mash the brakes and they go to the floor.
All the light in the inside is coming on and going off.
The check engine light comes on and goes off.
My headlights are not working and I have replaced the bulb a 100 times.
Speed monitor is not working all the time.
When I put the car in gear in jump real hard and then sometimes it just sit there and don't move.
When you put the car in drive it will not move. I have to put the car back in park then back in drive.

I would like to know what GMC is going to do about the problem there are lots of people with this going on problem.

If I don't hear anything about this problem I will go to the News about the problem. I am also talking to an attorney about this problem. Please contact me at the above address. I have also put the address down below.

Thank you for your time.

[redacted]

Asheville, NC [redacted]

Consequence	STOPPING TO DRIVERS IN FOLLOWING VEHICLES, AND AN INOPERATIVE REAR TURN SIGNAL LAMP WILL NOT CONVEY THE DRIVER□S INTENTION TO TURN TO DRIVERS IN FOLLOWING VEHICLES. BOTH OF THESE FAILURES CAN INCREASE THE RISK OF A CRASH.
Remedy	DEALERS WILL INSPECT THE TAIL LAMP/STOP LAMP ASSEMBLIES, AND IF NECESSARY, REPLACE THEM. THE RECALL BEGAN ON NOVEMBER 22, 2004. OWNERS SHOULD CONTACT CHEVROLET AT 1-800-630-2438, OLDSMOBILE AT 1-800-630-6537, BUICK AT 1-866-608-8080, OR GMC AT 1-866-996-9463.

RECALL: 2002 - 2003 GMC Envoy - GMC Envoy XL

NHTSA Campaign Number:	04V046000	www.nhtsa.dot.gov
Manufacturer	GENERAL MOTORS CORP.	
Recall Date:	FEB 02, 2004	
Potential Number Of Units Affected:	581394	

Description	VISIBILITY:WINDSHIELD WIPER/WASHER
Summary	CERTAIN SPORT UTILITY VEHICLES HAVE WINDSHIELD WIPER SYSTEMS THAT WILL NOT TURN ON, CEASE OPERATION WHILE IN USE, FAIL TO TURN OFF/ON BY THEMSELVES (MOISTURE SENSITIVE WIPER SYSTEM), OR HAVE CONTINUOUS WINDSHIELD WASHER PUMP OPERATION BECAUSE THE PRESENCE OF WATER WITHIN THE WIPER MODULES CAN EITHER CAUSE A SHORT CIRCUIT OR CAN LEAD TO THE CORROSION OF COMPONENTS WITHIN THE MODULE.
Consequence	DEPENDING ON THE OCCURRENCE AND WEATHER SITUATION, DRIVER VISIBILITY COULD BE REDUCED, WHICH COULD RESULT IN A CRASH.
Remedy	DEALERS WILL COVER THE WINDSHIELD WIPER MODULE VENT HOLE WITH A PATCH. ALSO, THE WIPER MOTOR, CIRCUIT BOARD, AND ELECTRICAL CONNECTOR WILL BE INSPECTED TO SIGNS OF WATER INTRUSION AND/OR CORROSION AND BE REPLACED AS REQUIRED. THE RECALL BEGAN JULY 6, 2004. OWNERS SHOULD CONTACT CHEVROLET AT 1-800-630-2438; OLDSMOBILE AT 1-800-630-6537; OR GMC AT 1-866-996-9463.

RECALL: 2003-2004 GMC Envoy

NHTSA Campaign Number:	05V198000	www.nhtsa.dot.gov
Manufacturer	GENERAL MOTORS CORP.	
Recall Date:	APR 29, 2005	
Potential Number Of Units Affected:	286478	



Description	EXTERIOR LIGHTING:TURN SIGNAL
Summary	ON CERTAIN TRUCKS AND SPORT UTILITY VEHICLES, THE DRIVER WISHING TO SIGNAL A TURN BY MOVING THE DIRECTIONAL SIGNAL LEVER, (UP OR DOWN) MAY CAUSE THE FRONT MARKER/TURN LIGHTS AND REAR TURN LIGHTS TO FLASH IN A MANNER SIMILAR TO HAZARD WARNING, RATHER THAN FLASHING ON THE DESIRED SIDE ONLY.
Consequence	THE DRIVER MAY NOT BE ABLE TO CLEARLY SIGNAL THEIR INTENTIONS TO TURN, CHANGE TRAVEL LANES, OR POTENTIALLY WARN OTHERS OF AN IMPAIRED VEHICLE OPERATING CONDITION INCREASING THE RISK OF A CRASH.
Remedy	DEALERS WILL REPLACE THE SUSPECT FLASHER MODULES WITH A NEW FLASHER MODULE DESIGNED WITH SEALED RELAYS AND MORE DURABLE CONTACT MATERIAL INSIDE OF THE RELAYS FREE OF CHARGE. THE RECALL BEGAN ON AUGUST 4, 2005. ISUZU BEGAN MAILING OWNER LETTERS ON AUGUST

Affected:	
Description	AIR BAGS:FRONTAL:DRIVER SIDE INFLATOR MODULE
Summary	ON CERTAIN MINI VANS, PASSENGER AND SPORT UTILITY VEHICLES, SOME OF THESE VEHICLES HAVE A DRIVER'S SIDE AIR BAG THAT MAY NOT DEPLOY AS DESIGNED. IN ADDITION, THE AIR BAG INFLATOR COULD RUPTURE.
Consequence	THIS COULD RESULT IN REDUCED CAPABILITY OF THE AIR BAG TO PROTECT THE DRIVER. ALSO IF THE AIR BAG INFLATOR RUPTURED, PIECES OF THE INFLATOR COULD STRIKE AND INJURE THE VEHICLE OCCUPANTS.
Remedy	DEALERS WILL INSPECT, AND IF NECESSARY, INSTALL A NEW DRIVER'S AIR BAG. OWNER NOTIFICATION BEGAN ON MARCH 11, 2003. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT BUICK AT 1-800-521-7300, CADILLAC AT 1-800-458-8006, CHEVROLET AT 1-800-222-1020, GMC AT 1-800-462-8782, OR PONTIAC AT 1-800-762-2737.

RECALL: 2002 - 2003 GMC Envoy

NHTSA Campaign Number:	03V075000	www.nhtsa.dot.gov
Manufacturer	GENERAL MOTORS CORP.	
Recall Date:	FEB 25, 2003	
Potential Number Of Units Affected:	511167	

Description	POWER TRAIN:AUTOMATIC TRANSMISSION
Summary	CERTAIN SPORT UTILITY VEHICLES FAIL TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 114, □THEFT PROTECTION.□ THESE VEHICLES ARE EQUIPPED WITH A MECHANICAL OVERRIDE THAT COULD ALLOW THE IGNITION KEY TO BE REMOVED WITH THE SHIFT LEVER IN A POSITION OTHER THAN PARK. IN ADDITION, THESE VEHICLES HAVE AN OVERRIDE THAT CAN ALLOW THE TRANSMISSION TO BE SHIFTED OUT OF PARK WITH THE IGNITION IN THE OFF POSITION.
Consequence	THESE OVERRIDES ARE NOT PERMITTED UNLESS THE VEHICLE HAS A LOCKING STEERING COLUMN.
Remedy	DEALERS WILL ELIMINATE THESE CONDITIONS BY DISABLING THE OVERRIDES. OWNER NOTIFICATION BEGAN ON MAY 29, 2003. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT CHEVROLET AT 1-800-222-1020, GMC AT 1-800-462-8782, OLDSMOBILE AT 1-800-442-6537, OR HUMMER AT 1-866-486-6376.

RECALL: 2002 - 2004 GMC Envoy

NHTSA Campaign Number:	04V527000	www.nhtsa.dot.gov
Manufacturer	GENERAL MOTORS CORP.	
Recall Date:	OCT 27, 2004	
Potential Number Of Units Affected:	871473	

Description	EXTERIOR LIGHTING:BRAKE LIGHTS
Summary	ON CERTAIN SPORT UTILITY VEHICLES, VIBRATION AND HEAT MAY CAUSE THE TAIL LAMP/STOP LAMP BULB TO LOOSEN IN ITS SOCKET. IF THIS OCCURS, THE BULB MAY FLICKER AND EVENTUALLY BECOME INOPERATIVE. AN INOPERATIVE BRAKE LAMP WILL NOT CONVEY THE DRIVER'S INTENTION OF

December 12, 2017

[redacted]
Pine Bluff, AR [redacted]

Dear [redacted]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-462-8782. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at GMC. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at GMC.com or call us at 1-800-462-8782.

Sincerely,

GMC Customer Assistance Center
Service Request Number: [redacted]

December 12, 2017

[redacted]
Whiteville, TN [redacted]

Dear [redacted]

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to $100 towards your next maintenance service or repair on your 2004 Chevrolet TrailBlazer.

This offer is valid towards one service visit on VIN 1GNDS13S242[redacted] In the event the cost of your service exceeds the $100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than $100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request [redacted]

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

ATTENTION: DEALERSHIP SERVICE MANAGER
When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

December 12, 2017

[redacted]
Norristown, PA[redacted]

Dear[redacted]

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to $100 towards your next maintenance service or repair on your 2005 Chevrolet TrailBlazer.

This offer is valid towards one service visit on VIN 1GNDT13S4[redacted] In the event the cost of your service exceeds the $100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than $100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request 7[redacted]8

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

ATTENTION: DEALERSHIP SERVICE MANAGER
When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

December 12, 2017

[redacted]
Darien, IL [redacted]

Dear [redacted]

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to $100 towards your next maintenance service or repair on your 2008 Chevrolet TrailBlazer.

This offer is valid towards one service visit on VIN 1GNET13H1822[redacted]7. In the event the cost of your service exceeds the $100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than $100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to contact our Executive Office at 1-313-667-7153. Please refer to your service request number listed above and we will be happy to assist you.

Sincerely,

Chevrolet Executive Office
Service Request 7[redacted]

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

ATTENTION: DEALERSHIP SERVICE MANAGER
When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

[redacted]
Little Elm, Texas [redacted]



[redacted]

General Motors Customer Service
PO Box 33170
Detroit, MI 48232-5170

48232517070

General Motors Customer Service
PO Box 33170
Detroit, MI 48232-5170

[redacted]
Little Elm, Texas [redacted]

July 20, 2011

Dear Sir or Madam,

I am writing to you today in hopes that you are able and inclined to help me with a headlight failure issue that my 2004 Chevrolet Trailblazer has had for over three years.

I have enclosed for your review the letter I have written to Stonebriar Chevrolet, my local dealership and service department. You will notice that I have detailed both times that I have taken my Trailblazer to the service department in hopes that they would fix this problem.

My most recent experience with Stonebriar Chevrolet has been incredibly unsatisfactory. You will notice in the enclosed account of events the way that Stonebriar misrepresented their efforts to fix my truck before ultimately returning it to me with the problem for which I brought it to the shop and an additional problem – one headlight doesn't work at all now.

As I am at a loss for a next step, and am in profound need for help (I am no longer free to drive my truck at night.), I am writing to you for assistance. Would you please let me know of a shop in the Dallas Metroplex that will be able to fix this problem? Please call me at [redacted]

Thanks very much for your assistance in this most unpleasant situation.

[redacted]

Enclosure

Stonebriar Chevrolet
Attention: Mr. Glen Pirtle
9950 Highway 121
Frisco, Texas 75035

[redacted]
Little Elm, Texas [redacted]

July 19, 2011

Dear Mr. Pirtle,

I am writing to you today under some rather unfortunate circumstances. I have recently picked up my 2004 Trailblazer from the Stonebriar Chevrolet service department. This is the second time in three years that Stonebriar Chevrolet has attempted (with no success) to fix my truck's headlight failure issue. I have enclosed a detailed account of my two experiences with Stonebriar Chevrolet.

I have been a Chevrolet owner/driver my entire life, and my parents, friends, and relatives drive Chevrolet/GM vehicles. I would never give myself over to frenzy and threaten that I will never purchase another Chevrolet/GM vehicle. I don't know that it would matter to Chevrolet anyway, but I will say the following: I am really sorry that I am no longer able to patronize Stonebriar Chevrolet. You all have proven that you are either not able to or not interested in helping me with this problem. I will certainly advise all of my friends and family of my issues with this dealership. These issues have proven most inconvenient, and potentially very costly, to me, particularly because I have no one to whom I may turn to fix this problem. If I am incorrect about your ability or desire to fix my car, I can be reached at [redacted] but I am not interested in someone "accidentally" fixing my problem without knowing they did.

Sincerely,

[redacted]

Enclosure

Copies to the following:

General Motors Customer Service
PO Box 33170
Detroit, MI 48232-5170

Three years ago I brought my 2004 Chevrolet Trailblazer into your shop for service, in response to an unpredictable, but frequent, headlight failure (low beams only, high beams have always been functional). Once the service department at Stonebriar Chevrolet had a chance to evaluate my vehicle, I was told that they were unable to determine the reason for the failure. They suspected, however, that because they had disassembled the appropriate area of my vehicle, and reassembled it with care and attention to various connections, they may have "accidently" fixed the problem. Chip, my service advisor, confirmed that the failure had not occurred once they put my truck back together, so it seemed reasonable that an "accidental" fix was possible. I paid the bill ($168) and left. Shortly after that, I began to have the problem again. Because my high beams had always been functional, I decided to "just deal with the problem", particularly because Chevrolet (Stonebriar Chevrolet) told me that they had never seen this problem before and that they were unable to determine the cause. I had already paid $168 (and half a tank of gas) with no fix. I knew there would be another bill with no guarantee.

Recently, my lights have been even less functional with considerably more low beam failure. In addition, my high beams have been failing also, so I am at a loss. I no longer have the safety of knowing that I will have some light, if necessary. As I am no longer able to drive my vehicle at night, I decided that it was time to bring my Trailblazer in for service again. I called Russ to see if there had been any updates on this issue and to determine whether he had any confidence in Stonebriar Chevrolet's ability to fix this. He said that he was certain that they would be able to fix it provided they were able to duplicate the complaint. I said that I had no doubt that the failure would occur, and that I would give Stonebriar another chance to address this issue (I briefed him on the events of three years prior.)

As Russ was out of the office with a medical issue, Mindy Gallatti became my service advisor. I made an appointment for 7am on July 14, 2011. I dropped the car off, briefed Mindy on the problem again, and went on to work. Around 2pm, I received a call from Mindy stating that the mechanic was unable to duplicate the problem. I said that was highly unlikely since my truck had this problem all but constantly. I asked if they were running the motor, and she said they were. I asked if the truck was in gear, and she said that she didn't know. She said that she would advise the mechanic that they should put the truck in gear. I thanked her, and we got off the phone.

I called Mindy about an hour later to see if they were able to duplicate the complaint. She said that they were not able to duplicate it yet but that the mechanic had discovered 2 partially expired bulbs that he felt should be replaced. I asked her if that issue could cause this problem, and she said that she thought it could. I wasn't so sure, but I told her that she could replace them. I confirmed again that they were not able to see any issue with the headlights. She confirmed that everything was working fine, low beams and high beams. I remarked at how strange that was to me, and we got off the phone.

About an hour after that (around 4pm), I called Mindy again. I had been thinking about the fact that my Trailblazer was not presenting a problem, and how strange that was to me. I was also thinking that I did not believe that the new bulbs would correct this issue. As Mindy was unavailable for a phone call, I left her a message that I would be in the shop at 5pm, and that I was certain that my truck would present the problem. I went on to say that I would like to take her or the mechanic for a test drive to show this problem, so that they were able to fix it. I asked her to call me back to confirm.

Mindy called me around 4:40 pm. When I answered, she said that she was hoping that she caught me before I left to come to the shop. I said that she had. She seemed pleased. She stated that 5pm really was not a good time for a test drive because all of the mechanics were trying to get their tickets closed. She asked me if the morning would work for me. She went on to say that she needed to keep my truck overnight because the bulbs were not in stock and that she would have them in the morning. I told her not to worry about that. I went on to say that I would pick up my truck at 5pm. After a bit of a misunderstanding, I told her that I didn't want her to change the bulbs and that I would just collect my truck as it was. I had a chance to consider the fact that if I let her replace the bulbs there would be a bill with no resolution again, not to mention the fact that my gasoline tank would be considerably lighter then when I delivered my truck, due to the fact that they had run my engine all day. She said that she would get the truck and the paperwork ready. We got off the phone.

I arrived at the shop around 530pm, and my truck was just about ready. I confirmed with her that there would be no charge for the day. Once she confirmed, I went on to the cashier to pick up my keys. After deleting the $110 charge that appeared on my paperwork (even after I just confirmed with Mindy that there would be no charge for the day), I received my keys and began to drive home. I was following my ride home when I saw (in the rear the vehicle in front of me) the fact that only one of my head lights was working. I also noted that my gasoline tank was full (just as I had delivered it). I turned around immediately to go back to the service department to show Mindy the fact that I was in my car for less than 5 minutes before I noticed that it was in worse shape than when I delivered it. I drove through the service bay, and then I reconsidered. I felt that because the facts were misrepresented to me earlier (there is no way that I would have a full tank of gas if they ran the engine all day), Stonebriar Chevrolet was not to be trusted. I now have a truck with one headlight working every now and then, high beams that fail more often than not, and one headlight that does not function at all. Mindy confirmed several times on the 14th that all of the headlights were fully functional, and that they were not able to duplicate the complaint. That verbiage is also in my paperwork, so what other conclusion am I to believe other than Stonebriar Chevrolet returned my vehicle in worse shape than I delivered it?

[redacted]
Georgetown, SC [redacted]



07-28-11A11:43 RCVD

General Motors Corporate Headquarters
President, Chevrolet Division
300 Renaissance Division
Detroit, MI 48265

A09

48243$1403

[redacted]
Georgetown, SC 2[redacted]
[redacted]

July 11, 2011

General Motors Corporate Office Headquarters
President, Chevrolet Division
300 Renaissance Center
Detroit, MI 48265

Dear Sir:

I own a 2005 Chevrolet Trailblazer that my daughter drives daily. On June 18, 2011, I was driving this vehicle at approximately 10:00 p.m. and the headlights suddenly went out. Not knowing what to do, I pulled off of the road, turned the engine off, waited a few minutes and the headlights did come back on when the engine was started. I asked my daughter if this situation had ever happened when she was driving the vehicle and she said that the lights had flickered before, but had never gone out completely. Since I did not want this to happen when my daughter was driving the vehicle, I took it to my dealer Coastal Chevrolet-Cadillac, Inc, in Pawleys Island, SC. The service department at Coastal was unable to correct the problem since they could not duplicate the lights going out. They indicated that they had tried everything that they knew to try in order to duplicate the problem, but could not make the headlights go out again. The service department at Coastal was very concerned and accommodating, but could not explain or correct the issue. They also indicated that they had not received any service bulletins from Chevrolet regarding this problem.

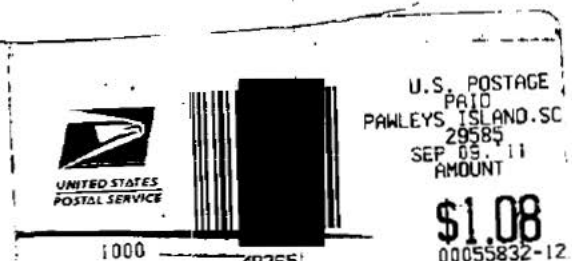
My purpose in writing is to go on record in the event that my daughter has future issues due to the headlight failure. A problem of this nature could cause a serious accident depending on the timing of the headlight failure. I researched the internet and found several indications of other 2005 Trailblazer owners having a similar problem. It would seem to me that the Chevrolet division of General Motors would recognize this problem and do something to correct this issue.

I have also leased a 2008 Chevrolet Trailblazer in the past, which my son now owns. . While I did not experience any problems of this nature with this vehicle, I certainly hope that he does not either since he has two small children. I also just leased a 2011 Chevrolet Traverse, which I like very much, and I hope I do not have similar problems with it. While I have enjoyed and have purchased many Chevrolet products over the years, the problem we have encountered with the headlight failure on the 2005 Trailblazer could impact future decisions to purchase a Chevrolet product.

[redacted]

Cc: David English
Coastal Chevrolet-Cadillac, Inc
8559 Ocean Highway
Pawleys Island, SC 29585

[redacted]
Georgetown, SC [redacted]



09-16-11A11:04 RCVD

General Motors Executive Offices
300 Renaissance Center
Detroit, MI 48265

Gloria C39
Sandy

48243#1403 C052

RECEIVED
SEP 14 2011
D.F. AKERSON

900 Pyatt St.
Georgetown, SC 29440
843-543-3121

Sept. 9, 2011

GM Legal Department
200 Renaissance Center
P.O. Box 200
Detroit, Michigan 48265

Re [redacted]
2005 Chevrolet Trailblazer (VIN 1GNDS13S05[redacted]
Service Request Number[redacted]

To Whom It May Concern:

Enclosed please find copies of the following:

1) Letter from [redacted] dated July 11, 2011, to General Motors Corporate Office Headquarters describing a headlight failure problem with the above referenced vehicle.

2) Hard copy of email from [redacted] to Mom/Dad Martin dated Aug. 7, 2011 describing an incident of headlight failure with the above referenced vehicle.

3) Letter from my attorney, Robert H. O'Donnell dated August 16, 2011, addressed to Ms. Malissa Golden at the General Motors Executive Offices restating the headlight failure problem with the above referenced vehicle.

4) Copy of returned envelope containing unopened letter from Robert H. O'Donnell described in item # 3, which was received by Mr. O'Donnell on Sept. 8, 2011,

All of the above correspondence pertains to a headlight failure problem with this vehicle that Chevrolet has failed to repair or to this date, even admit that a headlight failure problem even exists with this particular vehicle model even though reports have been circulated that other owners of the 2005 Chevrolet Trailblazer have experienced similar problems.

Ms. Malissa Golden, who has represented herself as an employee in the General Motors Executive Offices, has attempted to settle this matter by first, offering a $2000 credit towards a new Chevrolet product, then again, two days later, offering a 10% discount off of the MSRP of any new Chevrolet product, after telling me initially that $2000 was absolutely the maximum credit that could be offered to me.

After telling Ms. Golden that her offer was unacceptable since the trade in value of the 2005 Trailblazer has been severely impaired by the disclosure of this headlight failure

problem, I requested a mailing address from her as to where my attorney could send a letter registering my complaint. She first said that she did not know the address of the legal department, and then she told me to have the attorney send the letter to the same address that I had originally sent my letter to. My attorney followed her instructions and, today, his letter was returned two weeks later with the envelope stamped by General Motors as "No Mail code/Invalid mail code".

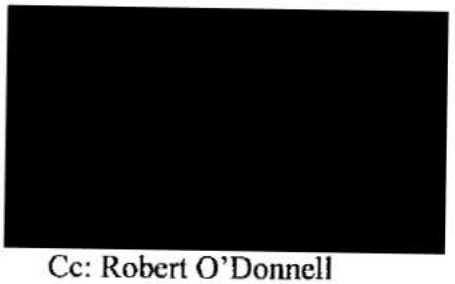
Upon receiving the notice of the return of the unopened letter, I called Ms. Golden and informed her that she had given me inaccurate information regarding the proper address to mail correspondence to the General Motors legal department. She informed me that she had nothing to do with the legal department and that my attorney should know where to mail the letter. Upon making that statement, I requested that Ms. Golden transfer me to her supervisor and after putting me on hold, she informed me that I should receive a telephone call from another colleague within 24 hours.

After considering what had transpired and how Ms. Golden had ineptly handled the issue in an unprofessional manner, I researched General Motors legal department on the internet and obtained the address this correspondence is being sent to. I am the President of a community bank in S.C. and do not appreciate the manner in which Ms. Golden has handled my problem. I have a legitimate concern about the safety of my daughter while operating this vehicle and will not continue to allow her to use the vehicle.

Ironically, today I received in the mail a letter from Jim Moloney, General Director of Customer & Relationship Services describing another problem (fuel level sensor) with the 2005 Chevrolet Trailblazer and offering to pay 50% of the repair expense to correct the problem. While that could be a serious problem, it is not even close to headlight failure.
I am also sending a copy of this correspondence to Mr. Moloney.

As stated in my previous correspondence, I have been a Chevrolet owner for a number of years, but I will most likely purchase other brand vehicles in the future due to General Motors refusal to deal with this problem.

I look forward to hearing from anyone besides Ms. Golden with a solution to my problem.



Cc: Robert O'Donnell
O'Donnell Law Firm, LLC
PO Box 662
Georgetown, SC, 29442

Mr. Jim Moloney
General Director-Customer & Relationship Services
Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

[redacted]
Georgetown, SC [redacted]

July 11, 2011

General Motors Corporate Office Headquarters
President, Chevrolet Division
300 Renaissance Center
Detroit, MI 48265

Dear Sir:

I own a 2005 Chevrolet Trailblazer that my daughter drives daily. On June 18, 2011, I was driving this vehicle at approximately 10:00 p.m. and the headlights suddenly went out. Not knowing what to do, I pulled off of the road, turned the engine off, waited a few minutes and the headlights did come back on when the engine was started. I asked my daughter if this situation had ever happened when she was driving the vehicle and she said that the lights had flickered before, but had never gone out completely. Since I did not want this to happen when my daughter was driving the vehicle, I took it to my dealer Coastal Chevrolet-Cadillac, Inc, in Pawleys Island, SC. The service department at Coastal was unable to correct the problem since they could not duplicate the lights going out. They indicated that they had tried everything that they knew to try in order to duplicate the problem, but could not make the headlights go out again. The service department at Coastal was very concerned and accommodating, but could not explain or correct the issue. They also indicated that they had not received any service bulletins from Chevrolet regarding this problem.

My purpose in writing is to go on record in the event that my daughter has future issues due to the headlight failure. A problem of this nature could cause a serious accident depending on the timing of the headlight failure. I researched the internet and found several indications of other 2005 Trailblazer owners having a similar problem. It would seem to me that the Chevrolet division of General Motors would recognize this problem and do something to correct this issue.

I have also leased a 2008 Chevrolet Trailblazer in the past, which my son now owns. . While I did not experience any problems of this nature with this vehicle, I certainly hope that he does not either since he has two small children. I also just leased a 2011 Chevrolet Traverse, which I like very much, and I hope I do not have similar problems with it. While I have enjoyed and have purchased many Chevrolet products over the years, the problem we have encountered with the headlight failure on the 2005 Trailblazer could impact future decisions to purchase a Chevrolet product.

[redacted]

Cc: David English
Coastal Chevrolet-Cadillac, Inc
8559 Ocean Highway
Pawleys Island, SC 29585

Robert Martin

From: rmartin111@aol.com
Sent: Sunday, August 07, 2011 8:06 PM
To: [redacted]
Subject: Fw: car testimony

Sent via BlackBerry from T-Mobile

From: Anna Martin <martinae00@hotmail.com>
Date: Sun, 7 Aug 2011 19:53:10 -0400
To: Mom/Da[redacted]
Subject: car testimony

Dad -
Here' my account of what happened with lights. Please let me know if you/they need additional info!
love, a.

My lights are set so they automatically come on when my car is powered on, whether it is day or night. For the past 6 months, I have experienced my lights flickering while driving at night. It has not been a constant issue, but one that I've noticed and have tried to find an answer for. Initially I thought I may be driving over a pothole, or speedbump. But, now that the lights have gone completely out while driving twice, I suspect the flickering is associated with the problem. We have taken the car to two separate dealers to inquire about this issue, but to no avail. Neither has been able to locate a problem. The lights have been replaced, and the panel the bulbs connect into has also been replaced.
On Friday, I was driving about 11:00 p.m. en route home when my lights flickered as I've noticed they've done before. Approximately 1 mile from my destination, the lights went completely out and I was driving in complete darkness. I panicked, and pulled into the closest available safe area. I turned off my car, while I contemplated whether or not to call a cab and leave my car in the parking lot. I turned the car back on to see if the lights would come on, and they did not. I then turned on my bright lights, which worked, and drove the rest of the way home. When I pulled into my driveway, the regular lights came back on.

Law Offices

O'DONNELL LAW FIRM, LLC

A LIMITED LIABILITY COMPANY
(FORMERLY SCHNEIDER & O'DONNELL, P.A.)
601 FRONT STREET • P. O. BOX 662
GEORGETOWN, SOUTH CAROLINA 29442

CECIL W. SCHNEIDER (1916-1977)
ROBERT H. O'DONNELL

TELEPHONE
(843) 546-8691
FAX (843) 527-7529

August 16, 2011

Ms. Malissa Golden
General Motors Executive Offices
300 Renaissance Center
Detroit, Michigan 48265

Re: [redacted]
2005 Chevrolet Trailblazer (VIN 1GNDS13S052[redacted]
Service Request Number: [redacted]

Dear Ms. Golden:

Per a telephone conversation with [redacted] on August 12, 2011, you, in your capacity with General Motors, offered a $2,000.00 Customer Loyalty Credit toward the purchase of a new General Motors product due to the fact that GM/Chevrolet has been unable to resolve a recurring problem he has had with a headlight failure of the above referenced vehicle (see letter dated July 11, 2011). In addition, his daughter, Anna, experienced another extremely distressing incident of headlight failure on Friday, August 5, 2011 (See E-mail dated August 7, 2011).

Mr. [redacted] has requested that you increase the amount of the Loyalty Credit due to the fact that since the vehicle apparently cannot be properly repaired, he will have to disclose to any purchaser the fact that this problem exists. Due to this disclosure, the value of the vehicle has been severely reduced. Since Mr. Martin had not planned on replacing the vehicle at this time, the financial impact of this impairment will be significant. He has indicated that a Loyalty Credit of $5,000.00 would be acceptable and would hopefully enable him to replace this vehicle without severe financial loss.

Re: [redacted]
2005 Chevrolet Trailblazer (VIN 1GNDS13S052[redacted]
Service Request Number: 71-972-098-526

Please respond within fifteen (15) days, to resolve this issue with finality. In the meantime, General Motors is now on written notice of this defect, from a liability standpoint, in the unfortunate event of property damage and/or serious personal injury.

Thank you for a prompt reply.

Very truly yours,

Robert H. O'Donnell

RHO/rrc
Enclosures as stated
cc: [redacted]

Law Offices

O'DONNELL LAW FIRM, LLC

A LIMITED LIABILITY COMPANY

601 FRONT STREET • P. O. BOX 662

GEORGETOWN, SOUTH CAROLINA 29442

CHARLESTON SC 294

17 AUG 2011 PM 2 L

NIXIE 497 SC 1 06/09/11

RETURN TO SENDER
UNDELIVERABLE AS ADDRESSED
UNABLE TO FORWARD

BC: 29442056262 *1784-02982-17-38

Ms. Malissa Golden

C/

General Motors Returned
This piece of mail could not be delivered because:
No Trackable name
X No Mailpiece/Invalid Mailcode
Refused Unable to obtain signature

Krohn & Moss, Ltd.
FL DEPT
10 N Dearborn St Fl 3
Chicago IL 60602-4276

CERTIFIED MAIL™



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stamps.com

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08-15-11P12:27 RCVD

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

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Nevada, Ohio, Wisconsin, Washington, DC)

Main Office
10 N. Dearborn, 3rd Floor
Chicago, Illinois 60602
www.krohnandmoss.com

Writer's Direct Number
(312) 578-9428 Ext. 203
Writer's Direct Facsimile
(866) 431-5576
Writer's Direct E-Mail
bwikgren@consumerlawcenter.com

Licensed to practice Only in:
Florida
Illinois

August 12, 2011

VIA CERTIFIED MAIL

General Motors LLC
P.O. Box 33170
Dearborn, MI 48232-5170

RE: Jose Gutierrez v. General Motors LLC
Vehicle: 2007 Chevrolet Trailblazer
VIN: 1GNDS13S372[redacted]
Our File No.: [redacted]

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the federal Magnuson-Moss Warranty Act and/or the Florida Lemon Law with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

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.

You are hereby notified that any settlement made with our client must include compensation for all statutory and other relief available to a consumer. If you settle directly with our client and do not make arrangements for payment of all damages, fees, and costs, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. You are hereby notified that these defects and non-conformities include, but are not limited to:

1. Defective fuel system as evidenced by vehicle has excessive fuel usage;

2. Defective engine as evidenced by a whining noise from engine pulley area;

3. Defective electrical system as evidenced by the illumination of check engine, and intermittently headlights will not come on at night;

4. Defective body/trim as evidenced by driver's side seat cover panel on side coming apart, passenger side seat cover on side panel coming apart, intermittently ignition key does not ignite vehicle, and right front door will not open from outside;

5. Defective climate control system as evidenced by air conditioner does not blow cold air;

6. Defective fuel system as evidenced by fuel gauge does not register properly;

7. Defective suspension as evidenced by front suspension is loose; and

8. All additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. As one court has stated:

> For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. [redacted]40 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

> There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My client's repair history clearly shows there was a breach of your written warranty

> 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. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Although it is my client's contention that you have already been provided with sufficient opportunities to repair the subject vehicle by the tendering of the vehicle to your dealers as directed in your warranty, if you are interested in performing further repairs to the vehicle, please contact me to make appropriate arrangements to do so. If I do not hear from you within ten (10) days I will presume you are uninterested in performing any further repairs to the vehicle.

Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Unless you repurchase my client's vehicle and return all payments made by my client on the vehicle, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable 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, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of $100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, please contact me. If this matter is not resolved within ten (10) days from the date of this letter, you are hereby put on notice that a lawsuit will be filed.

Sincerely,

Brent Wikgren
Attorney at Law

BW/ct
cc: Jose Guiterrez

VIA FAX ONLY

August 16, 2011

Brent Wikgren, Esq.
Krohn & Moss
120 W Madison 10th Fl
Chicago, IL 60602

RE: [redacted]
Service Request: [redacted]
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S372[redacted]
Customer Relationship Specialist: Julia

Dear Mr. Wikgren:

This is to advise that General Motors is in receipt of the above referenced case dated August 12, 2011. 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: Signed release of lien
- ☒ Any repair orders
- ☒ Finance agreement
- ☒ Buyer's agreement

General Motors
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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

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)

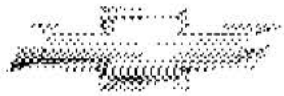
to General Motors Company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature



VIA FAX ONLY

August 16, 2011

Service Manager: Juan Aleman
Maroone Chevrolet of Miami
4181 SW 8th St
Miami, FL 33134

RE: [redacted]
Service Request: [redacted]
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S372[redacted]
Customer Relationship Specialist: Julia

Dear Juan Aleman:

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 **IMMEDIATELY** 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 **IMMEDIATELY** 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,

Chevrolet

PRIVILEGED ☐ CONFIDENTIAL - PREPARED FOR COUNSEL

BRC CASE ASSESSMENT

Latest Revision Date: 09/06/11

All Fields Are Required
(Do not delete or modify any sections of this form)

SR: [redacted]
By: Julia/ Legal

GM Legal File / BBB Case No.: N/A
Negotiator: Julia

Customer Last Name: [redacted]
Only customer's last name to be recorded. Do not include first name.

State: FL (Florida)

Vehicle ID No.:	In Service Date:	Vehicle Purchased:	BAC Code:
1GNDS13S3721[redacted]	01/18/2007	New	114774

Year, Make & Model: 2007, Chevrolet Trailblazer

Vehicle Purchased Used on: N/A

Current Mileage: 34,457

Dealer Name : Maroone Chevrolet of Miami

Sale Type: Purchase [X] Lease [ ] Other [ ] :

CAM Name: Wes Preece
Phone Number: 678-240-9832

Lien holder: GMAC [ ] Other [X] : SunTrust Bank

DVM Name: Tom Thornton
Phone/Cell Number: 502-216-5146

Purchase Price of Vehicle: $25,365.00

Was TAC contacted for this vehicle (Y/N)? : Yes

DVM requests involvement?: Yes

Attorney Involvement: Krohn & Moss/ Brent Wikgren
Phone Number : 312-578-9428 x203
Fax Number : 866-431-5576

Service Manager Name: Juan Aleman
Phone Number : 305-442-1000

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary.
N/A

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.
N/A

If TAC was contacted, what did they say? (Include TAC case ☐)
-TAC SR☐[redacted]

Strategy based diagnostics (Siebel version 1)
n Y/N Modification details?
n Y/N Has the concern been duplicated.
y Relevant DOC & diagnosis or attempt to duplicate?
SI DOC used? 1655997
Callers name - Anton Walters tech
Customer concern - SES light on.

Dealer comments/diagnosis - Tech states he cannot duplicate, but p1400 sets for customer. Checked engine out per diagnostic chart. Asking for any help.

□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□

TAC Recommendations - Advised tech to check throttle body, clean as needed. Tech to call back if more help is needed.

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved, regardless of dealership explanation.
N/A

DVM/DSM Notified Regarding TAC Involvement? Yes

VEHICLE REPAIR HISTORY:

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

☐ **Verified: Once completed, please enter an □X□in this box to verify that the following listing has been compared to GMVIS for accuracy.**

☒ **Verified: Once completed, please enter an □X□in this box to verify that the following listing has been compared to GWM for accuracy.**

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE □N/A□IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

☐ Brakes

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

☒ Engine/Fuel/Exhaust

Date:	RO □:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/02/09	[redacted]	□	17,495	C/S engine light on/ Engine light on tech 2977 check and found DTC code P0483 and cooling fan system performance and code P0493 cooling fan over speed □Necessary to replace cooling fan clutch.
10/29/09		1	19,057	C/S whining noise from engine pulley area/ Checked and found noise coming from idle pulley □Necessary to replace idle pulley to bearing rough and causing noise.
11/27/09		1	19,669	C/S fuel gauge does not register properly/ Confirmed customer concern. Scanned vehicle found DTC P0463. Checked fuel level sensor circuit and found circuit ok. Lowered gas tank. Tested fuel level sensor and found it intermittently opening □Replaced fuel level sensor. Reinstalled gas tank. Checked operating, working as designed.
06/14/10		1	24,097	C/S engine light on/ Check and found code P01400 - No current code set passing at time, reset light.
07/27/10		3	24,880	C/S engine light on □**No problem found.**
				Days verified with the svc mgr.

☐ Restraints

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

☐ Steering

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

☐ Transmission

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

☐ Axle

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

☐ Body/Trim

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/13/09	[redacted]	2	14,585	C/S drivers side seat cover panel on side coming apart/ Check and found that driver bezel is coming apart ☐Need to replace, now back to GM specs.
		☐		C/S passenger side seat cover side panel coming apart/ Check and found that passenger side bezel is coming apart ☐Need to replace, now back to GM specs. **Days verified with the svc mgr.**
04/24/09		1	14,803	C/S right front door not open from outside/ Check and found that rod is off ☐Need to R&R passenger door glass to reinstall rod back to GM specs.
08/21/09		2	17,440	**PER GLOBAL WARRANTY, RO MISSING** Windshield washer nozzle replacement. **Days verified with the svc mgr.**

☐ Chassis

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

☐ Electrical

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/02/09	[redacted]	2	17,495	C/S vehicle towed in does not start/ Vehicle does not start. Check and found vehicle does not start found in test battery out 12.93 volts. Performed battery testing, found battery failed load test ☐Replaced battery and vehicle working to specs.
07/27/10		☐	24,880	Replaced bulb tail lamp.
		☐		C/S at times ignition key does not open ignition ☐Cut new key.
02/09/11		1	29,220	C/S at times head light do not come on at night/ Open headlamp relay, perform diagnosis. Found headlamps at times check power and ground to relay circuits ok. Test relay with fluke meter reads open ☐Replaced open relay. Check power and ground and test relay to isolate customer concern. Replace headlamp relay to fix concern. **Goodwill repair.**
08/08/11		1	34,457	C/S head lights at times turns off - **Note this RO is for information only. Customer has been here in the past since the vehicle was new with concern that the lights turn off them self. We have had vehicle in the drive but were not able to duplicate concern on any of these visits. Note only RO 616312 on 02/09/2011 with 29,220 miles we replaced head light relay for this concern. Customer states that lights still come off at times and stated cover under customer goodwill. Customer states he will return for assistance. Ok, Juan P. Aleman 08/08/11.**

☐ Glass

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

☐ HVAC

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/04/09	[redacted]	1	17,709	C/S AC does not blow cold ☐**No work performed.**
11/27/09		☐	19,669	C/S AC is not blowing air on speed ☐1, ☐2, ☐3 & ☐4/ Confirmed customer concern. Checked circuit found circuit ok but blower resistor packed internally opened ☐Replaced AC blower motor resistor. Checked operation, working on all speeds as designed after repair.

☐ Paint

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

☐ Suspension

Date:		Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/16/11	[redacted]	2	29,376	C/S front suspension loose advice/ Found both front lower control arm bushings coming apart ☐Necessary to replace both side lower control arm brackets road test ok.

☐ Wheel/Tires

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

☐ Recalls / Campaigns

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

☐ Other

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/01/07	[redacted]	N/A	13	Per the svc mgr Juan Aleman, there was a scratch on the bumper. This was something that happened in the dealer lot. It was owed to the customer at the time of the purchase.
06/14/07		N/A	3,069	Performed LOF.
11/27/07		N/A	6,139	Performed LOF, multi point inspection and tire rotation.
10/10/08		N.A	11,398	Performed LOF & multi point inspection. Recommended to rotate tires.
04/13/09		☐	14,585	Performed LOF.
09/04/09		☐	17,709	Replaced engine air filter.
01/08/10		N/A	20,616	Performed LOF.
05/25/10		N/A	23,655	Performed LOF.
01/17/11		N/A	28,642	Performed LOF.
02/16/11		☐	29,376	Performed 4-wheel alignment.

Important: SES light is to be captured under affected component above.

ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N) No
Did you confirm your answer with the dealer/Customer (if ADR)/attorney (if Legal)? (Y or N) Yes
What type of damage was sustained (example: front end collision)?
N/A

Are the RO's attached if the vehicle was in an accident? (Y or N) N/A
Has the customer filed any insurances claims on this Vehicle? (Y or N) Yes
If Yes obtain the following information below

Insurance Company: N/A

Insurance Rep : N/A
(First and Last Name)

Phone # N/A

Claim Made? (Y or N): N/A

Claim Status: N/A
Pending/Denied/NA

Claim # N/A

Did Insurance Company refer customer to GM? (Y or N) N/A

If Yes. Did the insurance company deny the claim? (Y or N) N/A

AFTERMARKET MODIFICATIONS:

Are there any Aftermarket Modifications to the Vehicle? (Y or N) No

If "Yes" to aftermarket, please list:
Be sure to note retailer installed or third party installed as well as date and mileage if known. Repeat as necessary. Include the name of the third party installer.
N/A

Have you confirmed modification with the dealership? (Y or N) Yes

PERTINENT FACTS FROM All SR's RELATED TO THIS VIN:

Concern: CAC SR# [redacted]
Date & Offer/Result: Open: 2/16/2011 Closed: 3/1/2011

Customer's issues are with the headlamps not working. The dealership was unable to duplicate the issue. CRS was unable to get a hold of the customer, file was closed with a UTC letter.

Concern: CAC SR# [redacted]
Date & Offer/Result: Opened: 8/1/2011 Closed: 8/11/2011

Customer's issue is with the headlights not working. Pending the dealership to duplicate it to assist. Customer advice will hire lawyer.

Concern: FRA SR# [redacted]2
Date & Offer/Result: Open: 8/16/2011 Closed:

FRA is set for 9/7/11.

BBB PROGRAM SUMMARY ASSESSMENT:
(*Note: This section only applicable for ADR cases*)

What State is BBB Case Filed In? {State}

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:
{Eligibility Detail}

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:
{Eligibility Detail}

Customer/Plaintiff Seeks:
{Remedy Sought – include offset if noted}

Customer/Plaintiff Theory:
Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding # of repair visits, days out of service, or specific alleged violations.
{Text}

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: {Yes or No}

Under what State?	{State}	Claimed Presumptive?	{Yes or No}
Does Purchase Qualify?	{Yes or No}	If not, why?	{Used/Lease/GVWR/Etc}

State Presumption Is:

# of Visits for a Non-Conformity?	{Number}	# of Days out of Service?	{Number}
# of visits for a Safety Complaint?	{Number}	# of Visits Total?	{Number}
Must Complaint Continue to Exist?	{Yes or No}	Final Repair/Arbitration Required?	{Yes or No}
Time Period for filing a Claim?	{Rights Period / Months/Miles}		

Vehicle Service History (During Presumptive Period) is:

# of Visits for a Non-Conformity?	{Number}	# of Days out of Service?	{Number}
# of visits for a Safety Complaint?	{Number}	# of Visits Total?	{Number}
Complaint appears to Continue?	{Yes or No}	Final Repair/Arbitration Complete?	{Yes or No}

Does History appear Presumptive: {Yes or No}

Vehicle Service History (During Limited Warranty Period) is:

# of Visits for a Non-Conformity?	{Number}	# of Days out of Service?	{Number}
# of visits for a Safety Complaint?	{Number}	# of Visits Total?	{Number}
Must Complaint Continue to Exist?	{Yes or No}	Final Repair or Arbitration Req'd?	{Yes or No}

Related Repairs beyond NVLW: {Yes or No}

Customer Pay?	{Yes or No}	If no, identify responsible party:	{Payee}
Additional Days out of Service?	{Number}	Additional # of Repair Visits?	{Number}

Other Considerations: {Yes or No}

Outcome/Findings of Arb/Final Repair:		{Date and Summary}
Prior Goodwill/reimbursement:	{Yes or No}	{Date and Summary}
Out of Pocket Expenses:	{Yes or No}	{Date and Summary}

RECOMMENDATION AND RATIONALE:

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

Pertinent vehicle information provided by DVM/DSM/CAM:
{TEXT}

Pertinent vehicle information provided by dealer Service Manager:
{TEXT}

Identify at least three main strengths of the customer's case?
{TEXT}

Identify at least three main weaknesses of the customer's case?
{TEXT}

Are there any considerations to be made under other applicable laws? (Explain in detail)
{TEXT}

Recommendation:

{TEXT}

Rationale:

{TEXT}

Settlement/Defense Strategy:

{TEXT}

HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for Legal Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Plaintiff's Original Demand: Amount to Plaintiff/Atty: ${Amount}/${Amount} Inclusive Offer: ${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Initial Offer: Amount to Plaintiff/Atty: ${Amount}/${Amount} Inclusive Offer: ${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: ${Amount}/${Amount} Inclusive Offer: ${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: ${Amount}/${Amount} Inclusive Offer: ${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: ${Amount}/${Amount} Inclusive Offer: ${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: Amount to Plaintiff/Atty: ${Amount}/${Amount} Inclusive Offer: ${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Recommendation of CRS:	**Arbitrate case:** ☐	**Settle case:** ☐
Settlement Type: {GW/Repurchase/Repair}		**Attorney Fees (if applicable):** **$**{Amount}
Recommendation of Field:	**Arbitrate case:** ☐	**Settle case:** ☐
Settlement Type: {GW/Repurchase/Repair}		**Attorney Fees (if applicable):** **$**{Amount}
Final Decision:	**Arbitrate case:** ☐	**Settle case:** ☐
Settlement Type: {GW/Repurchase Repair}		**Attorney Fees (if applicable):** **$**{Amount}

TEAM LEAD APPROVING: {Name} **Date:**{mm/dd/yy}

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.

Maroone Chevrolet
Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-800-322-3389 FAX 305-443-1799

[redacted]
ACCOUNTING

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

PAGE 1

HOME: BUS:

SERVICE ADVISOR: 7001 ESTHER SANTAMARIA R

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		12/12	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PAYMENT	INV. DATE
IS			16:12 24OCT06		CASH	20OCT06

R.O. OPENED	READY	OPTIONS:
18:36 19OCT06	12:15 20OCT06	STK [redacted] ENG:4.2 LITER DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PRE DELIVERY INSPECTION BASE TIME										
	Z7000	PRE DELIVERY INSPECTION BASE TIME									
	[redacted]		I	0.00	1.30	1300	11025			110.25	110.25
B	NEW VWHICLE DELIVERY DETAIL										
	IPDI	NEW VWHICLE DELIVERY DETAIL									
	[redacted]		IC	0.00	0.00	0	0			0.00	0.00
	SUBL	DETAIL	IC			6700	8040			80.40	80.40
C	SAFE PARTS 426199884										
	SAFE	SAFE PARTS APPLICATION									
	[redacted]		IC	0.00	0.20	200	1938			19.38	19.38

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000. Please complete your survey and return it!!! Thank you for your business.

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

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
[redacted]	11025	1300		461/520	1938	200	
	8040	6700		461/263	11025	*******	A59809
	9978	*******					

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	8200	21003	0

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of $50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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WARRANTY COPY

Maroone Chevrolet
Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
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WATS 1-800-322-3389 FAX 305-443-1799
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GM PERFORMANCE PARTS
STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105801
PRO SHOP
www.maroone.com

[redacted]

INVOICE

HOME: BUS:

SERVICE ADVISOR: 7001 ESTHER SANTAMARIA R

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		12/12	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
IS			16:12 24OCT06		CASH	20OCT06

R.O. OPENED	READY	OPTIONS:
18:36 19OCT06	12:15 20OCT06	ST[redacted] ENG:4.2 LITER DOHC

LINE OPCODE	TECH	TYPE	HOURS				LIST	NET	TOTAL
A PRE DELIVERY INSPECTION BASE TIME									
Z7000 PRE DELIVERY INSPECTION BASE TIME [redacted]		I						110.25	110.25
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:			0.00
**********									
B NEW VWHICLE DELIVERY DETAIL									
IPDI NEW VWHICLE DELIVERY DETAIL [redacted]		IC						0.00	0.00
SUBL DETAIL		IC						80.40	80.40
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:			0.00
**********									
C SAFE PARTS 426199884									
SAFE SAFE PARTS APPLICATION [redacted]		IC						19.38	19.38
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:			0.00
**********									

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of $50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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FILE COPY

[redacted]

[redacted]

MIAMI, FL [redacted]
HOME: [redacted]

[redacted]

INVOICE

PAGE 1

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SERVICE ADVISOR: 3028 MOISES 'MORO' BENHA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		13/13	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PAYMENT	INV. DATE
18JAN07 IS			12:00 02FEB07		CASH	02FEB07

R.O. OPENED	READY	OPTIONS:
13:25 01FEB07	12:06 02FEB07	STK: [redacted] ENG:4.2 LITER DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PAINT SHUTTLE OF MIAMI						
	TPS PAINT SHUTTLE OF MIAMI [redacted]						
			IC			0.00	0.00
SUBL	THEPAINTSHUTTLE#4392 PO#1807345						
			IC			150.00	150.00

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

****

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X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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[redacted]

[redacted]

MIAMI, FL [redacted]
HOME [redacted]

INVOICE

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARICA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		3069/3069	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	PAYMENT	INV. DATE
18JAN07 IS			18:30 14JUN07	SEE BELOW	SGMPP	14JUN07

R.O. OPENED	READY	OPTIONS:
09:48 14JUN07	10:39 14JUN07	STK[redacted] ENG:4.2 LITER DOHC

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP							
	M0046	MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP[redacted]						
			CQT				6.56	6.56
	1	89017342	FILTER			11.97	5.60	5.60
	7	12345616**	OIL			4.28	1.12	7.84

PARTS: 13.44 LABOR: 6.56 OTHER: 0.00 TOTAL LINE A: 20.00

3069 LOF TECH 3572 .3

****

** PO NO.: KSKSKSKSKSKSKSKSSKKS **

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

Pd cm 805
6/18/7
$20.00

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of $50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a $1.00 fee to be collected for each new tire sol[redacted] $1.50 fee to be collected for each new or [redacted] state, [s.403.7185].

X[redacted]
TOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	6.56
PARTS AMOUNT	13.44
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	20.00
LESS INSURANCE	20.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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FILE COPY

[redacted]

[redacted]

[redacted]

MIAMI, FL

HOME: [redacted]

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GM PERFORMANCE PARTS

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PRO SHOP

INVOICE

PAGE 1

SERVICE ADVISOR: 7963 ADAN SIERRA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		6139/6139	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	TO NO.	PAYMENT	INV. DATE
18JAN07 DD			18:30 29NOV07		SGMPP	27NOV07

R.O. OPENED	READY	OPTIONS:
10:20 27NOV07	11:30 27NOV07	STK:[redacted] ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
A MAINTENANCE SERVICE LUBRICATION, OIL AND FILTER CHANGE				
CAUSE: LOF				
M0046 MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP				
[redacted]	CQT		8.85	8.85
1 89017342 FILTER		12.39	4.50	4.50
7 12345616** OIL		4.28	0.95	6.65
PARTS: 11.15 LABOR: 8.85 OTHER: 0.00			TOTAL LINE A:	20.00

Pd cm 853 12/3/7 + 20.00

6139 LOF LOF TECH 3572 .3

****

B CUSTOMER REQUEST TO PERFORM MULTI POINT INSPECTION.
99P CUSTOMER REQUEST TO PERFORM MULTI POINT INSPECTION.
[redacted] CCT 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

6139

****

C *F6* TIRE ROTATION $19.95
CAUSE: TIRE ROTATION
F6 *F6* TIRE ROTATION $19.95
[redacted] CMT 12.95 12.95
PARTS: 0.00 LABOR: 12.95 OTHER: 0.00 TOTAL LINE C: 12.95

6139 TIRE ROTATION TIRE ROTATION TECH 3572 .3

****

CUSTOMER PAY SHOP SUPPLIES AND OR DISPOSAL FEES AS ADVISED FOR REPAIR O 0.89

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of $50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X

CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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[redacted]

[redacted]

[redacted]

MIAMI, FL [redacted]
HOME [redacted] BU [redacted]

INVOICE

PAGE 2

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PRO SHOP

SERVICE ADVISOR: 7963 ADAN SIERRA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		6139/6139	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	PAYMENT	INV. DATE
18JAN07 DD			18:30 29NOV07		SGMPP	27NOV07

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG:4.2_LITER_DOHC
10:20 27NOV07	11:30 27NOV07			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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Thank you for your business.

STATE SALES TAX 6%	0.53
DADE COUNTY TAX.5%	0.08

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of $50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The Stat[redacted]fee to be collected for each new tire sold in t[redacted].50 fee to be collected for each new or reman[redacted]te, [s.403.7185].

X [redacted] SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	21.80
PARTS AMOUNT	11.15
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.89
TOTAL CHARGES	33.84
LESS INSURANCE	20.00
SALES TAX	0.61
PLEASE PAY THIS AMOUNT	14.45

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FILE COPY

CUSTOMER # [redacted]

[redacted]

[redacted]

MIAMI, FL [redacted]

HOME: CONT:N/A

BUS: CELL:

INVOICE

PAGE 1

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DADE COUNTY REGISTRATION #MVR-00105601
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SERVICE ADVISOR: 3493 JESUS CRUZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		11398/11398	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			11:48 10OCT08		SGMPP	10OCT08

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:4.2_LITER_DOHC
09:41 10OCT08	11:52 10OCT08	

LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL
A MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP						
M0046 MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP [redacted]						
	CQT				3.41	3.41
1	89017342 FILTER			13.59	4.55	4.55
7	12345616** OIL			5.95	1.72	12.04
PARTS: 16.59	LABOR: 3.41	OTHER: 0.00		TOTAL LINE A:		20.00

Pd Cm 944 10/16/8 $20.00

11398 LOF LOF TECH 3572 .3

****

B MULTI POINT INSPECTION NOT REQUIRED AT THIS TIME.
99N MULTI POINT INSPECTION NOT REQUIRED AT THIS TIME.
[redacted]

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

****

C** RECOMMENDED SERVICE - ROTATE TIRES
DSRT RECOMMENDED SERVICE - ROTATE TIRES
[redacted]

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

****

[redacted]

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SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of $59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

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X

CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	3.41
PARTS AMOUNT	16.59
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	20.00
LESS INSURANCE	20.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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CUSTOMER #: [redacted]

[redacted]

MIAMI, FL [redacted]

HOME: CONT:N/A

BUS: CELL:

[redacted]

INVOICE

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DADE COUNTY REGISTRATION #MVR-00105601
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SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		14585/14585	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	PAYMENT	INV. DATE
18JAN07 DD			13:24 13APR09		SGMPP	14APR09

R.O. OPENED	READY	OPTIONS:
10:05 13APR09	10:55 14APR09	STK[redacted] ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP			
M0046 MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP [redacted]			
CQT		5.00	5.00
1 89017342 FILTER	14.01	4.68	4.68
6 12345616** OIL	5.95	1.72	10.32
PARTS: 15.00 LABOR: 5.00 OTHER: 0.00	TOTAL LINE A:		20.00

Pd Cm 998 4/24/9 $20.00

14585 LOF LOF TECH 3572 .3

****

B CUST STATES DRIVERS SIDE SEAT COVER PANEL ON SIDE COMING APART
CAUSE: CLOSEST OP TO REPL BOTH LFT ANRT FRT SEAT LOWER OUTER FINISH PANEL CAME LOOSE
C6567 DRIVER OR PASSENGER SEAT OUTER ADJUSTER LOWER FINISH COVER REPLACEMENT
3277 QUILES,ERIC LIC#: 3277

WC		28.49	28.49
1 89042221 COVER	21.60	21.60	21.60
1 89042242 COVER	18.50	18.50	18.50

FC: 2W
PART#: 89042221
COUNT: 2
CLAIM TYPE:
AUTH CODE:
ON

Pd Cm 998 4/24/9 $68.58

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

14585 CK AND FOUND THAT DRIVER BEZOL IS COMING APARTE NEED TO REPLACE NOW BACK TO GM SPECS TECH 3277

****

C CUST STATES PASS SIDE SEAT COVER SIDE PANEL COMING APART
SOL SEE REPAIR(S) ON OTHER LINE(S)

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of $59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

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X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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CUSTOMER #: [redacted]

[redacted]

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DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP
www.maroone.com

MIAMI, FL [redacted]
HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		14585/14585	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	PAYMENT	INV. DATE
18JAN07 DD			13:24 13APR09		SGMPP	14APR09

R.O. OPENED	READY	OPTIONS:
10:05 13APR09	10:55 14APR09	ST[redacted]ENG:4.2 LITER DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		[redacted]	CCT			0.00	0.00

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

14585 CK AND FOUND THAT PASS SIDE BEZOL IS COMING APARTE NEED TO REPLACE NOW BACK TO GM SPECS TECH 3277

****

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Please complete your survey and return it!!!
Thank you for your business.

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of $59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	5.00
PARTS AMOUNT	15.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	20.00
LESS INSURANCE	20.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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TITLE COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

MIAMI, FL [redacted]

HOME: CONT:N/A

BUS: CELL:

Maroone Chevrolet

Formerly Abraham Chevrolet

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DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

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GM PERFORMANCE PARTS

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601

PRO SHOP

www.maroone.com

INVOICE

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		14803/14803	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			13:48 24APR09		CASH	24APR09

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG:4.2 LITER DOHC
10:47 24APR09	17:21 24APR09			

LINE OPCODE TECH TYPE HOURS					LIST	NET	TOTAL
A CUST STATES RIGHT FRONT DOOR NOT OPEN FROM OUTSIDE							
CAUSE: R/R RT FRT DOOR LOOSE LOCK ROD							
B4360 ROD, FRONT DOOR INSIDE LOCKING RIGHT							
REPLACE							
[redacted]							
	WC					37.98	37.98
FC: 2W PART#: COUNT: 0							
CLAIM TYPE:							
AUTH CODE:							
OJ							

Pd Cm 001
4/30/09 + 37.98

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

14803 CK AND FOUND THAT ROD IS OFF NEED TO R&R PASS DOOR GLASS TO REINSTOL ROD BACK TO GM SPECS TECH 3277

****

B MULTI POINT INSPECTION NOT REQUIRED AT THIS TIME.
99N MULTI POINT INSPECTION NOT REQUIRED AT THIS TIME.
[redacted]
CCT 0.00 0.00

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

****

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X

CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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FILE COPY

CUSTOMER #: [redacted]

[redacted]

MIAMI FL [redacted]
HOME: [redacted] ONT:N/A
BUS: [redacted] ELL:

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DADE COUNTY REGISTRATION #MVR-00106601

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INVOICE

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		17495/17499	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PAYMENT	INV. DATE
18JAN07 DD			10:24 02SEP09		CASH	03SEP09

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG:4.2_LITER_DOHC
08:34 02SEP09	14:16 03SEP09			

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A VEHICLE TOWED IN DOES NOT START								
CAUSE: REPL BATTERY FAILED MIDTRONICS TEST								
	N0110				BATTERY REPLACEMENT [redacted]			
			WC				66.47	66.47
	1	19001632	78-6YR			135.79	132.44	132.44
		FC: 3B8R9						
		PART#: 19001632						
		COUNT: 1						
		CLAIM TYPE:						
		AUTH CODE:						
		PN						
	T2020	TOWING						
		2977 OLIVERES,SERGIO LIC#: 1087						
			WC				0.00	0.00
		FC: 3B8R9						
		PART#:						
		COUNT: 0						
		CLAIM TYPE:						
		AUTH CODE:						
		PN						
SUBL	EDDY	TOWING,PO2850464,INV#60290						
		PO#582399						
			WC				45.00	45.00
		FC:						

Pd Cm 041 9/18/09 $198.91

Pd Cm 041 9/18/09 $45.00

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

17499 VEH DOES NOT START TECH 2977 CK AND FOUND VEH DOES NOT START, FOUND IN TEST ' BATTOUT 12.93VOLT 303 CCA REPLACE BATT, CODE 3Q1RU'RU 2DO TEST'IN 12.82 VOLT 262 CCA REPLACE BATT CODE 3BR9'RU, NESS TO REPLACE BATT. TECH 2977 ********** ********** OK DW .2 TO PERFORM BATTERY TESTING. FOUND

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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X

CUSTOMER SIGNATURE

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PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

DCAP @2006 ADP (05/06)

FILE COPY

CUSTOMER #[redacted]

[redacted]

[redacted]

INVOICE

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DADE COUNTY REGISTRATION #MVR-00106601
PRO SHOP
www.maroone.com

MIAMI FL
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		17495/17499	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			10:24 02SEP09		CASH	03SEP09

R.O. OPENED	READY	OPTIONS:
08:34 02SEP09	14:16 03SEP09	STR[redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
BATTERY FAILED LOAD TEST. REPLACE BATTERY AND VEHICLE WORKING TO SPECS. JOE CHAN 9/3/09							
**********							
B CUST STATES ENGINE LIGHT ON							
CAUSE: REPL COOLING FAN OVER SPEED							
	J3390	FAN CLUTCH REPLACEMENT [redacted]					
		WC				199.40	199.40
1	25790869	CLUTCH			455.94	401.23	401.23
FC: P0483							
PART#: 25790869							
COUNT: 1							
CLAIM TYPE:							
AUTH CODE:							
WG							

Pd Cm 041
9/18/09 + 600.23

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

17495 ENG LIGHT ON TECH 2977 CK AND FOUND DTC CODE P0483 AND COOLING FAN SYSTEM PERFORMANCE AND CODE P0493 COOLING FAN OVER SPEED. NESS TO REPLACE COOLING FAN CLUCTH, TECH 2977
****

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PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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FILE COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

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DADE COUNTY REGISTRATION #MVR-00105601
www.maroonec.com

MIAMI FL
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLO	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M	07 CHEVROLET TRAILBLAZE	1GNDS13S3721[redacted]		17709/17709	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			14:06 04SEP09	CASH	SC	04SEP09

R.O. OPENED	READY	OPTIONS:
10:19 04SEP09	12:56 04SEP09	STK[redacted] ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL
A CUST STATES A/C DOES NOT BLOW COLD						
NC NO CHARGE [redacted]						
	CCT				0.00	0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE A:		0.00
17709 SEE PREVIOUS REPAIR TECH 2977 N/C .						
**********						
B MULTI POINT INSPECTION NOT REQUIRED AT THIS TIME.						
99N MULTI POINT INSPECTION NOT REQUIRED AT THIS TIME. [redacted]						
	CCT				0.00	0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE B:		0.00
**********						
C** REPLACE ENGINE AIR FILTER-TRUCKS ONLY- $37.95						
F14T REPLACE ENGINE AIR FILTER-TRUCKS ONLY- $37.95 [redacted]						
	CMT				10.33	10.33
1 19239713 ELEMENT				27.62	27.62	27.62
PARTS: 27.62	LABOR: 10.33	OTHER: 0.00		TOTAL LINE C:		37.95
17709 REPLACE AIR FILTER REPLACE AIR FILTER TECH 3572 0.2 H						
**********						
CUSTOMER PAY SHOP SUPPLIES AND OR DISPOSAL FEES AS ADVISED FOR REPAIR O						4.55

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X
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PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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 #: [redacted]

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INVOICE

PAGE 2

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DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP
www.maroone.com

MIAMI FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COL	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M 07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		17709/17709	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			14:06 04SEP09	CASH	SC	04SEP09

R.O. OPENED	READY	OPTIONS:	STK:	ENG:
10:19 04SEP09	12:56 04SEP09		[redacted]	4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

STATE SALES TAX 6%	2.55
DADE COUNTY TAX.5%	0.43

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CUSTOMER SIGNATURE

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PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	10.33
PARTS AMOUNT	27.62
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.55
TOTAL CHARGES	42.50
LESS INSURANCE	0.00
SALES TAX	2.98
PLEASE PAY THIS AMOUNT	45.48

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CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

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STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP
www.maroone.com

MIAMI FL
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		19057/19057	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PAYMENT	INV. DATE
18JAN07 DD			13:24 29OCT09		CASH	29OCT09

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:4.2_LITER_DOHC
10:17 29OCT09	13:23 29OCT09	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES WHINNING NOISE FROM ENG PULLEY AREA			
CAUSE: REPL WORN AND NOISEY IDLER PULLEY			
J0690 PULLEY, ACCESSORY DRIVE BELT IDLER REPLACE			
[redacted]			
WC		28.49	28.49
1 12618111 PULLEY	49.02	49.02	49.02
FC: 4X			
PART#: 12618111			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
NZ			

Pd cm 055
11/6/09 +77.51

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

19057 CHEKED AND FOUND NOISE COMING FROM IDDLE PULLEY. NECESSARY TO REPLACE IDDLE PULLEY DO TO BEARING ROUGHT AND CAUSING NOISE.

****

B CUSTOMER DECLINED MULTI POINT INSPECTION AT THIS TIME.
99D CUSTOMER DECLINED MULTI POINT INSPECTION AT THIS TIME.
[redacted]

CCT		0.00	0.00

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

19057 OK

****

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PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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 #: [redacted]

[redacted]

INVOICE

PAGE 2

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[redacted]

MIAMI [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		19057/19057	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			13:24 29OCT09		CASH	29OCT09

R.O. OPENED	READY	OPTIONS:
10:17 29OCT09	13:23 29OCT09	STK:[redacted] ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

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X _____
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP
www.maroone.com

CUSTOMER #: [redacted]

[redacted]

INVOICE

[redacted]

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		19669/19672	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	PAYMENT	INV. DATE
18JAN07 DD			13:36 27NOV09		CASH	27NOV09

R.O. OPENED	READY	OPTIONS:
09:08 27NOV09	14:52 27NOV09	STK:[redacted] ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES FUEL GAUGE DOES NOT REGESTERS PROPERLY			
CAUSE: REPL SHORTED FUEL LEVEL SENSOR			
L1197 FUEL LEVEL SENSOR REPLACEMENT [redacted]			
WC		189.90	189.90
1 19178477 SEN KIT	124.20	109.30	109.30

CC: 0621
FC: 6581
PART#: 19178477
COUNT: 1
CLAIM TYPE: ZREG
AUTH CODE:

Pd +299.21
12/7/09

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

19672 CONFIRMED CUSTOMER CONCERN.SCANNED VEHICLE FOUND DTC P0463.CHECKED FUEL LEVEL SENSOR CIRCUIT AND FOUND CIRCUT OK.LOWERED GAS TANK .TESTED FUEL LEVEL SENSOR AND FOUND IT INTERMITTENLY OPENING.REPLACED FUEL LEVEL SENSOR.REINSTALLED GAS TANK.CHECKED OPERATION,WORKING AS DESIGNED.
****
OK DW .3 TO PERFORM FUEL LEVEL SENSOR CIRCUIT, FOUND WIRING CITCUIT IS OK BUT INTERNAL OPEN OF FUEL LEVEL SENSOR. R&R FUEL TANK TO REPLACE FUEL LEVEL SENSOR. CLEAR DTC AND RETEST VEHICLE FOR FUEL GAUGE CONCERN. FOUND WORKING TO SPECS JOE CHAN 11/27/09
****

B CUSTOMER DECLINED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT			
MULTI-D CUSTOMER DECLINED TO HAVE MULTI POINT			
INSPECTION PERFORMED THIS VISIT			
8038 RODRIGUEZ-REGO,FERNANDO C LIC#: 8038			
CCT		0.00	0.00

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

19669 NO WORK DONE

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of $59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

CUSTOMER #: [redacted]

[redacted]

INVOICE

[redacted]

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

PAGE 2

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		19669/19672	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	PAYMENT	INV. DATE
18JAN07 DD			13:36 27NOV09		CASH	27NOV09

R.O. OPENED	READY	OPTIONS:
09:08 27NOV09	14:52 27NOV09	STK[redacted]NG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C** AT TIME AFTER WRITE CUSTOMER STATED THAT A/C IS NOT BLOWING AIR ON SPEED #1, #2,#3,& #4							
CAUSE: REPL OPEN AC BLOWER RESISTOR							
D1002 BLOWER MOTOR RESISTOR REPLACEMENT [redacted]							
			WC			47.48	47.48
1	89019100		RESISTOR		61.34	53.98	53.98

CC: 6581
FC: 0722
PART#: 89019100
COUNT: 1
CLAIM TYPE: ZREG
AUTH CODE:

Pd 4 101.46
12/7/09

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

19672 CONFIRMED CUSTOMER CONCERN.CHECKED CIRCUIT FOUND CIRCUIT OK
BUT BLOWER RESISTOR PACKED INTERNALLY OPENNED.REPLACED AC BLOWER MOTOR
RESISTOR.CHECKED OEPRATION,WORKING ON ALL SPEEDS AS DESIGNED AFTER
REPAIR.
********** OK
DW .2 TO PERFORM BLOWER CIRCUIT TESTING, FOUND BLOWER RESISTOR OPEN.
REPLACE BLOWER RESISTOR. JOE CHAN 11/27/09
****

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Please complete your survey and return it!!!
Thank you for your business.

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X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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CUSTOMER #: [redacted]

[redacted]

MIAMI FL
HOME [redacted] CONT:N/A
BUS: CELL:

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INVOICE

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		20616/20616	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			14:36 08JAN10		SGMPP	08JAN10

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG: 4.2_LITER_DOHC
09:03 08JAN10	10:00 08JAN10			

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP							
	M0046	MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP [redacted]						
			CQT				8.10	8.10
	1	19210337	FILTER			10.41	3.50	3.50
	7	12345616**	OIL			4.72	1.20	8.40

PARTS: 11.90 LABOR: 8.10 OTHER: 0.00 TOTAL LINE A: 20.00

Pd 1/11/10
+20.00

****

B PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT [redacted]

			CCT				0.00	0.00

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

****

C MULTI POINT INSPECTION NOT COMPLETED THIS VISIT
MULTI-N MULTI POINT INSPECTION NOT COMPLETED THIS VISIT [redacted]

			CCT				0.00	0.00

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

****

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X
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	8.10
PARTS AMOUNT	11.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	20.00
LESS INSURANCE	20.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

STOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

M[redacted] FL
H[redacted] CONT:N/A
B[redacted] CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M 07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		23655/23655	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PAYMENT	INV. DATE
18JAN07 DD			15:00 25MAY10	SGMPP	25MAY10

R.O. OPENED	READY	OPTIONS:
09:35 25MAY10	11:50 25MAY10	STK:[redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP										
	M0046 MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP [redacted]										
			CQT	0.00	0.30	540	760			7.60	7.60
	1 19210337 FILTER					347	400	0	10.41	4.00	4.00
	7 12345616** OIL					826	840	0	4.72	1.20	8.40
	VERSION 1 (EMP# 3572,25MAY10 10:53): 23655 LOF LOF TECH 3572 .3										
B	CUSTOMER DECLINED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT										
	MULTI D CUSTOMER DECLINED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT [redacted]										
			CCT	0.00	0.00	0	0			0.00	0.00
C	PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT										
	GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT [redacted]										
			CCT	0.00	0.00	0	0			0.00	0.00

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Please complete your survey and return it!!!
Thank you for your business.

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

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
461/505T	760	540		461/480T	400	347	
461/492G	840	826		461/500T	0	0	
461/264	2000	*******					

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	1713	2000	0

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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

The state of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	7.60
PARTS AMOUNT	12.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	20.00
LESS INSURANCE	20.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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WARRANTY COPY

CUSTOMER # [redacted]

[redacted]

[redacted]

MIAM[redacted]
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

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INVOICE

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		23655/23655	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			15:00 25MAY10		SGMPP	25MAY10

R.O. OPENED	READY	OPTIONS:
09:35 25MAY10	11:50 25MAY10	STK[redacted]ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP			
M0046 MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP			
[redacted]			
CQT		7.60	7.60
1 19210337 FILTER	10.41	4.00	4.00
7 12345616** OIL	4.72	1.20	8.40

PARTS: 12.40 LABOR: 7.60 OTHER: 0.00 TOTAL LINE A: 20.00

9d- 05/29/10 $20.00

23655 LOF LOF TECH 3572 .3

****

B CUSTOMER DECLINED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT
MULTI-D CUSTOMER DECLINED TO HAVE MULTI POINT
INSPECTION PERFORMED THIS VISIT
[redacted]

CCT	0.00	0.00

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

****

C PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR
NEXT VISIT
[redacted]

CCT	0.00	0.00

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

****

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X _____
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	7.60
PARTS AMOUNT	12.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	20.00
LESS INSURANCE	20.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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FILE COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

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PERFORMANCE PARTS

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-0010 5601
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PRO SHOP

[redacted]
MIAMI, FL
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		24097/24097	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			14:06 14JUN10		CASH	14JUN10

R.O. OPENED	READY	OPTIONS:
10:00 14JUN10	13:24 14JUN10	STK:[redacted] ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES ENGINE LIGHT ON			
NC NO CHARGE			
[redacted]			
CCT		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
24097 CHECK AND FOUND CODE P01400 NO CURRENT CODE SET PASSING AT THIS TIME RESET LIGHT TECH 8418 N/C			
**********			
B MULTI POINT INSPECTION NOT COMPLETED THIS VISIT			
MULTI-N MULTI POINT INSPECTION NOT COMPLETED THIS VISIT			
[redacted]			
CCT		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			
C PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT			
GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT			
[redacted]			
CCT		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
**********			

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X
CUSTOMER SIGNATURE

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PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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FILE COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

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DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP
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[redacted]
MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		24880/24880	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	PAYMENT	INV. DATE
18JAN07 DD			16:12 27JUL10	CASH	SC	29JUL10

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG:4.2_LITER_DOHC
09:56 27JUL10	10:37 29JUL10			

LINE	OPCODE	TECH	TYPE	HOURS				LIST	NET	TOTAL
A	CUST STATES ENGINE LIGHT ON									
	NPF UNABLE TO DUPLICATE ANY PROBLEM/NO PROBLEM FOUND									
	[redacted]									
		CCT							0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:				0.00
	24880 NO PROBLEM FOUND TECH 8418.									
	**********									
B	EBULB									
	EBULB TAIL LAMP BULB-REPLACE ANY ONE TAIL LAMP BULB INCLUDING 3RD BRAKE LAMP-14.95									
	[redacted]									
		CCT							7.81	7.81
	1 12450108	BULB						7.14	7.14	7.14
PARTS:	7.14	LABOR:	7.81	OTHER:	0.00	TOTAL LINE B:				14.95
	24880 MENU FOR STOP LIGHT TECH 8418									
	**********									
C	CUST STATES AT TIMES IGNITION KEY DOES NOT OPEN IGNITION									
	98 PARTS ONLY									
	[redacted]									
		CCT							0.00	0.00
	1 15026223	KEY						11.63	11.63	11.63
PARTS:	11.63	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:				11.63
	24880 CUT NEW KEY TECH 8418 N/C									
	**********									
D	MULTI POINT INSPECTION NOT COMPLETED THIS VISIT									
	MULTI-N MULTI POINT INSPECTION NOT COMPLETED THIS VISIT									
	[redacted]									
		CCT							0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:				0.00

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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

The state of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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FILE COPY

CUSTOMER #: [redacted]

[redacted]

MIAMI, FL

HOME: [redacted] CONT:N/A

BUS: [redacted] CELL:

INVOICE

PAGE 2

Maroone Chevrolet
Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799
Goodwrench Quick Lube Plus The Plus means better. Goodwrench Quick Lube Plus
PERFORMANCE PARTS
STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP
www.maroone.com

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		24880/24880	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	PAYMENT	INV. DATE
18JAN07 DD			16:12 27JUL10	CASH	SC	29JUL10

R.O. OPENED	READY	OPTIONS: STK:[redacted] ENG:4.2 LITER DOHC
09:56 27JUL10	10:37 29JUL10	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
E	TIRES CLOSE TO REPLACEMENT						
	YTIRE			TIRES CLOSE TO REPLACEMENT [redacted]			
			CCT			0.00	0.00

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

****

CUSTOMER PAY SHOP SUPPLIES AND OR DISPOSAL FEES AS ADVISED FOR REPAIR O 3.19

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

STATE SALES TAX 6% 1.79
DADE COUNTY TAX.5% 0.30

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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X [redacted]
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	7.81
PARTS AMOUNT	18.77
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.19
TOTAL CHARGES	29.77
LESS INSURANCE	0.00
SALES TAX	2.09
PLEASE PAY THIS AMOUNT	31.86

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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FILE COPY

STOMER #: [redacted]

[redacted]

ACCOUNTING

[redacted]

MIAMI, FL

HOME: [redacted] CONT:N/A

BUS: [redacted] CELL:

PAGE 1

Maroone Chevrolet

Formerly Abraham Chevrolet

SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP
REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COL	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M 07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		28642/28642	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			14:54 17JAN11		CASH	17JAN11

R.O. OPENED	READY	OPTIONS:
10:04 17JAN11	10:57 17JAN11	STK: [redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	GMPP										
	Lube, Oil and Filter										
	CAUSE: OIL AND FILTER CHANGE										
	M0046 GMPP Lube, Oil and Filter [redacted]										
			WCXGO	0.00	0.30	540	541			5.41	5.41
	1	19210337	FILTER			347	416	0	10.41	4.16	4.16
	7	12345616**	OIL			868	1043	0	2.42	1.49	10.43
	FC: PART#: 19210337 COUNT: 1					1215	1459	TPARTS			
	CLAIM TYPE: ZSCT										
	AUTH CODE:										
						540	541	TLABOR			
	VERSION 1 (EMP# 3572,17JAN11 10:42): 28642 LOF LOF TECH 3572 .3										
B	PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT										
	GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT [redacted]										
			CCTR	0.00	0.00	0	0			0.00	0.00
C	MULTI POINT INSPECTION NOT COMPLETED THIS VISIT										
	MULTI-N MULTI POINT INSPECTION NOT COMPLETED THIS VISIT [redacted]										
			CCTR	0.00	0.00	0	0			0.00	0.00

Pd 01/18/11 $20.00

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000. Please complete your survey and return it!!! Thank you for your business.

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

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
461/510	541	540		461/481	416	347	
461/492G	1043	868		461/500T	0	0	

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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X

CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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WARRANTY COPY

STOMER #[redacted]

[redacted]

ACCOUNTING

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[redacted]

MIAMI, FL [redacted]

PAGE 2

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741 DADE COUNTY REGISTRATION #MVR-00105801 www.maroone.com

HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		28642/28642	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			14:54 17JAN11		CASH	17JAN11

R.O. OPENED	READY	OPTIONS: STK: [redacted] NG: 4.2 LITER DOHC
10:04 17JAN11	10:57 17JAN11	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
461/2640			2000	*******		461/226S			0	*******	

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	1755	2000	0

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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X
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

MIAMI, FL
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

INVOICE

PAGE 1

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DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP
www.maroone.com

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		28642/28642	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DL			14:54 17JAN11		CASH	17JAN11

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG:4.2_LITER_DOHC
10:04 17JAN11	10:57 17JAN11			

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	GMPP	Lube, Oil and Filter						
CAUSE: OIL AND FILTER CHANGE								
	M0046	GMPP Lube, Oil and Filter [redacted]						
			WCXGO				5.41	5.41
		1	19210337	FILTER		10.41	4.16	4.16
		7	12345616**	OIL		2.42	1.49	10.43
FC: PART#: 19210337 COUNT: 1								
CLAIM TYPE: ZSCT								
AUTH CODE:								

Pd 01/19/11 # 20.00

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

28642 LOF LOF TECH 3572 .3

****

B PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
[redacted]
CCTR 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C MULTI POINT INSPECTION NOT COMPLETED THIS VISIT
MULTI-N MULTI POINT INSPECTION NOT COMPLETED THIS VISIT
[redacted]
CCTR 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

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X [redacted]
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD		
CASH	AMERICAN EXPRESS	
CHECK	VISA	
DISCOVER	MASTERCARD	
INTERNAL	OTHER	

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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FILE COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

INVOICE

PAGE 2

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DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		28642/28642	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			14:54 17JAN11		CASH	17JAN11

R.O. OPENED	READY	OPTIONS:
10:04 17JAN11	10:57 17JAN11	STK: [redacted] ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

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Thank you for your business.

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X _____
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

DCAP ©2006 ADP (05/06)

FILE COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

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GM PERFORMANCE PARTS
STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

[redacted]
MIAMI, FL
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		29220/29220	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			16:48 09FEB11	616312	CASH	09FEB11

R.O. OPENED	READY	OPTIONS:
09:49 09FEB11	17:30 09FEB11	ST[redacted] ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES AT TIMES HEAD LIGHTS NOT COMES ON AT NIGHT			
CAUSE: REPL HEADLAMPS RELAY THEY WERE FOUND INOP.			
N2833 EXTERIOR LIGHTING RELAY REPLACEMENT [redacted]			
WCT		68.12	68.12
1 15016745 RELAY	45.18	45.18	45.18
CC: 0490			
FC: 6581			
PART#: 15016745			
COUNT: 1			
CLAIM TYPE: ZREG			
AUTH CODE:			

Pd 2/11/11
$111.65

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

29220 open headlamp relay perform diagnosis found headlamps inop at times check power and ground to relay circuits ok ohm test relay with fluke meter reads open replace open relay add dt to check power and ground and to ohm test relay to isolate cust concern tech 8418 --------

---

----------OK 0.3 DW FOR TECH TO PERFORM DIAGNOST, TECH FOUND RELAY OPEN AND HAD TO REPLACE HEADLAMP RELAY TO FIX CONCERN. 02/09/11 RONMAR OBREGON 11:17AM

****

B PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
8418 WALTERS,ANTON LIC#: 8418
CCTR 0.00 0.00

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

****

C Customer Has Declined A Multi-Point Inspection A This Time
MULTI-D Customer Has Declined A Multi-Point

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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X
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD	
CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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FILE COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

MIAMI, FL [redacted]

HOME: [redacted] CONT:N/A

BUS: [redacted] CELL:

INVOICE

PAGE 2

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DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP
www.maroone.com

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		29220/29220	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	PAYMENT	INV. DATE
18JAN07 DL			16:48 09FEB11	616312	CASH	09FEB11

R.O. OPENED	READY	OPTIONS:
09:49 09FEB11	17:30 09FEB11	STK: [redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	Inspection A This Time							
	[redacted]						0.00	0.00

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

****

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X

CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD	
CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

DCAP @2006 ADP (05/08)

FILE COPY

STOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

Maroone Chevrolet
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SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		29220/29220	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			16:48 09FEB11	616312	CASH	09FEB11

R.O. OPENED	READY	OPTIONS:
09:49 09FEB11	17:30 09FEB11	STK: [redacted] ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A CUST STATES AT TIMES HEAD LIGHTS NOT COMES ON AT NIGHT
CAUSE: REPL HEADLAMPS RELAY THEY WERE FOUND INOP.
N2833 EXTERIOR LIGHTING RELAY REPLACEMENT
[redacted]

Pd 2/11/11
$ 111.65

WCT 0.81 0.70 2135 6812 68.12 68.12
1 15016745 RELAY 2567 4518 0 45.18 45.18 45.18
CC: 0490
FC: 6581
PART#: 15016745 2567 4518 TPARTS
COUNT: 1
CLAIM TYPE: ZREG
AUTH CODE: (A) [signature]
2135 6812 TLABOR

Goodwill Policy Decision
.3 OLH to perform diagnosis

VERSION 1 (EMP# 8418,09FEB11 10:50): 29220 open headlamp relay
perform diagnosis found headlamps inop at times check power and ground
to relay circuits ok ohm test relay with fluke meter reads open replace
open relay add dt to check power and ground and to ohm test relay to
isolate cust concern tech 8418
VERSION 2 (EMP# 3252,09FEB11 11:15): 29220 open headlamp relay
perform diagnosis found headlamps inop at times check power and ground
to relay circuits ok ohm test relay with fluke meter reads open replace
open relay add dt to check power and ground and to ohm test relay to
isolate cust concern tech 8418 ----------

---------- OK 0.3 ~~DW~~ OLH FOR
TECH TO PERFORM DIAGNOST, TECH FOUND RELAY OPEN AND HAD TO REPLACE
HEADLAMP RELAY TO FIX CONCERN. 02/09/11 RONMAR OBREGON 11:17AM
B PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR
NEXT VISIT
[redacted]
CCTR 0.00 0.00 0 0 0.00 0.00
C Customer Has Declined A Multi-Point Inspection A This Time
MULTI-D Customer Has Declined A Multi-Point

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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

The state of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

X _____
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

DCAP ©2006 ADP (05/06)

WARRANTY COPY

STOMER #[redacted]

[redacted]

ACCOUNTING

Maroone Chevrolet
Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

STATE OF FLORIDA MOTOR
VEHICLE REPAIR SHOP
REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

[redacted]

MIAMI, FL [redacted]

HOME [redacted] CONT:N/A

BUS: [redacted] ELL:

PAGE 2

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		29220/29220	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			16:48 09FEB11	616312	CASH	09FEB11

R.O. OPENED	READY	OPTIONS:
09:49 09FEB11	17:30 09FEB11	STK [redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	Inspection A This Time [redacted]										
			CCTR	0.00	0.00	0	0			0.00	0.00

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-09-11	10:01	10.04	0.05	W	8418	A	
	10:04	10:46	0.70	DW	8418	A	
	10:46	10:50	0.06	W	8418	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
461/515T	6812	2135		461/482T	4518	2567	
461/500T	0	0		461/263	11330	*******	
461/226S	0	*******					

COST, SALE, & COMP TOTALS 4702 11330 0

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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X

CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD	
CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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WARRANTY COPY

STOMER #: 3[redacted]

[redacted]

ACCOUNTING

Marooneo Chevrolet

Formerly Abraham Chevrolet
SERVICE
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DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
www.marooneo.com

[redacted]

MIAMI, FL [redacted]
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		29220/29220	[redacted]

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			16:48 09FEB11	616312	CASH	09FEB11

R.O. OPENED	READY	OPTIONS:
09:49 09FEB11	17:30 09FEB11	STK[redacted]ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A CUST STATES AT TIMES HEAD LIGHTS NOT COMES ON AT NIGHT
CAUSE: REPL HEADLAMPS RELAY THEY WERE FOUND INOP.
N2833 EXTERIOR LIGHTING RELAY REPLACEMENT
[redacted]

Pd 2/11/11
$111.65

WCT 0.81 0.70 2135 6812 68.12 68.12
1 15016745 RELAY 2567 4518 0 45.18 45.18 45.18
CC: 0490
FC: 6581
PART#: 15016745 2567 4518 TPARTS
COUNT: 1
CLAIM TYPE: ZREG
AUTH CODE: (A) [signature]

Goodwill Policy Decision
.3 OLH to perform diagnosis

2135 6812 TLABOR
VERSION 1 (EMP# 8418,09FEB11 10:50): 29220 open headlamp relay perform diagnosis found headlamps inop at times check power and ground to relay circuits ok ohm test relay with fluke meter reads open replace open relay add dt to check power and ground and to ohm test relay to isolate cust concern tech 8418
VERSION 2 (EMP# 3252,09FEB11 11:15): 29220 open headlamp relay perform diagnosis found headlamps inop at times check power and ground to relay circuits ok ohm test relay with fluke meter reads open replace open relay add dt to check power and ground and to ohm test relay to isolate cust concern tech 8418 ----------
---
----------OK 0.3 ~~EW~~ OLH FOR
TECH TO PERFORM DIAGNOST, TECH FOUND RELAY OPEN AND HAD TO REPLACE HEADLAMP RELAY TO FIX CONCERN. 02/09/11 RONMAR OBREGON 11:17AM
PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
8418 WALTERS,ANTON LIC#: 8418
CCTR 0.00 0.00 0 0 0.00 0.00
Customer Has Declined A Multi-Point Inspection A This Time
MULTI-D Customer Has Declined A Multi-Point

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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X _____
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

Aug. 9. 2011 3:01PM NUQIProsalud No. 6599 P. 9
08/18/11 12:20PM PDT 8664315576 -> 8668745909 Pg 1/25

RO No: [redacted] Opened: 09FEB11 Closed: 09FEB11 Mileage: 29220
Line Code: A Booker: 3425 Comeback: N
Complaint: S11 CUST STATES AT TIMES HEAD LIGHTS NOT COMES ON AT NIGHT
Cause: REPL HEADLAMPS RELAY THEY WERE FOUND INOP.

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
3046	8418	WCT	N2833		EXTERIOR LIGHTING RELAY REPLACEMENT
					PTS$ 45.18 LBR$ 68.12 MSC$ 0.00

Line Code: B Booker: 7643 Comeback: N
Complaint: GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
3046	8418	CCTR	GTIRE	614844	PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
					PTS$ 0.00 LBR$ 0.00 MSC$ 0.00

Line Code: C Booker: 7643 Comeback: N
Complaint: MULTI-DCustomer Has Declined A Multi-Point Inspection A This Time
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
3046	8418	CCTR	MULTI-D	599305	Customer Has Declined A Multi-Point Insp ection A This Time
					PTS$ 0.00 LBR$ 0.00 MSC$ 0.00

Press B, S#, Return for next page, EST#, ?, or E to Exit:

8/18/11 12:20PM PDT 8664315576 -> 8668745909 Prosalud Aug. 9. 2011 3:02PM No. 6599 P. 12

[redacted]

MIAMI FL [redacted]
HOME PHONE
BUS. PHONE [redacted]KT.
CELL PHONE N/A
PAGER N/A CODE
E-MAIL

(OWNER)

SERIAL NO. 1GND[redacted]
CUSTOMER [redacted]
DELV. DATE 18JAN07
IN SERVICE 18JAN07
WAR.EXP.DATE KEY 1 STKR [redacted]
LICENSE NO.
UNIT N/A SLSMN 61578
SA

07 CHEVROLET TRAILBLAZER 29376
Command? (Enter, *, N, VEH, CUST, ?) ....?

CUSTOMER #: [redacted]

[redacted]

[redacted]

MIAMI FL [redacted]
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

Maroone Chevrolet

Formerly Abraham Chevrolet
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Goodwrench Quick Lube Plus The Plus means better. Goodwrench Quick Lube Plus

PERFORMANCE PARTS

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601

PRO SHOP

INVOICE

PAGE 1

SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		29376/29376	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			15:12 16FEB11	VISA	VMC	18FEB11

R.O. OPENED	READY	OPTIONS:
09:08 16FEB11	17:07 17FEB11	ST[redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A CUST STATES FRONT SUSPENSION LOOSE ADVISE								
CAUSE: FOUND BOTH FRONT LOWER CONTROL ARM BUSHINGS COMING APART NECC								
	REPL BOTH LOWER CONTROL ARM BRACKETS							
	E3538 BRACKET, FRONT LOWER CONTROL ARM RIGHT							
	REPLACE [redacted]							
			WCT				85.46	85.46
	1 25918965 BRACKET					163.28	163.28	163.28
	E3539 BRACKET, FRONT LOWER CONTROL ARM LEFT							
	REPLACE [redacted]							
			WCT				85.46	85.46
	1 25918964 BRACKET					166.32	166.32	166.32
CC: 0590								
FC: 6581								
PART#: 25918965								
COUNT: 1								
CLAIM TYPE: ZREG								
AUTH CODE: A								

Pd 3/15/11 + 248.74

Pd 3/15/11 + 251.78

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

29376 FOUND BOTH FRONT LOWER CONTROL ARM BUSHINGS COMING APART NEC
TO REPLACE BOTH SIDES LOWER CONTROL ARM BRACKETS ROAD TEST OK.

****

B PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT							
GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR							
NEXT VISIT							
[redacted]							
	CCTR					0.00	0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00			TOTAL LINE B:		0.00

****

C Customer Has Declined A Multi-Point Inspection A This Time

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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

The state of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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FILE COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

Maroone Chevrolet
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SERVICE
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DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799
Goodwrench Quick Lube Plus The Plus means better. Goodwrench Quick Lube Plus
PERFORMANCE PARTS
STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00108601
PRO SHOP

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		29376/29376	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	[redacted]	PAYMENT	INV. DATE
18JAN07 DD			15:12 16FEB11	VISA	VMC	18FEB11

R.O. OPENED	READY	OPTIONS: STK:[redacted] ENG:4.2_LITER_DOHC
09:08 16FEB11	17:07 17FEB11	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	MULTI-D Customer Has Declined A Multi-Point Inspection A This Time [redacted]							
			CCTR				0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:								0.00
	**********							
D**	F8*FOUR WHEEL ALIGNMENT $89.95							
	CAUSE: DARE TO COMPARE SERVICE COUPON.							
	F8 F[redacted]							
			CCT				89.95	89.95
	LABOR DISCOUNT APPLIED [redacted]							
			CCZDL				-7.50	-7.50
	PARTS DISCOUNT APPLIED [redacted]							
			CCZDP				-7.50	-7.50
	Z2235 DARE TO COMPARE SERIVCE OFFER [redacted]							
			WCT				15.00	15.00
	FC: PART#: COUNT:							
	CLAIM TYPE: ZSSP							
	AUTH CODE:							
PARTS: 0.00 LABOR: 74.95 OTHER: 0.00 TOTAL LINE D:								74.95
	29376 COMPLETED							
	**********							
	CUSTOMER PAY SHOP SUPPLIES AND OR DISPOSAL FEES AS ADVISED FOR REPAIR O							8.99

Pd 3/15/11
$15.00

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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X
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD	
CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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FILE COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

Maroone Chevrolet

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DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

Goodwrench Quick Lube Plus The Plus means better. Goodwrench Quick Lube Plus

GM PERFORMANCE PARTS

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601

PRO SHOP

INVOICE

PAGE 3

SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		29376/29376	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			15:12 16FEB11	VISA	VMC	18FEB11

R.O. OPENED	READY	OPTIONS: STK:[redacted] ENG:4.2_LITER_DOHC
09:08 16FEB11	17:07 17FEB11	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

STATE SALES TAX 6%	5.04
DADE COUNTY TAX.5%	0.83

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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X [redacted]

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	74.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	8.99
TOTAL CHARGES	83.94
LESS INSURANCE	0.00
SALES TAX	5.87
PLEASE PAY THIS AMOUNT	89.81

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TITLE COPY

STOMER #: [redacted]

[redacted]

ACCOUNTING

Maroone Chevrolet
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SERVICE
4181 SW 8 ST. - MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 - FAX 305-443-1799

[redacted]

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

PAGE 1

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741 DADE COUNTY REGISTRATION #MVR-00105601

SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		29376/29376	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	PAYMENT	INV. DATE
18JAN07 DD			15:12 16FEB11	VISA	VMC	18FEB11

R.O. OPENED	READY	OPTIONS:
09:08 16FEB11	17:07 17FEB11	STK [redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUST STATES FRONT SUSPENSION LOOSE ADVISE										
	CAUSE: FOUND BOTH FRONT LOWER CONTROL ARM BUSHINGS COMING APART NECC										
	REPL BOTH LOWER CONTROL ARM BRACKETS										
	E3538 BRACKET, FRONT LOWER CONTROL ARM RIGHT										
	REPLACE [redacted]										
			WCT	1.35	0.90	2655	8546		85.46	85.46	
	1 25918965		BRACKET			9277	16328	0	163.28	163.28	163.28
	E3539 BRACKET, FRONT LOWER CONTROL ARM LEFT										
	REPLACE [redacted]										
			WCT	0.00	0.90	2655	8546		85.46	85.46	
	1 25918964		BRACKET			9450	16632	0	166.32	166.32	166.32
	CC: 0590										
	FC: 6581										
	PART#: 25918965					18727	32960	TPARTS			
	COUNT: 1										
	CLAIM TYPE: ZREG										
	AUTH CODE: A										
						5310	17092	TLABOR			
	VERSION 1 (EMP# 7775,17FEB11 15:11): 29376 FOUND BOTH FRONT LOWER CONTROL ARM BUSHINGS COMING APART NEC TO REPLACE BOTH SIDES LOWER CONTROL ARM BRACKETS ROAD TEST OK.										
B	PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT										
	GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT										
	[redacted]										
			CCTR	0.00	0.00	0	0		0.00	0.00	
C	Customer Has Declined A Multi-Point Inspection A This Time										
	MULTI-D Customer Has Declined A Multi-Point Inspection A This Time										
	[redacted]										
			CCTR	0.00	0.00	0	0		0.00	0.00	
D	** F8*FOUR WHEEL ALIGNMENT $89.95										

Rd 3/15/11 +248.74

Rd 3/15/11 +251.78

Goodwill Policy Decision

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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X

CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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WARRANTY COPY

STOMER #: [redacted]

[redacted]

ACCOUNTING

Maroone Chevrolet
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SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

[redacted]

MIAMI, FL [redacted]

PAGE 2

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741 DADE COUNTY REGISTRATION #MVR-00105601

HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S3721[redacted]		29376/29376	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O.NO.	PAYMENT	INV. DATE
18JAN07 DD			15:12 16FEB11	[redacted]A	VMC	18FEB11

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG:4.2 LITER DOHC
09:08 16FEB11	17:07 17FEB11			

LINE OPCODE TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CAUSE: DARE TO COMPARE SERVICE COUPON.								
F8 F8*FOUR WHEEL ALIGNMENT $89.95 [redacted]								
CCT	0.00	1.60	4720	8995			89.95	89.95
LABOR DISCOUNT APPLIED [redacted]								
CCZDL	0.00	0.00	0	-750			-7.50	-7.50
PARTS DISCOUNT APPLIED [redacted]								
CCZDP	0.00	0.00	0	-750			-7.50	-7.50
Z2235 DARE TO COMPARE SERIVCE OFFER [redacted]								
WCT	0.00	0.00	0	1500			15.00	15.00
FC: PART#: COUNT:			0	0	TPARTS			
CLAIM TYPE: ZSSP								
AUTH CODE:								
			0	1500	TLABOR			
VERSION 1 (EMP# 7775,17FEB11 15:11): 29376 COMPLETED								
CUSTOMER PAY SHOP SUPPLIES AND OR			0	899				8.99

Pd 3/15/11
+ 15.00

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-17-11	13:50	15:11	1.35	W	7775	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
461/515T	18592	5310		461/482T	32960	18727	
461/500T	8995	4720		461/500Z	-750	0	
461/480Y	-750	0		461/150Z	899	0	

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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

The state of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

DCAP ©2006 ADP (05/06)

WARRANTY COPY

STOMER #: [redacted]

[redacted]

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

[redacted]

ACCOUNTING

PAGE 3

Maroone Chevrolet

Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601

SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		29376/29376	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			15:12 16FEB11	VISA	VMC	18FEB11

R.O. OPENED	READY	OPTIONS:
09:08 16FEB11	17:07 17FEB11	STK [redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
461/324			504		0	461/324D			83	0	
461/263		51552	*******			461/226S			8981	*******	

STATE SALES TAX 6%				5.04
DADE COUNTY TAX 5%				0.83
COST, SALE, & COMP TOTALS	28757	59946	0	

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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

The state of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	74.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	8.99
TOTAL CHARGES	83.94
LESS INSURANCE	0.00
SALES TAX	5.87
PLEASE PAY THIS AMOUNT	89.81

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

DCAP ©2006 ADP I05/06I

WARRANTY COPY

```
*--- 1 of 10 - Dealer: AN461-S ----------------------------------------------*
RO No: [redacted]    Opened: 16FEB11   Closed: 18FEB11   Mileage: 29376
Line Code: A  Booker: 7643          Comeback: N
Complaint: S11    CUST STATES FRONT SUSPENSION LOOSE ADVISE
Cause: FOUND BOTH FRONT LOWER CONTROL ARM BUSHINGS COMING APART NECC REPL BOTH L
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.............................
3046  7775  WCT   E3538               BRACKET, FRONT LOWER CONTROL ARM RIGHT R
                                      REPLACE
                                      PTS$   163.28 LBR$    85.46 MSC$    0.00
3046  7775  WCT   E3539               BRACKET, FRONT LOWER CONTROL ARM LEFT RE
                                      EPLACE
                                      PTS$   166.32 LBR$    85.46 MSC$    0.00
Line Code: B  Booker: 3425          Comeback: N
Complaint: GTIRE  PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.............................
3046  7775  CCTR  GTIRE        616312  PLEASE SEE YOUR SERVICE ADVISOR ON YOUR
                                       NEXT VISIT
                                      PTS$     0.00 LBR$     0.00 MSC$    0.00
Line Code: C  Booker: 7643          Comeback: N
Complaint: MULTI-DCustomer Has Declined A Multi-Point Inspection A This Time

Press S#, Return for next page, EST#, ?, or E to Exit:
```

2/18/11 12:20PM PDT 8664315576 -> 8668745909 Proslud
Aug. 9. 2011 3:02PM No. 6599 P. 14

MARTINO TIRE CO OF BIRD ROAD

6795 SW 40TH ST
MIAMI, FL 33155
(305)666-0633, FL REG# MV-41203, I.D. MVR21105665

FIRE & SERVICE NETWORK
GOODYEAR
DUNLOP
KELLY TIRES

INVOICE 040456 (305)666-0633

02/15/11 02/15/11
12:40 PM 01:34 PM
TERR: 7735
NONSIG: 184854

PAGE: 01

BILL TO: [redacted]
MIAMI, FL [redacted]

PHONE 1..... [redacted] EXT.
PHONE 2.....
DATE PROMISED 02/15/11
TIME PROMISED
RETURN PARTS.. NO
SALESMAN..... 002 / 002
PRIOR INVOICE. [redacted]

VEH YEAR/MAKE. 07 CHEVY TRUCK
VEHICLE MODEL. TRAILBLAZER LS
VEHICLE COLOR. SILVER
LICENSE/STATE. [redacted] / FL
ODOMETR IN/OUT 29353 / 29353
VEHICLE ID #.. 1GNDS13S3721[redacted]

ACCOUNT #	COB	TC	CUST#	TYPE/STATE	AUTHORIZATION	CREDIT CARD NO.
[redacted]	V	01	[redacted]	0 FL	[redacted]	[redacted]

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
002		151-284-203-0 151-001-110-0	R	4	P245/65R17 105S S2 FORTERA HL VSB TL QTY. 4 NO. PDFGHJKL4010	149.95	.00	599.80
002		071	R	4	SCRAP TIRE DISPOSAL AUTO	2.50	.00	10.00
002	072	048-170	R	1	ESTIMATE/WORK ORDER PREPARATION	.00	.00	.00
002	072	044-263	R	4	WHEEL BALANCE - COMPUTER SPIN	3.95	7.00	43.80
002		046-223	R	1	MISCELLANEOUS SHOP SUPPLIES	.00	.00	.00
002	072	046-100	R	1	NEEDS LOWER CONTROL ARMS	.00	.00	.00

THRE ARE NO REFUNDS OR RETURNS ON SPECIAL ORDER MERCHANDISE!!
PREVENATIVE MAINTANENCE IS THE KEY TO KEEPING YOUR VEHICLE RUNNING PROPERLY ASK ABOUT YOUR MAINT SCHEDULE
WE ARE A FULL SERVICE FACILITY AND WANT TO EARN YOUR BUSINESS ASK ABOUT ALL OUR PROGRAMS TO SAVE YOU MONEY

30/60/90/120,000 MILE SERVICES

UNDERSTAND THAT ALL CUSTOM WHEEL LUG NUTS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

_____ (signature)

CHARGED AMOUNT	703.63
STATE TIRE FEE	4.00
TAXABLE AMOUNT	657.60

PARTS TOTAL.....	625.60
LABOR TOTAL.....	28.00
SUB TOTAL.....	653.60
SALES TAX.....	46.03

CUSTOMER AUTHORIZATION FOR TOTAL

INVOICE TOTAL $703.63

TREAD L/F..... 10/32 TREAD R/F..... 10/32 TREAD R/R..... 10/32 TREAD L/R..... 10/32

ALL PARTS LISTED ARE NEW, UNLESS OTHERWISE STATED

SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

HAVE A QUESTION OR PROBLEM?
Please tell our store manager. We value your opinion as much as your business. Should you need additional assistance, call our
CUSTOMER ASSISTANCE LINE 1-800-321-2136

8/18/11 12:20PM PDT 8664315576 -> 8668745909 Prosalud Aug. 9. 2011 3:02PM No. 6599 P. 10

MARTINO TIRE CO OF BIRD ROAD

6795 SW 40TH ST
MIAMI, FL 33155
(305)666-0633, FL REG# MV-41203, I.D. [redacted]

INVOICE [redacted] 10/15/09 10/15/09
10:47 AM 11:54 AM
TERR: 7735
NONSIG: 184854

PAGE: 01

BILL TO: [redacted]
MIAMI, FL [redacted]

PHONE 1..... [redacted] EXT.
PHONE 2.....
DATE PROMISED 10/15/09
TIME PROMISED
RETURN PARTS.. NO
SALESMAN..... 002 / 015
PRIOR INVOICE [redacted]

VEH YEAR/MAKE. 07 CHEVY TRUCK
VEHICLE MODEL. TRAILBLAZER LS
VEHICLE COLOR. SILVER
LICENSE/STATE. [redacted] / FL
ODOMETR IN/OUT [redacted] / 18759
VEHICLE ID #.. 1GNDS13S3721[redacted]

ACCOUNT #	COB	TC	CUST#	TYPE/STATE	PAYMENT METHOD
773500001	2	01	50057	1 FL	CASH

SLSM	TECH	PRODUCT CODE	EC	QTY	DESCRIPTION		PARTS	LBR/EXCISE	LINE TOTAL
002		668-126-006-0	R	2	P245/65R17 SL NEXEN ROADIAN HT	OWL	114.95	.00	229.90
002		071	R	2	SCRAP TIRE DISPOSAL AUTO		2.50	.00	5.00
002	999	048-170	R	1	ESTIMATE/WORK ORDER PREPARATION		.00	.00	.00
002	999	044-200	R	2	MOUNT AND BALANCE		10.00	.00	20.00
002	051	078-157	R	1	ALIGNMENT (REF THRUST ANGLE-NO REAR ADJ)		.00	59.95	59.95
002	051	020-100	R	1-	SERVICE COUPON		.00	20.00	20.00-

THRE ARE NO REFUNDS OR RETURNS ON SPECIAL ORDER MERCHANDISE!! 30/60/90/120,000 MILE SERVICES
PREVENATIVE MAINTANENCE IS THE KEY TO KEEPING YOUR VEHICLE RUNNING PROPERLY ASK ABOUT YOUR MAINT SCHEDULE
WE ARE A FULL SERVICE FACILITY AND WANT TO EARN YOUR BUSINESS ASK ABOUT ALL OUR PROGRAMS TO SAVE YOU MONEY
I UNDERSTAND THAT ALL CUSTOM WHEEL LUG NUTS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

(signature)

PARTS TOTAL.....	254.90
LABOR TOTAL.....	39.95
MISC SHOP SUPPLIES.	4.80
SUB TOTAL.....	299.65
SALES TAX.....	.00

X.....
CUSTOMER AUTHORIZATION FOR TOTAL

CASH AMOUNT..... 299.65
TAXABLE AMOUNT .00

INVOICE TOTAL $299.65

TREAD L/F..... 10/32 TREAD R/F..... 10/32 TREAD R/R..... 9/32 TREAD L/R..... 9/32

ALL PARTS LISTED ARE NEW, UNLESS OTHERWISE STATED

How Did We Do Today? We Want Your Feedback! Call: 1.866.402.3523
Tell us for a chance to WIN a $500 Gas Card. Code: 2899018485420840
See Official Rules in stores and at www.goodyeartires.com/gascard for details.
No purchase necessary. Two winners per month. Must call within 7 days. Void where prohibited.

SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

8/18/11 12:20PM PDT 8664315576 -> 8668745909 Prosalud Aug. 9. 2011 3:02PM No. 6599 P. 11

[redacted]

Maroone Chevrolet

Formerly Abraham Chevrolet

SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

CUSTOMER #: [redacted]

WORKORDER

PAGE 2

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601

[redacted]
MIAMI, FL
HOME [redacted] CONT: N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: [redacted]

C	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M 07	CHEVROLET TRAILBLAZE	1GNDS13S3721[redacted]		34457/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JAN07 DD			16:30 08AUG11			CASH	

R.O. OPENED	READY	OPTIONS:
08AUG2011 11:28		STK [redacted] ENG:4.2_LITER_DOHC

LINE OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A SI1		WCC	CUST STATES HEAD LIGHTS AT TIMES TURNS OFF
# B GTIRE		CCCR	MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)
# C MULTI-D		CCCR	CUSTOMER DECLINED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND, THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED $100.

☐ **I REQUEST A WRITTEN ESTIMATE.**

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

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

SIGNED:_____ DATE:_____

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges.

SHOP SUPPLY COSTS: We have added a charge equal to $3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed $59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

LABOR AND PARTS COSTS: Labor charges are based on both a flat rate and an hourly rate unless otherwise indicated. **All parts installed are new unless otherwise indicated.** You are entitled, upon request, to inspect all parts removed from the vehicle or, provided that the Dealership does not have a warranty arrangement or exchange parts program with the manufacturer, supplier or distributor, to have them returned.

Discard Replaced Parts _____ (INITIAL) Save Replaced Parts _____ (INITIAL)

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR ORDER.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer Signature _____ Date _____

STORAGE CHARGES: I understand that a storage charge equal to $30.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 working days after being notified that the repairs have been completed.

ESTIMATE/DIAGNOSTIC FEE $_____

You will be notified if the actual charges will exceed an estimate by $10.00 or 10%, whichever is greater, not to exceed $50.00. I hereby designate the individual name below to authorize additional repair work.

Name:_____ Phone:_____

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED OF AND APPROVED THE ABOVE ESTIMATES.

Customer Signature _____ Date _____

CHARGES FOR DIAGNOSTIC/PARTIALLY COMPLETED WORK: If I authorize diagnostic work to estimate the cost of repair or commencement of repairs, but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. The vehicle shall be reassembled to a condition reasonably similar as when received, unless I waive reassembly or the reassembled vehicle would be unsafe. Any charges will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

DealerCAP ©2005 ADP (06/11) SERVICE WORKORDER TYPE 2, SWOC - AUTOMOTIVE - LIMITED WARRANTY - FLORIDA - 9804532

CUSTOMER # [redacted]

[redacted]

INVOICE

PAGE 1

Maroone Chevrolet
Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799
Goodwrench Quick Lube Plus The Fleet means better. Goodwrench Quick Lube Plus
PERFORMANCE PARTS
STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP

MIAM[redacted] FL
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S3721[redacted]		34457/34457	T8

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JAN07 DD			16:30 08AUG11			CASH	08AUG11

R.O. OPENED	READY	OPTIONS:
11:28 08AUG11	11:49 08AUG11	STK [redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES HEAD LIGHTS AT TIMES TURNS OFF						
	NC NO CHARGE						
	[redacted]						
			CCTR		0.00	0.00	
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:							0.00

34457 NOTE THIS RO IS FOR INFORMATION ONLY. CUSTOMER HAS BEEN HERE IN THE PAST SINCE THE VEHILCE WAS NEW WITH CONCERN THAT THE LIGHTS TURN OFF BY THEM SELF.WE HAVE HAD VEHILCE IN THE DRIVE BUT WERE NOT ABLE TO DUPLICATE CONCERN ON ANY OF THIS VISITS.NOTE ONLY RO 616312 ON 02/09/2011 WITH 29,220 MILES WE RPELACED HEAD LIGHT RELAY FOR THIS CONCERN.CUSTOMER STATES THAT LIGHTS STILL COME OFF AT TIMES.AND STATED TO CUSTOMER THAT IT WOULD BE MY PLEASURE TO ASSIST IN THIS CASE AND COVER UNDER CUSTOMER GOOD WILL.CUSTOMER STATES HE WILL RETURN FOR ASSISTANCE. OK JUAN P ALEMAN 08/08/11

****

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B	MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)						
	NC NO CHARGE						
	[redacted]						
			CCCR		0.00	0.00	
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:							0.00

****

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C	CUSTOMER DECLINED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT						
	NC NO CHARGE						
	[redacted]						
			CCCR		0.00	0.00	
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:							0.00

****

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

If Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

*SHOP SUPPLY COSTS: We have added a charge equal to $3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed $59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

DealerCAP ©2000 ADP (04/11) SERVICE INVOICE TYPE 2 - SI2C - AUTOMATION - "LIMITED WARRANTY" - FLORIDA - 0698023

FILE COPY

CUSTOMER #: [redacted]

[redacted]

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

INVOICE

PAGE 2

Maroone Chevrolet
Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799
Goodwrench Quick Lube Plus The Plus means better. Goodwrench Quick Lube Plus
PERFORMANCE PARTS
STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP

SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		34457/34457	T8

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JAN07 DD			16:30 08AUG11			CASH	08AUG11

R.O. OPENED	READY	OPTIONS:
11:28 08AUG11	11:49 08AUG11	STK[redacted] ENG:4.2 LITER DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443 9000.
Please complete your survey and return it!!!
Thank you for your business.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.
If Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

*SHOP SUPPLY COSTS: We have added a charge equal to $3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed $59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

DealerCAP ©2006 ADP (04/11) SERVICE INVOICE TYPE 2 - SI2C - AUTONATION - "LIMITED WARRANTY" - FLORIDA - 3038023

FILE COPY

Maroone

STORE# 461

RETAIL PURCHASE AGREEMENT

MAROONE CHEVROLET OF MIAMI
4181 S.W. 8TH STREET
MIAMI, FL 33134 305-442-1000

DEAL# 211090
STK# [redacted]

(HEREINAFTER REFERRED TO AS "SELLER") **RETAIL ORDER FOR A MOTOR VEHICLE.**
PLEASE ENTER MY ORDER FOR THE FOLLOWING: ☒ NEW ☐ USED ☐ DEMO ☐ PREVIOUSLY LEASED ☐ EXECUTIVE VEHICLE ☐ OTHER

DATE 18 JAN 2007 | DEAL # 211090 | SALES #1 DAMAS, PEDRO A | F & I MGR. RODRIGUEZ, ALEJANDRO

STOCK # [redacted] | CUSTOMER # [redacted] | SALES #2 | SALES MGR. GUERRA, ANDRES

Purchaser [redacted] | DL# [redacted] | DOB 01/13/49 | SS# [redacted]

Co-Purchaser | DL# | DOB | SS#

Street Address [redacted] | City MIAMI | State FL | Z [redacted]

Home Phone [redacted] | Bus. Phone [redacted] | Cell Phone

E-Mail Address | TPP Number

Year	Make/Model	Body Type	Vehicle Identification Number
07	CHEVROLET TRAILBLAZER	TK	1GNDS13S372[redacted]

No. Cyl	Engine Size	Transmission	Color	Mileage
6	4.2 LITER DOHC	A	MOONDUST METALL	12

VEHICLE TRADE IN #1

YEAR	MAKE	MODEL	BODY TYPE
06	PONTIAC	GRAND	AMSD

[redacted] MILEAGE 5671 ☐ ACTUAL ☐ INACCURATE

COLOR/TRIM | PLATE# | DECAL #

VIN # 1G2ZG558X64[redacted]

VEHICLE TRADE IN #2

YEAR	MAKE	MODEL	BODY TYPE
94	CHEVROLET	LUMINA	APVAP

[redacted] MILEAGE 119168 ☐ ACTUAL ☐ INACCURATE

COLOR/TRIM | PLATE# | DECAL #

VIN # 1GNDU06D6RT11[redacted]

LIENHOLDER / PAYOFF INFORMATION

LIENHOLDER GMAC

ADDRESS

PHONE | ACCOUNT #

PAYOFF 19800.00 | ESTIMATE/ACTUAL

GOOD TILL | VERIFIED BY

The balance owed on your trade-in vehicle as disclosed above is based on the information you have provided to us. This payoff amount is only an estimate. We have not been able to confirm the exact balance owed as of the date of this Agreement. If we tender payment to payoff the remaining balance(s) owed, you authorize the lienholder(s) to release the title(s) to the trade-in(s) to us. If the actual amount of the balance owed on the trade-in vehicle is greater than the amount of the balance owed as listed in this Agreement, you agree to pay the difference to us within 48 hours of our demand. If you fail to do so, we will place a lien on the vehicle. If the actual amount of the balance owed is less than the amount listed, we will pay the difference to you.

X _____ X _____

***OPTIONAL ACCESSORIES/PRODUCTS/SERVICES:** You have elected to purchase the optional items listed. The Seller does not require you to purchase any of these items. The amount for these items represents cost and profit to the Seller. See TERMS AND CONDITIONS on reverse side.

****DEALER SERVICE FEE:** This charge represents costs and profits to the Dealer for items such as inspecting, cleaning and adjusting vehicles and preparing documents related to the sale.

WARRANTY STATEMENT

WE ARE SELLING THIS VEHICLE TO YOU AS-IS AND WE EXPRESSLY DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, UNLESS OTHERWISE INDICATED BELOW. ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. WE NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR US ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE AND THE RELATED GOODS AND SERVICES. IF WE SELL A SERVICE CONTRACT ON OUR OWN BEHALF, ANY IMPLIED WARRANTIES WILL APPLY ONLY WITH RESPECT TO THE ITEMS COVERED IN THE 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.

☐ USED VEHICLE LIMITED WARRANTY APPLIES. We are providing the attached Used Vehicle Limited Warranty in connection with this transaction. Any implied warranties are limited in duration to the term of the Used Vehicle Limited Warranty.

CURRENTLY EQUIPPED AS FOLLOWS

SELLING PRICE		$25,365.00

SELLER INSTALLED EQUIPMENT: The following options which have been provided through your dealer, are not products of the manufacturer. Please note that any warranty on these items is not through the manufacturer and should the need arise, you should contact your dealer or the vendor that provided the option.

OPTIONAL ACCESSORIES/PRODUCTS/SERVICES*		$
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
TOTAL SELLING PRICE INCLUDING ACCESSORIES	=	25365.00
LESS: DISCOUNT AND/OR TRADE-IN ALLOWANCE	–	14500.00
CASH DIFFERENCE	=	10865.00
DEALER SERVICE FEE**	+	599.95
☒ FLORIDA BATTERY FEE $1.50 ☒ TIRE FEE $5.00	+	6.50
☐ TAG AGENCY FEE*	+	
SUBTOTAL	=	11471.45
SALES TAX @ 6.0000 %	+	688.29
MIAMI-DADE COUNTY RESIDENCE SURTAX @ 1.00 %	+	50.00
MVWEA		2.00
REGISTRATION / TAG AND TITLE FEES	+	175.00
SUBTOTAL	=	12386.74
BALANCE OWED ON TRADE-IN	–	19800.00
TAX	+	N/A
MAINTENANCE 265.00 TAX 18.55	+	283.55
THEFT PROT 399.00 TAX 23.94	+	422.94
GAP	+	699.00
	+	N/A
TOTAL DUE	=	33592.23
FACTORY CASH / REBATE ASSIGNED TO SELLER	–	2500.00
DEPOSIT / PARTIAL PAYMENT	–	N/A
DEPOSIT / PARTIAL PAYMENT	–	2000.00
UNPAID BALANCE DUE	=	29092.23

By signing below, I represent that I am at least 18 years of age and have authority to enter into this Agreement. I have read the terms and conditions of this Agreement, including those that appear on the reverse side (which I agree to the same as if they were printed above my signature) and hereby acknowledge that this Agreement is complete and accurately reflects the negotiations and agreements between the Seller and myself. If I did not understand any of the above, I have had my own representative and agent read and explain in my native language (or have had the opportunity but have elected not to do so) all of the above and foregoing.

IMPORTANT ADDITIONAL TERMS AND CONDITIONS ON BACK

BUYER ACKNOWLEDGES HE OR SHE HAS READ ALL OF THE FOREGOING AND HAS RECEIVED A TRUE COPY OF THIS ORDER. NO REPRESENTATIONS HAVE BEEN MADE THAT ARE NOT SET OUT HEREIN.

ACCEPTED BY _____ PURCHASER [redacted]

FROM:MAROONE CHEVY BUS OFFICE 09/02/2011 15:19 #601 P.006

FORM# 2347
STORE#" 461

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE

DEAL# 211090
STK# [redacted]

Dealer Number _____ Contract Number _____

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
JO[redacted] [redacted] MIAMI, MIAMI-DADE, FL 33[redacted] Buyer's Month of Birth: JANUARY	MAROONE CHEVROLET OF MIAMI 4181 S.W. 8TH STREET MIAMI, FL 33134

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 8.970% 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
NEW	2007	CHEVROLE TRAILBLAZER		1GNDS13S372[redacted]	☒ 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 $ -0- is
8.97 %	$ 9191.32	$ 29194.43	$ 38385.75	$ 38385.75

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
75	511.81	Monthly beginning 03/04/2007

Or As Follows: N/A

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 $ 762.23 sales tax)		$ 26733.68 (1)
2 Total Downpayment =		
Trade-In 2006 PONTIAC GRAND AM (Year) (Make) (Model)		
Trade-In 1G2ZG558X64[redacted] (VIN)		
Gross Trade-In Allowance	$ 14500.00	
Less Pay Off Made By Seller	$ 19800.00	
Equals Net Trade In	$ -5300.00	
+ Cash	$ 2000.00	
+ Other REBATE	$ 2500.00	
(If total downpayment is negative, enter "0" and see 4I below)		$ -0- (2)
3 Unpaid Balance of Cash Price (1 minus 2)		$ 26733.68 (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		
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	
D Official Fees Paid to Government Agencies MVWEA	$ 2.00	

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 _____

☐ Credit Disability (Buyer Only)

Term _____

Premium:

Credit Life $ N/A

Credit Disability $ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

Credit life insurance and credit disability insurance are not required to obtain credit. 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 _____ _____
Buyer Date

X _____ _____
Co-Buyer Date

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.)

X _____ _____

From:MAROONE CHEVY BUS OFFICE 09/02/2011 15:17 #601 P.004

H Government Certificate of Title Fees $ 173.00 / $ N/A

I Other Charges (Seller must identify who is paid and describe purpose)

to GMAC	for Prior Credit or Lease Balance	$ 800.00
to	for	$ N/A
to SAFEGUARD	for GAP PROTECTION	$ 699.00
to Maint. Maint	for MAINTENANCE PLA	$ 265.00
to SAFEGUARD	for THEFT PROTECTION	$ 399.00
to	for	$ N/A
to	for	$ N/A
to	for	$ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf $ 2460.75 (4)

5 Loan Processing Fee Paid to Seller (Prepaid Finance Charge) $ N/A (5)

6 Amount Financed (3 plus 4) $ 29194.43 (6)

Payment Schedule: 72 installments of $ 511.81 each, monthly beginning 03/04/2007,
or as follows N/A

☐ 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** $ 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: 01/18/2007

3. You understand that the benefits under the policy will terminate when you reach a certain age and affirm that your age is accurately represented on the application or policy.

X _____ Date
Buyer

X _____ Date
Co-Buyer

Other Insurance

☒ GAP PROTECTION _____
Type of Insurance Term

Premium $ 699.00

Insurance Company Name SAFEGUARD

Home Office Address PIEDMONT CTR ST 820
ATLANTA, GA 30305

I want the insurance checked above.

X [redacted] Date
Buyer Signature

X _____ Date
Co-Buyer Signature

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 N/A. SELLERS 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 [redacted] 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 [redacted] Co-Buyer Signs X _____
If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
See back for other important agreements.

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 X [redacted] Date 01/18/2007 Co-Buyer Signs X _____ Date 01/18/20

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The o[redacted]urity interest in the vehicle given to us in this contract.

Other owner signs here X [redacted] Address _____

Seller signs MAROONE CHEVROLET OF MIAMI Date 01/18/2007 By X _____ Title _____

Seller assigns its interest in this contract to SUNTRUST BANK (Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse ☒ Assigned without recourse ☐ Assigned with limited recourse

Seller MAROONE CHEVROLET OF MIAMI By _____ Title _____

LAW FORM NO. 553-FL (REV. 10/04) U.S. PATENT NO. D480,782
©2004 Reynolds and Reynolds TO ORDER: www.reysource.com; 1-800-344-0896; fax 1-800-531-0055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

FILE COPY

From:MAROONE CHEVY BUS OFFICE 09/02/2011 15:18 #601 P.005

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

5090 461 [redacted]

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: [redacted]

VIN: 1/ G/ N/ D/ S/ 1/ 3/ S/ 3/ 7/ 2/ [redacted]

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
	$ 2500	CSE
	$	
	$	
	$	
	$	
Total Incentive Amount Received	$ 2500.00	

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

a. I elect to receive _____
in lieu of _____

and/or

b. I elect to receive _____

– CUSTOMER AND DEALER ACKNOWLEDGMENT 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 01/ 18 /07 I acknowledge receipt of incentive(s) as described in Item ___ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar ? X Yes ___ No

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

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1-888-4OnStar (1-888-466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signatu[redacted] Date: 01 / 18/ 2007

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: 01 / 18 / 2007

Dealership Name: MAROONE CHEVROLET OF MIAMI Dealer Code: 26-019

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.reysource.com; 1-800-344-0996; fax 1-800-531-9055

From:MAROONE CHEVY BUS OFFICE 09/02/2011 15:16 #601 P.002

FI980B Purchase Information Screen AN461S-FI

Deal Number:		211090
1) Contract Date:		01/18/07
2) Finance Co:		SUNTRUST80
3) Stock Number:		72159809
4) M.S.R.P.:	$	25,365.00
5) Mileage Penalty:		
6) Cash Price:	$	25,365.00
7) Total Trade (W):	$	14,500.00
8) Cash Down:	$	2,000.00
9) Rebates:	$	2,500.00
10) Other Cash:		
Total Down:	$	800.00-
11) Total Fees (W):	$	885.65
12) Protection Products(W$		399.00
13) Total Taxes (W):	$	780.78

TRADE-IN INFORMATION

1) Trade-In 1 Allowance:	$	14,200.00
2) Trade-In 1 Payoff:	$	19,800.00
3) Trade-In 1 ACV:	$	12,700.00
4) Trade-In 2 Allowance:	$	300.00
5) Trade-In 2 Payoff:		
6) Trade-In 2 ACV:	$	300.00

Correct (Y,R1,R2,#,E,?):

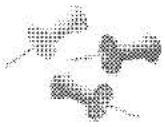
Total Financed:	$	29,194.43
Finance Charge:	$	9,191.32
Total Other Charges:		
Total of Payments:	$	38,385.75
Deferred Price:	$	37,585.75
Unpaid Balance:	$	29,092.23

Command: 7

F1=Help F2=Home F3=Save F4=Cancel W=Window

[redacted]

From:MARONE CHEVY BUS OFFICE 09/02/2011 15:17 #601 P.003



Julia Rebollo/Austin/GM1
08/16/2011 04:27 PM

To thomas.thornton@gm.com
cc
bcc
Subject GM BRC Legal: Customer Gutierrez S [redacted]
NISM notification

RE: Customer [redacted]
Service Request: [redacted]
Vehicle: [redacted]
Vehicle Identification Number: 1GNDS13S37[redacted]

Customer Relationship Specialist: Julia Rebollo
Telephone: 866-790-5600 ext.31403

Dear Tom Thornton,

Hi, my name is Julia. This email is to follow up on my voicemail regarding Service Request [redacted] or customer [redacted] The customer's vehicle is a 2007, Chevrolet Trailblazer. The customer has been working with Maroone Chevrolet of Miami located in Miami, FL BAC: 114774. Technical Assistance Center has been involved. TAC case # [redacted] Due to time constraints, your response to this e-mail is required within **48** hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

*If a response is not received within 48 hours the default assumption is option "B".

Please reply only by email with one of the above options within **48** hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our

accurate and timely case resolution.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors



thomas.thornton@chevrolet.com
08/16/2011 04:31 PM

To "Julia Rebollo" <julia_rebollo@gmexpert.com>
cc
bcc
Subject Re: GM BRC Legal: Customer [redacted] SR[redacted] ***NISM notification***

Option B please.
TT

From: julia_rebollo
Sent: 08/16/2011 04:27 PM AST
To: Thomas Thornton
Subject: GM BRC Legal: Customer Gutierrez SR371-977094029 ***NISM notification***

RE: Customer [redacted]
Service Request[redacted]
Vehicle[redacted]
Vehicle Identification Number: 1GNDS13S372[redacted]

Customer Relationship Specialist: Julia Rebollo
Telephone: 866-790-5600 ext.31403

Dear Tom Thornton,

Hi, my name is Julia. This email is to follow up on my voicemail regarding Service Request [redacted] for customer [redacted]. The customer's vehicle is a 2007, Chevrolet Trailblazer. The customer has been working with Maroone Chevrolet of Miami located in Miami, FL BAC: 114774. Technical Assistance Center has been involved. TAC case [redacted] Due to time constraints, your response to this e-mail is required within **48** hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be

notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

*If a response is not received within 48 hours the default assumption is option "B".

Please reply only by email with one of the above options within **48** hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors



patricia.spacek@gm.com
08/23/2011 09:29 AM

To julia_rebollo@gmexpert.com
cc "Wikgren, Brent" <bwikgren@consumerlawcenter.com>
bcc
Subject Fw[redacted] GM: 2007 Chevrolet Trailblazer 1GNDS13S3721[redacted]ATTACHMENT REMOVED]

Julia:

I am forwarding K&M's monetary demand & attachments for your review. I see that you are waiting for the completion of the FRA before you are able to reply to Mr. Wikgren's demand.

Thank you,

Patricia Spacek (patricia.spacek@gm.com)
Legal Coordinator
SE & NC Regions
General Motors Legal Staff
(512)386-0748
248) 237-6344 - Fax

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----- Forwarded by Patricia Spacek/C/US/GM/GMC on 08/23/2011 09:26 AM -----

From: "Wikgren, Brent" <bwikgren@consumerlawcenter.com>
To: <patricia.spacek@gm.com>
Date: 08/22/2011 06:14 PM
Subject: Jose Gutierrez v. GM: 2007 Chevrolet Trailblaze 1GNDS13S37[redacted]ATTACHMENT REMOVED]

Pat,

I am writing to bring to your attention the case of the above mentioned client who has been experiencing defects with his vehicle (see attached). I have been authorized to present his pre-litigation demand in the amount of $13,000 inclusive, valid for 14 days and terms of same expiring thereafter.

We look forward to hearing from GM.

Very best regards,
Brent

PLEASE NOTE OUR ADDRESS CHANGE AS OF AUGUST 15, 2011

Brent Wikgren
Attorney at Law
Krohn & Moss, Ltd.
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
(312) 578-9428 x203 (direct)
(866) 289-0898 (Illinois fax number)
(866) 431-5576 (Florida fax number)
Licensed in Florida and Illinois
Email: bwikgren@consumerlawcenter.com
Web: www.krohnandmoss.com

Connect With Us

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Notice Letter.pdf

Gutierrez Jose.pdf

Warranty

Logout

August 30, 2011

Global Warranty Management: Main > Interface with Customer > View Vehicle Summary

INTERFACE WITH CUSTOMER

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract, Compliance Warranty Block, Branded Title, Customer and OnStar and XM Radio Information (if applicable).

For this vehicle:
- View Vehicle Summary
  - Service Contract
  - Branded Title
  - Warranty Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

Vehicle Information

VIN: 1GNDS13S372[redacted] Model: [redacted] TRAILBLAZER SUV 2WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles

Warranty Block

Vehicle has no current record of warranty block

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888 ON STAR1 (888 667 8271) and for XM Radio contact 877 GET XMST (877.488.9877 Canada) and in the USA:800-558-3500

OnStar Equipped: Y OnStar Status: Inactive

XM Equipped: N XM Radio ID: XM Status: NA

OnStar Vehicle Diagnostics: N DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	02/21/2010	01/18/2007	1 MI	01/18/2013	100,001 MI
	Bumper to Bumper Limited Warranty	02/21/2010	01/18/2007	1 MI	01/18/2010	36,001 MI
	Emission Select Component Ltd Wty	02/21/2010	01/18/2007	1 MI	01/18/2015	80,001 MI
	Powertrain Limited Warranty	02/21/2010	01/18/2007	1 MI	01/18/2012	100,001 MI

Service Contract

Policy Number: 816402284 Owner: [redacted]

Description: 10 COUPON GOODWRENCH $20
Effective Date: 01/18/2007
Effective Odometer: 12 MI
Daily Rental Limit: 0.00

Deductible Amount: 0.00
Expiration Date: 01/18/2011
Expiration Odometer: 100012 MI

Transaction History View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/16/2011	[redacted]	ZREG—-Regular Vehicle Transaction		E3539 - Bracket, Front Lower Control Arm - Left - Replace	29,376 MI
02/16/2011	[redacted]	ZSSP—-Special Sales Programs		Z2235 - SE Region Goodwrench Little League Promotion	29,376 MI
02/16/2011	[redacted]	ZREG—-Regular Vehicle Transaction		E3538 - Bracket, Front Lower Control Arm - Right - Replace	29,376 MI
02/09/2011	[redacted]	ZREG—-Regular Vehicle Transaction		N2833 - Exterior Lighting Relay Replacement	29,220 MI
01/17/2011	[redacted]	ZSCT—-Service Contracts		M0046 - Goodwrench Care - Oil and Filter Service	28,642 MI
05/25/2010	[redacted]	ZSCT—-Service Contracts		M0046 - Goodwrench Care - Oil and Filter Service	23,655 MI
01/08/2010	[redacted]	ZSCT—-Service Contracts		M0046 - Goodwrench Care - Oil and Filter Service	20,616 MI
11/27/2009	[redacted]	ZREG—-Regular Vehicle Transaction		D1002 - Blower Motor Resistor Replacement	19,669 MI
11/27/2009	[redacted]	ZREG—-Regular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	19,669 MI
10/29/2009	[redacted]	ZREG—-Regular Vehicle Transaction		J0690 - Pulley, Accessory Drive Belt Idler - Replace	19,057 MI
09/02/2009	[redacted]	ZREG—-Regular Vehicle Transaction		N0110 - Battery - One - Replace	17,495 MI
09/02/2009	[redacted]	ZREG—-Regular Vehicle Transaction		T2020 - Towing	17,495 MI
09/02/2009	[redacted]	ZREG—-Regular Vehicle Transaction		J3390 - Fan Clutch Replacement	17,495 MI
08/21/2009	[redacted]	ZREG—-Regular Vehicle Transaction		B1793 - Windshield Washer Nozzle Replacement	17,440 MI
04/24/2009	[redacted]	ZREG—-Regular Vehicle Transaction		B4360 - Rod, Front Door Inside Locking - Right - Replace	14,803 MI
04/13/2009	[redacted]	ZSCT—-Service Contracts		M0046 - Goodwrench Care - Oil and Filter Service	14,585 MI
04/13/2009	[redacted]	ZREG—-Regular Vehicle Transaction		C6567 - Driver or Passenger Seat Outer Adjuster Lower Finish Cover Replacement	14,585 MI
10/10/2008	[redacted]	ZSCT—-Service Contracts		M0046 - Goodwrench Care - Oil and Filter Service	11,398 MI
11/27/2007	[redacted]	ZSCT—-Service Contracts		M0046 - Goodwrench Care - Oil and Filter Service	6,139 MI
06/14/2007	[redacted]	ZSCT—-Service Contracts		M0046 - Goodwrench Care - Oil and Filter Service	3,069 MI
10/03/2006	[redacted]	ZPDI—-Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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Warranty

Logout

August 30, 2011

Global Warranty Management : Main > Interface with Customer > View Vehicle Build

INTERFACE WITH CUSTOMER

View Vehicle Build

This screen allows IVH users to view the initial build information on the selected VIN including option codes with descriptions (where available)

For this vehicle:

- View Vehicle Summary
  - Service Contract
  - Branded Title
  - Warranty Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

Vehicle Information

VIN: 1GNDS13S37[redacted] Model: CS15506-2007 TRAILBLAZER SUV 2WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Vehicle Build

Model: CS15506-2007 TRAILBLAZER SUV 2WD Order Number: KKSD0D

Gross Vehicle Weight: 2,520 Build Date: 10/03/2006

Build Plant: 2-

Option Codes

IVH is not the definitive source of GM Vehicle PPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or PPO information please refer to the original vehicle invoice or window sticker.

1SA - LS PREFERRED EQUIPMENT GROUP 1	1SZ - PREFERRED EQUIPMENT SAVINGS
2SH - LIGHT GRAY	2SI - INT TRIM LT GRAY/DK GRAY
32U - MOONDUST METALLIC	6AC - SUSPENSION
7AC - FRONT SPRING	8UY - COMPONENT RR LH COMPUTER SEL
9UX - COMPONENT RR RH COMPUTER SEL	A50 - FRT BUCKET SEATS & FLR CONSOLE
AK5 - DUAL STAGE FRONT AIR BAGS	AL0 - SENSOR INF RESTR, CHILD DETECT
AM9 - 65/35 FOLDING 2ND ROW SEAT	AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
AXP - MPV VIN IDENT POSITION	CS0 - FULL CARPET-COLOR KEYED
CSN - FLOOR MATS, FRONT/REAR DELETE	C4D - GVW RATING - 5550 LBS
CJC - CLIMATE CONTROL	DAY - ASSEMBLY PLANT MORAINE, OHIO
DR1 - MIRROR O/S LR & RH MANUAL-BLACK	EVA - EVAP EMISSION REQUIREMENT
FE9 - FEDERAL EMISSIONS	GU6 - REAR AXLE 3.42 RATIO
JF8 - BRAKE VAC POWER, 4 WHL DISC	JJC - PT DRESS SUBASSY NOT INSTALLED
K1S - ELECTRIC AIR INJECTION SYSTEM	K34 - CRUISE CONTROL
KG4 - GENERATOR 150 AMP	LL8 - ENGINE, VORTEC 4.2L SFI I6
MG0 - TRANSMISSION, 4 SPD AUTOMATIC	N40 - POWER STEERING
N75 - 17" ALUMINUM WHEELS	NT7 - EMISSION SYS FED- TIER 2
NZ3 - 16" FULL SIZE SPARE WHEEL	QTM - ALL-SEASON TIRES
R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL	P6P - SPECIAL PAINT
R9N - LEATHER SEAT TRIM	P9U - GM ACCESS - AUTOBOOK IDENTIFIER
PGW - REAR DEFOGGER NOT DESIRED	SLM - STOCK ORDERS
TC1 - DAYTIME RUNNING LIGHTS	T9S - STAMPING VEHICLE IDENT NUMBER
TC4 - LIFTGATE	U73 - FIXED MAST ANTENNA
UE0 - AM/FM STEREO W/CD	UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)
UJ6 - TIRE PRESSURE MONITOR	V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA
VX5 - COMPLETE VEHICLE LABEL	X58 - CHEVROLET CONVERSION
YD3 - BASE AXLE	YD5 - BASE FRONT SPRING

YBX - BASE REAR SPRING
ZW7 - PREMIUM RIDE SUSPENSION
ZX# - SPARE, ALL-SEASON TIRE
ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAID codes.

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Warranty

Logout

August 30, 2011

Global Warranty Management : Main > Interface with Customer > View Vehicle Component Summary

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

This screen allows IVR users to view the information on various major components added to the VIN selected during vehicle build.

For this vehicle:
- View Vehicle Summary
  - Service Contract
  - Branded Title
  - Warranty Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

Vehicle Information

VIN: 1GNDS13S372[redacted] Model: CS15506-2007 TRAILBLAZER SUV 2WD
Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability: 309210075
Source Plant: V-CPC FLINT, MICHIGAN Part / Number Broadcast: NAX
Date Scanned: 10/03/2006 Time Scanned: 10:25:00 Scan Station: 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability: 000722716
Source Plant: S-SAGINAW DIVISION SAGINAW,MI Part / Number Broadcast: A1Z
Date Scanned: 10/03/2006 Time Scanned: 11:27:00 Scan Station: 05

Component Code: 61-TRANSMISSION Traceability: 44827950
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO Part / Number Broadcast: 7SDD
Date Scanned: 10/03/2006 Time Scanned: 10:34:00 Scan Station: 02

Component Code: 65-REAR AXLE ASSEMBLY Traceability: 255084451
Source Plant: C-SAGINAW BUFFALO, NEW YORK Part / Number Broadcast: CN8
Date Scanned: 10/03/2006 Time Scanned: 11:43:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Traceability: 00023407
Source Plant: K-KELSEY-HAYES JASPER, INDIANA Part / Number Broadcast: 3172
Date Scanned: 10/03/2006 Time Scanned: 13:13:00 Scan Station: 21

Component Code: AB-IR-MODULE ASM-INFLATOR Traceability: 1CY6X9Y
Source Plant: Q-RIMIR MATAMORS MEXICO Part / Number Broadcast: 2395
Date Scanned: 10/03/2006 Time Scanned: 16:01:00 Scan Station: 06

Component Code: AL-IR-MODULE ASM-I/P Traceability: 5ABHI12
Source Plant: M-MORTON-THIOKOL Part / Number Broadcast: 5521
Date Scanned: 10/03/2006 Time Scanned: 10:52:00 Scan Station: 04

Component Code: CC-SEQ NUM (FLEX) BODY ASM Traceability: 0650337
Source Plant: - Part / Number Broadcast: 1AA
Date Scanned: 09/23/2006 Time Scanned: 08:02:00 Scan Station:

Component Code: CD-SEQ NUM (FLEX) BODY ASM Traceability: 3061883
Source Plant: - Part / Number Broadcast: 1WW
Date Scanned: 09/29/2006 Time Scanned: 07:09:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 3061765
Source Plant: - Part / Number Broadcast: 1PT
Date Scanned: 09/29/2006 Time Scanned: 22:05:00 Scan Station:

Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS Traceability: 3061971
Source Plant: - Part / Number Broadcast: 1PH
Date Scanned: 10/02/2006 Time Scanned: 23:24:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM Transaction: 3061856
Source Plant: - Part / Number Occurrence: 1CB
Date Scanned: 10/03/2006 Time Scanned: 07.20.00 Your Status:

Service Agent Installed Component

Vehicle has no current record of vehicle component

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Warranty

Logout

August 30, 2011

Global Warranty Management: Main > Interface with Customer > View Vehicle Transaction History Detail

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

This screen allows IVR users to view the available information on individual transaction for the VIN selected.

For this vehicle:
- View Vehicle Summary
  - Service Contract
  - Branded Title
  - Warranty Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

Vehicle Information

VIN: 1GNDS13S37[redacted] Model: CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract: Yes Branded Title: No Warranty Block: No POI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open [redacted]

Job Card Date: 02/16/2011 Job Card Number: 616757

Repair Service Agent: 114774 Odometer Reading: 29,376 MI

MAROONE CHEVROLET OF MIAMI Authorization Code: A
4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Process Date:
03/15/2011

Transaction Type
ZREG---Regular Vehicle Transaction

Transaction Expense Category
Policy

Customer Complaint Code:
0590-Features/Controls/Displays - Other issues

Job Card Line #: 5 Transaction Adjustment: Cause Code: 6025-Module/Component - Loose

Labour Op E3539-Bracket, Front Lower Control Arm - Left - Replace

Causal Part Number 000000000025918964-BRACKETASM-FRTLWRCONTARM

→See other Parts and/or Net Items

Job Card Date: 02/16/2011 Job Card Number: 616757

Repair Service Agent: 114774 Odometer Reading: 29,376 MI

MAROONE CHEVROLET OF MIAMI Authorization Code:
4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Process Date:
03/15/2011

Transaction Type:
ZSSP---Special Sales Programs

Transaction Expense Category:
Special Sales Program

Customer Complaint Code:
-

Job Card Line #: 4 Transaction Adjustment: Cause Code: -

Labour Op Z2235-SE Region Goodwrench Little League Promotion

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 02/16/2011 Job Card Number: 616757

Repair Service Agent: 114774 Odometer Reading: 29,376 MI

MAROONE CHEVROLET OF MIAMI
4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Authorization Code: A

Process Date:
03/15/2011

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Policy

Customer Complaint Code:
0590-Features/Controls/Displays - Other issues

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6025-Module/Component - Loose

Labour Op: E3538-Bracket, Front Lower Control Arm - Right - Replace

Causal Part Number: 0000000000025918965-BRACKETASM-FRTLWRCONTARM

-->See other Parts and/or Net Items

Job Card Date: 02/09/2011 Job Card Number: 616312

Repair Service Agent: 114774 Odometer Reading: 29,220 MI

MAROONE CHEVROLET OF MIAMI
4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Authorization Code: AC

Process Date:
02/11/2011

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Policy

Customer Complaint Code:
0490-Exterior - Other issues

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6581-Module/Component - Registers Incorrectly

Labour Op: N2833-Exterior Lighting Relay Replacement

Causal Part Number: 0000000000015016745-RELAY,HDLP

-->See other Parts and/or Net Items

Job Card Date: 01/17/2011 Job Card Number: 614844

Repair Service Agent: 114774 Odometer Reading: 28,642 MI

MAROONE CHEVROLET OF MIAMI
4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Authorization Code:

Process Date:
01/18/2011

Transaction Type:
ZSCT---Service Contracts

Transaction Expense Category:
Service Contract

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9090-Other - Field Action / Tech Bulletin

Labor Op M0046-Goodwrench Care - Oil and Filter Service
Causal Part Number
-->See other Parts and/or Net Items

Job Card Date: 05/25/2010 Job Card Number: 599305

Repair Service Agent: 114774 Odometer Reading: 23,655 MI
MAROONE CHEVROLET OF MIAMI
4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Process Date:
05/29/2010
Transaction Type
ZSCT--Service Contracts
Transaction Expense Category
Service Contract
Customer Complaint Code:
0021-No Customer Complaint - Maintenance
Job Card Line #: 1 Transaction Adjustment: Cause Code: 9090-Other - Field Action / Technical Bulletin

Labor Op M0046-Goodwrench Care - Oil and Filter Service
Causal Part Number
-->See other Parts and/or Net Items

Job Card Date: 01/08/2010 Job Card Number: 590361

Repair Service Agent: 114774 Odometer Reading: 20,616 MI
MAROONE CHEVROLET OF MIAMI
4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Process Date:
01/11/2010
Transaction Type
ZSCT--Service Contracts
Transaction Expense Category
Service Contract
Customer Complaint Code
0021-No Customer Complaint - Maintenance
Job Card Line # 1 Transaction Adjustment: Cause Code: 9090-Other - Field Action / Technical Bulletin

Labor Op M0046-Goodwrench Care - Oil and Filter Service
Causal Part Number
-->See other Parts and/or Net Items

Job Card Date: 11/27/2009 Job Card Number: 587915

Repair Service Agent: 114774 Odometer Reading: 19,669 MI
MAROONE CHEVROLET OF MIAMI
4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Process Date
12/07/2009
Transaction Type
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0722-Heating/Ventilation/Air conditioning - A/C Performance

Job Card Line #: 2 Transaction Adjustment: Cause Code: 6581-Module/Component - Registers Incorrectly

Labour Op: D1002-Blower Motor Resistor Replacement

Casual Part Number: 0000000000890191 00-RESISTORASM,HTR&A/CCONT

-->See other Parts and/or Net Items

Job Card Date: 11/27/2009 Job Card Number: 587915

Repair Service Agent: 114774 Odometer Reading: 19,669 MI

MAROONE CHEVROLET OF MIAMI
4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Process Date:
12/07/2009

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0621-Features/Controls/Displays - Gauges/Warning Lights

Job Card Line # 1 Transaction Adjustment: Cause Code: 6581-Module/Component - Registers Incorrectly

Labour Op: L1197-Fuel Level Sensor Replacement

Casual Part Number: 0000000000191784 77-SENSORKIT,FUELLVL

-->See other Parts and/or Net Items

Job Card Date: 10/29/2009 Job Card Number: 586043

Repair Service Agent: 114774 Odometer Reading: 19,057 MI

MAROONE CHEVROLET OF MIAMI
4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Process Date:
11/06/2009

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0000-Converted Claim

Job Card Line # 1 Transaction Adjustment: Cause Code: 0000-Converted Claims

Labour Op: J0690-Pulley, Accessory Drive Belt Idler - Replace

Casual Part Number:

-->See other Parts and/or Net Items

Job Card Date: 09/02/2009 Job Card Number: 582399

Repair Service Agent: 114774 Odometer Reading: 17,495 MI

MAROONE CHEVROLET OF MIAMI
4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Process Date
09/18/2009
Transaction Type:
ZREG--Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op: N0110-Battery - One - Replace
Causal Part Number:
-->See other Parts and/or Net Items

Job Card Date: 09/02/2009 Job Card Number: 582399

Repair Service Agent: 114774 Odometer Reading: 17,495 MI
MAROONE CHEVROLET OF MIAMI
4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Process Date:
09/18/2009
Transaction Type
ZREG--Regular Vehicle Transaction
Transaction Expense Category
Warranty
Customer Complaint Code:
0000-Converted Claim
Job Card Line # 2 Transaction Adjustment: Cause Code 0000-Converted Claims
Labour Op T2020-Towing
Causal Part Number
-->See other Parts and/or Net Items

Job Card Date: 09/02/2009 Job Card Number: 582399

Repair Service Agent: 114774 Odometer Reading: 17,495 MI
MAROONE CHEVROLET OF MIAMI
4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Process Date
09/18/2009
Transaction Type
ZREG--Regular Vehicle Transaction
Transaction Expense Category
Warranty
Customer Complaint Code:
0000-Converted Claim
Job Card Line # 3 Transaction Adjustment: Cause Code 0000-Converted Claims
Labour Op J3390-Fan Clutch Replacement
Causal Part Number
-->See other Parts and/or Net Items

Job Card Date: 08/21/2009 Job Card Number: 581671

Repair Service Agent: 114774 Odometer Reading: 17,440 MI
MAROONE CHEVROLET OF MIAMI
4181 SW 8TH ST

MIAMI FL 33134-2699
3054421000

Process Date
08/28/2009
Transaction Type:
ZREG---Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment Cause Code: 0000-Converted Claims
Labour Op: B1793-Windshield Washer Nozzle Replacement
Causal Part Number:
-->See other Parts and/or Net Items

Job Card Date: 04/24/2009 Job Card Number: 574088

Repair Service Agent: 114774 Odometer Reading: 14,803 MI
MAROONE CHEVROLET OF MIAMI Authorization Code:
4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Process Date:
05/01/2009
Transaction Type
ZREG---Regular Vehicle Transaction
Transaction Expense Category
Warranty
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment Cause Code: 0000-Converted Claims
Labour Op: B4360-Rod, Front Door Inside Locking - Right - Replace
Causal Part Number:

Job Card Date: 04/13/2009 Job Card Number: 573247

Repair Service Agent: 114774 Odometer Reading: 14,585 MI
MAROONE CHEVROLET OF MIAMI Authorization Code:
4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Process Date:
04/24/2009
Transaction Type
ZSCT---Service Contracts
Transaction Expense Category
Service Contract
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 2 Transaction Adjustment Cause Code: 0000-Converted Claims
Labour Op: M0046-Goodwrench Care - Oil and Filter Service
Causal Part Number:
-->See other Parts and/or Net Items

Job Card Date: 04/13/2009 Job Card Number: 573247

Repair Service Agent: 114774 Odometer Reading: 14,585 MI
MAROONE CHEVROLET OF MIAMI Authorization Code:

4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Process Date:
04/24/2009
Transaction Type
ZREG---Regular Vehicle Transaction
Transaction Expense Category
Warranty
Customer Complaint Code:
0000-Converted Claim
Job Card Line # 1 Transaction Adjustment: Cause Code 0000-Converted Claims
Labour Op 08567-Driver or Passenger Seat Outer Adjuster Lower Finish Cover Replacement
Causal Part Number
-->See other Parts and/or Net Items

Job Card Date: 10/10/2008 Job Card Number: 561558

Repair Service Agent: 114774 Odometer Reading: 11,398 MI
MAROONE CHEVROLET OF MIAMI
4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Process Date
10/17/2008
Transaction Type:
ZSCT---Service Contracts
Transaction Expense Category
Service Contract
Customer Complaint Code
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment Cause Code: 0000-Converted Claims
Labour Op M0046-Goodwrench Care - Oil and Filter Service
Causal Part Number
-->See other Parts and/or Net Items

Job Card Date 11/27/2007 Job Card Number 538580

Repair Service Agent 114774 Odometer Reading 6,139 MI
MAROONE CHEVROLET OF MIAMI
4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Process Date:
12/04/2007
Transaction Type
ZSCT---Service Contracts
Transaction Expense Category
Customer Complaint Code:
0000-Converted Claim
Job Card Line # 1 Transaction adjustment Cause Code 0000-Converted Claims
Labour Op M0046-Goodwrench Care - Oil and Filter Service
Causal Part Number
-->See other Parts and/or Net Items

Job Card Date 06/14/2007 Job Card Number 524837

Repair Service Agent: 114774 Odometer Reading: 3,069 MI

MAROONE CHEVROLET OF MIAMI
4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Process Date:
06/19/2007

Transaction Type
ZSCT---Service Contracts

Transaction Expense Category

Customer Complaint Code
0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment Cause Code: 0000-Converted Claims

Labour Op M0046-Goodwrench Care - Oil and Filter Service

Causal Part Number

---See other Parts and/or Net Items

Job Card Date 10/03/2006 Job Card Number A59809

Retail Service Agent 114774 Odometer Reading 0 MI

MAROONE CHEVROLET OF MIAMI
4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Process Date:
10/06/2006

Transaction Type
ZPDI---Pre-Delivery Inspection

Transaction Expense Category

Customer Complaint Code
0000-Converted Claim

Job Card Line # 1 Transaction adjustment Cause Code 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management Site Map

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Warranty

Logout

August 30, 2011

Global Warranty Management Web > Interface with Customer > View Vehicle Delivery Information

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

This screen allows IVR users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

For this vehicle:
- View Vehicle Summary
  - Service Contract
  - Branded Title
  - Warranty Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

Vehicle Information

VIN: 1GNDS13S372159809 Model: GS15506-2007 TRAILBLAZER SUV 2WD

Service Contract: Yes Branded Title: No Warranty Block: No POI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[redacted]

Invoice Information

Invoicing Service Agent: 114774
MAROONE CHEVROLET OF MIAMI
4181 SW 8TH ST
MIAMI FL 33134-2699 3054421000

Invoice Date: 10/03/2003

Ship to Information

Invoicing Service Agent: 114774
MAROONE CHEVROLET OF MIAMI
4181 SW 8TH ST
MIAMI FL 33134-2699 3054421000

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 114774
MAROONE CHEVROLET OF MIAMI
4181 SW 8TH ST
MIAMI FL 33134-2699 3054421000

Delivery Date: 01/18/2007
Delivery Type: 010--INDIVIDUAL
Delivery Odometer: 1

In Service Information

In-Service Service Agent:

In Service Date: N/A
In Service Type: 0000
In Service Odometer: 0

Global Warranty Management Site Map

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Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Nevada, Ohio, Wisconsin, Washington, DC)

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(866) 431-5576
Writer's Direct E-Mail
bwilgren@consumerlawcenter.com

Licensed to practice Only in:
Florida
Illinois

August 12, 2011

VIA CERTIFIED MAIL

General Motors LLC
P.O. Box 33170
Dearborn, MI 48232-5170

RE: Jose Gutierrez v. General Motors LLC
Vehicle: 2007 Chevrolet Trailblazer
VIN: 1GNDS13S37[redacted]
Our File No : [redacted]

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the federal Magnuson-Moss Warranty Act and/or the Florida Lemon Law with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

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.

You are hereby notified that any settlement made with our client must include compensation for all statutory and other relief available to a consumer. If you settle directly with our client and do not make arrangements for payment of all damages, fees, and costs, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. You are hereby notified that these defects and non-conformities include, but are not limited to:

1. Defective fuel system as evidenced by vehicle has excessive fuel usage;

2. Defective engine as evidenced by a whining noise from engine pulley area;

3. Defective electrical system as evidenced by the illumination of check engine, and intermittently headlights will not come on at night;

4. Defective body/trim as evidenced by driver's side seat cover panel on side coming apart, passenger side seat cover on side panel coming apart, intermittently ignition key does not ignite vehicle, and right front door will not open from outside;

5. Defective climate control system as evidenced by air conditioner does not blow cold air;

6. Defective fuel system as evidenced by fuel gauge does not register properly;

7. Defective suspension as evidenced by front suspension is loose; and

8. All additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. As one court has stated:

> For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

> There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car [redacted] So.2d 204.

My client's repair history clearly shows there was a breach of your written warranty

> 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 Kure v. Chevrolet Motor Division, 581 P.2d 603.

Although it is my client's contention that you have already been provided with sufficient opportunities to repair the subject vehicle by the tendering of the vehicle to your dealers as directed in your warranty, if you are interested in performing further repairs to the vehicle, please contact me to make appropriate arrangements to do so. If I do not hear from you within ten (10) days I will presume you are uninterested in performing any further repairs to the vehicle.

Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Unless you repurchase my client's vehicle and return all payments made by my client on the vehicle, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable 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, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of $100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, please contact me. If this matter is not resolved within ten (10) days from the date of this letter, you are hereby put on notice that a lawsuit will be filed.

Sincerely,

Brent Wikgren
Attorney at Law

BW/ct
cc: Jose Guiterrez

To: Julia Rebollo, GM

Re: Jose Gutierrez v. General Motors LLC

Date: August 18, 2011

Hello,

Please find enclosed various documents provided by our client per your August 16, 2011 fax request. We will continue to forward to you any additional documents our client is able to provide in the coming days.

Thank you,

PLEASE NOTE OUR ADDRESS CHANGE AS OF AUGUST 15, 2011

Jordan Manske
Law Clerk
Krohn & Moss, Ltd.
Florida Department
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
P: 312-578-9428 ext. 278
F: 866-431-5576
jmanske@consumerlawcenter.com
www.krohnandmoss.com

STOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

Maroone Chevrolet
Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799
Goodwrench Quick Lube Plus The Fleet means better. Goodwrench Quick Lube Plus
ON PERFORMANCE PARTS
STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-60105601
www.maroone.com

[redacted]

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COL	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MOONDUST M 07	CHEVROLET TRAILBLAZE	1GNDS13S3721[redacted]		34457/34457	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JAN07 DD			16:30 08AUG11			CASH	08AUG11

R.O. OPENED	READY	OPTIONS:
11:28 08AUG11	11:49 08AUG11	STK:[redacted] NG:4.2 LITER DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES HEAD LIGHTS AT TIMES TURNS OFF			
NC NO CHARGE			
3425 ALEMAN,JUAN P LIC#: P9500449			
CCTR		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00

34457 NOTE THIS RO IS FOR INFORMATION ONLY. CUSTOMER HAS BEEN HERE IN THE PAST SINCE THE VEHILCE WAS NEW WITH CONCERN THAT THE LIGHTS TURN OFF BY THEM SELF.WE HAVE HAD VEHILCE IN THE DRIVE BUT WERE NOT ABLE TO DUPLICATE CONCERN ON ANY OF THIS VISITS.NOTE ONLY RO 616312 ON 02/09/2011 WITH 29,220 MILES WE RPELACED HEAD LIGHT RELAY FOR THIS CONCERN.CUSTOMER STATES THAT LIGHTS STILL COME OFF AT TIMES.AND STATED TO CUSTOMER THAT IT WOULD BE MY PLEASURE TO ASSIST IN THIS CASE AND COVER UNDER CUSTOMER GOOD WILL.CUSTOMER STATES HE WILL RETURN FOR ASSISTANCE. OK JUAN P ALEMAN 08/08/11

****

B MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)			
NC NO CHARGE			
[redacted]			
CCCR		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00

****

C CUSTOMER DECLINED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT			
NC NO CHARGE			
3425 ALEMAN,JUAN P LIC#: P9500449			
CCCR		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00

****

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

If Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

*SHOP SUPPLY COSTS: We have added a charge equal to $3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed $69.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state (s.403.7181), and a $1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

DealerCAR [redacted] No. 6599 P. 4
Aug. 9. 2011 3:00PM Page 4/23
8/18/11 12:11PM PDT 8664315576 -> 8668745909

STOMER #: [redacted]

[redacted]

6[redacted]

INVOICE

PAGE 2

Maroone Chevrolet
Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799
Goodwrench Quick Lube Plus · The Plus means better · Goodwrench Quick Lube Plus
GM PERFORMANCE PARTS · STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-35741 · Pro Shop
DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

MIAMI, FL [redacted]
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		34457/34457	T8

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JAN07 DD			16:30 08AUG11			CASH	08AUG11

R.O. OPENED	READY	OPTIONS:
11:28 08AUG11	11:49 08AUG11	STK: [redacted] ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.
If Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

*SHOP SUPPLY COSTS: We have added a charge equal to $3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed $59.96. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state (s.403.718), and a $1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

DealerCAP ©2006

LITTLE HAVANA ACTIVTIES &
NUTRITION CENTER
720 SW 8 ST MIAMI FL 33130
PH: 305-860-3988 F: 305-859-9954

Facsimile transmittal

To: JENNY Fax: 866-431-5576

From: MARILYN Date: 08/09/11

Re: Pages: 30

CC:

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Jenny just to review this paper to see if this has case on lemon law

If you have any question call me at 786-499-8565

PH - 813 - 5789428.
JENNY
ext - 283

Thank you

Aug. 9. 2011 3:00PM Rosalud No. 6599 P. 1

collision.

_____ I carry the proper insurance to lease a vehicle (100/300/50).

_____ I currently carry comprehensive and collision on the vehicle I am trading, or if no vehicle is being traded, I carry comprehensive and collision coverage on one of my owned/leased vehicles.

_____ I will notify my insurance agent within 72 hours of purchasing my new vehicle.

☐ TRANSFER:
Fee for a transfer of tag, title and lien recording, if applicable, is estimated at approximately $100.00. If birthday is within three (3) months of purchase date, you will receive an updated decal at time of transfer and an additional balance will be due. If copy of registration unavailable:

TAG # [illegible] DECAL # [illegible] DATE EXPIRES _____

☐ NEW TAG PURCHASE:
Fee for new tag, title and lien recording, if applicable, is approximately $200.00, which includes the NEW WHEELS FEE of $100.00. The following tags are available at increased prices, over the cost of a regular tag and there will be an additional balance due.

Please provide us/me with a:	INITIAL INCREASE	RENEWAL INCREASE
( ) Challenger	$27.00	$17.00
( ) Olympic	$27.00	$17.00
( ) Manatee	$27.00	$17.00
( ) Panther	$37.00	$27.00
( ) Panther Hockey Team	$37.00	$27.00
( ) University of _____	$37.00	$27.00
( ) Other _____		
( ) Balance: C.O.D.		

_____ CUSTOMER'S SIGNATURE

Remarks / Instructions:

Do You Require A Replacement Tag
☐ Yes ☐ No

Do You Require A Replacement Decal
☐ Yes ☐ No

If Your Tag Is Lost Or Stolen, Please Attach Police Report

X _____
Customer Signature Date

ATTACH REGISTRATION HERE

HSMV 83033 (11/94) S

STATE OF FLORIDA
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTOR VEHICLES
NEIL KIRKMAN BUILDING
Tallahassee, Florida 32399-0620

NOTIFICATION OF TRANSFER OF REGISTRATION LICENSE PLATE

In compliance with Section 320.0609(2), Florida Statutes, I hereby certify that the following motor vehicle has been sold, traded, transferred or otherwise disposed of:

Year 2006 Make PONTIAC Type SD Weight or Length _____

Identification Number 1G2ZG558X6[redacted] Color _____

As the registered owner of Florida License Plate No. [illegible] Decal No. _____

which expires on _____ / _____ / _____ I authorize the following dealer:
Mo. Day Yr.

MAROONE CHEVROLET OF MIAMI
(Dealer)

[illegible] S.W. 8TH STREET MIAMI, FL 33134
(Dealer Address)

to properly transfer my license plate to the replacement vehicle described below:

Year 2007 Make CHEVROLET [redacted] Type TRAILBLAZER Weight or Length _____

Identification Number [redacted]

[redacted] Print Owner(s) Name [redacted] Signature of Owner(s)

[redacted] COURT MIAMI FL [redacted]
(Owner Address)

DEALER'S CERTIFICATE

As a motor vehicle dealer licensed in Florida, I hereby certify that the above Notification of Transfer of License Plate correctly describes the transaction involving the transfer of motor vehicle and this License Plate No. [illegible], license plate has been removed from the original vehicle which has been assigned and attached to the replacement vehicle in accordance with the provisions of Section 320.0609(2), Florida Statutes. I also certify that on behalf of my customer I will process the necessary documents through a local county license plate agency to obtain the transfer registration certificate and deliver same to my customer within 30 days in compliance with Section 320.0605, Florida Statutes.

Dealer MAROONE CHEVROLET OF MIAMI Authorized Agent _____

Dealer License No. [illegible] Date of Sale [illegible]

ANFL-DMV (Rev. 4/06)

Aug. 9. 2011 3:00PM Prosalud No. 6599 P. 2

FORM# 1160
STORE# 461

DEAL# 2
STK# 72

INSURANCE AFFIDAVIT

UNDER PENALTY OF PERJURY, I [redacted]
Name of Insured

DO HEREBY CERTIFY THAT I HAVE PIP & PDL
Personal Injury Protection, Property Damage Liability and Bodily Injury Liability (when required)

INSURANCE CURRENTLY IN EFFECT WITH _____
Company Name

UNDER POLICY NUMBER _____ ON THI

DESCRIBED VEHICLE 2007 CHEVROLET 1GNDS13S37[redacted]
Year *Make* *Vehicle Identification Number*

WARNING: GIVING FALSE INFORMATION IN ORDER TO OBTAIN A VEHICLE REGISTRATION CERTIFICATE IS A CRIMINAL OFFENSE UNDER FLORIDA LAW. ANYONE GIVING FALSE INFORMATION ON THIS AFFIDAVIT IS SUBJECT TO PROSECUTION.

[redacted]
Signature of Insured

HSMV85330 (REV 7/89)

PUR

Aug. 3. 201. 3:00PM Trosalud
No. 6599 P. 3

STOMER #: [redacted]

[redacted]

Marooneo Chevrolet

Formerly Abraham Chevrolet
SERVICE
4181 SW B ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799
Goodwrench Quick Lube Plus The Plus means better. Goodwrench Quick Lube Plus
PERFORMANCE PARTS
STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

INVOICE

[redacted]

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COL[redacted]	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MOONDUST M 07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		34457/34457	T8

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JAN07 DD			16:30 08AUG11			CASH	08AUG11

R.O. OPENED	READY	OPTIONS:
11:28 08AUG11	11:49 08AUG11	STK:[redacted] ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES HEAD LIGHTS AT TIMES TURNS OFF
NC NO CHARGE
3425 ALEMAN,JUAN P LIC#: P9500449
CCTR 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

34457 NOTE THIS RO IS FOR INFORMATION ONLY. CUSTOMER HAS BEEN HERE IN THE PAST SINCE THE VEHILCE WAS NEW WITH CONCERN THAT THE LIGHTS TURN OFF BY THEM SELF.WE HAVE HAD VEHILCE IN THE DRIVE BUT WERE NOT ABLE TO DUPLICATE CONCERN ON ANY OF THIS VISITS.NOTE ONLY RO 616312 ON 02/09/2011 WITH 29,220 MILES WE RPELACED HEAD LIGHT RELAY FOR THIS CONCERN.CUSTOMER STATES THAT LIGHTS STILL COME OFF AT TIMES.AND STATED TO CUSTOMER THAT IT WOULD BE MY PLEASURE TO ASSIST IN THIS CASE AND COVER UNDER CUSTOMER GOOD WILL.CUSTOMER STATES HE WILL RETURN FOR ASSISTANCE. OK JUAN P ALEMAN 08/08/11

****

B MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)
NC NO CHARGE
[redacted]
CCCR 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C CUSTOMER DECLINED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT
NC NO CHARGE
[redacted]
CCCR 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.
If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

*SHOP SUPPLY COSTS: We have added a charge equal to $3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed $69.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state (s.403.718), and a $1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

DealerCAP Page 2 No. 6599 P. 2 Aug. 9. 201 3:00PM Prosalud

STOMER #: [redacted]

[redacted]

[redacted]

MIAMI, FL 3[redacted]

HOME: [redacted] CONT:N/A

BUS: [redacted] CELL:

Maroone Chevrolet

Formerly Abraham Chevrolet

SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

Goodwrench Quick Lube Plus The Fleet means better, Goodwrench Quick Lube Plus

PERFORMANCE PARTS

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

INVOICE

PAGE 2

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		34457/34457	T8

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JAN07 DD			16:30 08AUG11	[redacted]		CASH	08AUG11

R.O. OPENED	READY	OPTIONS:
11:28 08AUG11	11:49 08AUG11	STK: [redacted] ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.
If Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

*SHOP SUPPLY COSTS: We have added a charge equal to $3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed $59.98. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state (s.403.718), and a $1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

DealerCAP ©2006 ... No. 6599 P. 5 ... Aug. 9. 201 3:00PM Prosalud

Miami, FL 33134-2656
Phone: (305) 442-1000
Fax#: (305) 445-0731

914385

AMOUNT	PAID BY	COMMENT
2,000.00	VMC	DOWN PAYMENT VEH 72159809

[redacted]

MIAMI FL

3161502

TOTAL RECEIVED: $2,000.00

DATE-TIME: 18JAN2007 20:59
CASHIER: 461JB
LOCATION: 461
CASH DRAWER: SWB

HT

ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
461	50	461	225B	2,000.00	011807	YARLYN
		461	309	-2,000.00	3161502	

CASH
RECEIPT
CUSTOMER COPY

Aug. 9. 201. 3:01PM Rosalud No. 6599 P. 6

[redacted] Envelopes2 [redacted]

PAYMENT	ACCOUNT NUMBER	DUE ON OR BEFORE	ON TIME PAYMENT
49 49	70200007021286542	MAR 04 11	511.81
		PAY AFTER	LATE PAYMENT
		MAR 14 11	537.40

[redacted]

SKIP Pay

PLEASE ENTER AMOUNT PAID

$

SUNTRUST
CONSUMER LOAN PAYMENTS
PO BOX 791144
BALTIMORE MD 21279-1144

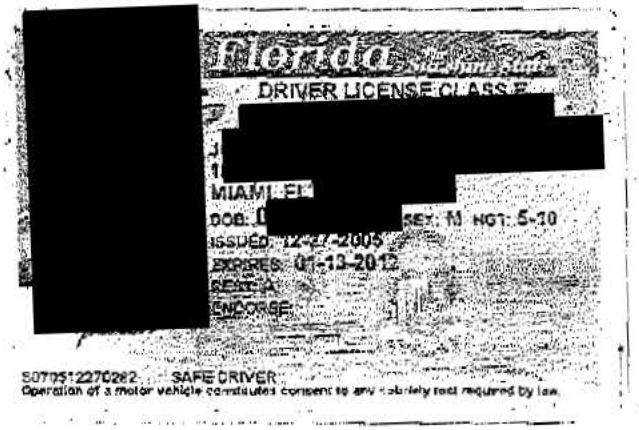
PAYMENT MUST BE RECEIVED ON OR BEFORE THE DATE INDICATED TO AVOID LATE CHARGE.

COUPON MUST ACCOMPANY PAYMENT
COUPON MUST ACCOMPANY PAYMENT

[redacted]

[redacted]

[redacted]



Aug. 9. 201. 3:01PM Rosalud No. 6599 P. 8

STOMER #: [redacted]

[redacted]

ACCOUNTING

Marooneo Chevrolet

Formerly Abraham Chevrolet

SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-05105601
www.marooneo.com

[redacted]

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		29220/29220	T863

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			16:48 09FEB11	616312	CASH	09FEB11

R.O. OPENED	READY	OPTIONS:
09:49 09FEB11	17:30 09FEB11	STK[redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	$/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUST STATES AT TIMES HEAD LIGHTS NOT COMES ON AT NIGHT											
CAUSE: REPL HEADLAMPS RELAY THEY WERE FOUND INOP.											
	N2833 EXTERIOR LIGHTING RELAY REPLACEMENT										
[redacted]											
			WCT	0.81	0.70	2135	6812			68.12	68.12
	1 15016745 RELAY					2567	4518	0	45.18	45.18	45.18
	CC: 0490										
	FC: 6581										
	PART#: 15016745					2567	4518	TPARTS			
	COUNT: 1										
	CLAIM TYPE: ZREG										
	AUTH CODE:					2135	6812	TLABOR			

Pd 2/11/11 $111.65

Goodwill Policy Decision

3 Did not perform diagnosis

VERSION 1 (EMP# 8418,09FEB11 10:50): 29220 open headlamp relay perform diagnosis found headlamps inop at times check power and ground to relay circuits ok ohm test relay with fluke meter reads open replace open relay add dt to check power and ground and to ohm test relay to isolate cust concern tech 8418

VERSION 2 (EMP# 3252,09FEB11 11:15): 29220 open headlamp relay perform diagnosis found headlamps inop at times check power and ground to relay circuits ok ohm test relay with fluke meter reads open replace open relay add dt to check power and ground and to ohm test relay to isolate cust concern tech 8418

OLH

OK 0.3 DT FOR TECH TO PERFORM DIAGNOST, TECH FOUND RELAY OPEN AND HAD TO REPLACE HEADLAMP RELAY TO FIX CONCERN. 02/09/11 RONMAR OBREGON 11:17AM

PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT

PLEASE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT

8418 WALTERS,ANTON LIC#: 8418

CCTR 0.00 0.00 0 0 0.00 0.00

Customer Has Declined A Multi-Point Inspection A This Time

MULTI-D Customer Has Declined A Multi-Point

LEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS EPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

his charge represents costs and profits to the motor vehicle repair acility for miscellaneous shop supplies or waste disposal.

he state of Florida requires a $1.00 fee to be collected for each new re sold in the state [s.403.718], and a $1.50 fee to be collected for ach new or remanufactured battery sold in the state [s.403.7185].

K

CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

Aug. 9. 201. 3:01PM No. 6599 P. 9

MARTINO TIRE CO OF BIRD ROAD

6795 SW 40TH ST
MIAMI, FL 33155
(305)666-0633, FL REG# MV-41203, I.D. MVR21105665

TIRE & SERVICE NETWORK
GOODYEAR
DUNLOP TIRES
KELLY TIRES

INVOICE 040458

305 666-0633

02/15/11 02/15/11
12:40 PM 01:34 PM
TERR: 7735
NONSIG: 184854

PAGE: 01

BILL TO [redacted]
MIAMI, FL [redacted]

PHONE 1..... ([redacted] EXT.
PHONE 2.....
DATE PROMISED 02/15/11
TIME PROMISED
RETURN PARTS.. NO
SALESMAN..... 002 / 002
PRIOR INVOICE. [redacted]

VEH YEAR/MAKE. 07 CHEVY TRUCK
VEHICLE MODEL. TRAILBLAZER LS
VEHICLE COLOR. SILVER
LICENSE/STATE. [redacted] FL
ODOMETR IN/OUT [redacted] 29353
VEHICLE ID #.. 1GNDS13S3721[redacted]

ACCOUNT #	COB	TC	CUST#	TYPE/STATE	AUTHORIZATION	CREDIT CARD NO.
[redacted]	V	01	[redacted]	0 FL	[redacted]	5698

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
002		151-284-203-0 151-001-110-0	R	4	P245/65R17 105S S2 FORTERA HL VSB TL QTY. 4 NO. PDFGHJKL4010	149.95	.00	599.80
002		071	R	4	SCRAP TIRE DISPOSAL AUTO	2.50	.00	10.00
002	072	048-170	R	1	ESTIMATE/WORK ORDER PREPARATION	.00	.00	.00
002	072	044-263	R	4	WHEEL BALANCE - COMPUTER SPIN	3.95	7.00	43.80
002		046-223	R	1	MISCELLANEOUS SHOP SUPPLIES	.00	.00	.00
002	072	046-100	R	1	NEEDS LOWER CONTROL ARMS	.00	.00	.00

THRE ARE NO REFUNDS OR RETURNS ON SPECIAL ORDER MERCHANDISE!!
PREVENATIVE MAINTANENCE IS THE KEY TO KEEPING YOUR VEHICLE RUNNING PROPERLY
WE ARE A FULL SERVICE FACILITY AND WANT TO EARN YOUR BUSINESS ASK ABOUT ALL OUR PROGRAMS TO SAVE YOU MONEY

30/60/90/120,000 MILE SERVICES
ASK ABOUT YOUR MAINT SCHEDULE

UNDERSTAND THAT ALL CUSTOM WHEEL LUG NUTS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

_____ (signature)

CHARGED AMOUNT	703.63
STATE TIRE FEE	4.00
TAXABLE AMOUNT	657.60

PARTS TOTAL.....	625.60
LABOR TOTAL.....	28.00
SUB TOTAL.....	653.60
SALES TAX.....	46.03

CUSTOMER AUTHORIZATION FOR TOTAL

INVOICE TOTAL $703.63

TREAD L/F..... 10/32 TREAD R/F..... 10/32 TREAD R/R..... 10/32 TREAD L/R..... 10/32

ALL PARTS LISTED ARE NEW, UNLESS OTHERWISE STATED

SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

HAVE A QUESTION OR PROBLEM?
Please tell our store manager. We value your opinion as much as your business. Should you need additional assistance, call our
CUSTOMER ASSISTANCE LINE 1-800-321-2136

Aug. 9. 201. 3:02PM Prosalud No. 6599 P. 10

MARTINO TIRE CO OF BIRD ROAD

6795 SW 40TH ST
MIAMI, FL 33155
(305)666-0633, FL REG# MV-41203, I.D. MVR21105665

INVOICE
032084

10/15/09 10:47 AM 10/15/09 11:54 AM
TERR: 7735
NONSIG: 184854

PAGE: 01

BILL TO: [redacted]
MIAMI, FL [redacted]

PHONE 1..... ([redacted] EXT.
PHONE 2.....
DATE PROMISED 10/15/09
TIME PROMISED
RETURN PARTS.. NO
SALESMAN..... 002 / 016
PRIOR INVOICE. [redacted]

VEH YEAR/MAKE. 07 CHEVY TRUCK
VEHICLE MODEL. TRAILBLAZER LS
VEHICLE COLOR. SILVER
LICENSE/STATE. [redacted] / FL
ODOMETR IN/OUT [redacted] / 18759
VEHICLE ID #.. 1GNDS13S3721[redacted]

ACCOUNT #	COB	TC	CUST#	TYPE/STATE	PAYMENT METHOD
773500001	2	01	50097	1 FL	CASH

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION		PARTS	LBR/EXCISE	LINE TOTAL
002		668-136-006-0	R	2	P245/65R17 SL NEXEN ROADIAN HT	OWL	114.95	.00	229.90
002		071	R	2	SCRAP TIRE DISPOSAL AUTO		2.50	.00	5.00
002	999	048-170	R	1	ESTIMATE/WORK ORDER PREPARATION		.00	.00	.00
002	999	044-200	R	2	MOUNT AND BALANCE		10.00	.00	20.00
002	051	076-157	R	1	ALIGNMENT (REF THRUST ANGLE-NO REAR ADJ)		.00	59.95	59.95
002	051	020-100	R	1-	SERVICE COUPON		.00	20.00	20.00-

THRE ARE NO REFUNDS OR RETURNS ON SPECIAL ORDER MERCHANDISE!! 30/60/90/120,000 MILE SERVICES
PREVENATIVE MAINTANENCE IS THE KEY TO KEEPING YOUR VEHICLE RUNNING PROPERLY ASK ABOUT YOUR MAINT SCHEDULE
WE ARE A FULL SERVICE FACILITY AND WANT TO EARN YOUR BUSINESS ASK ABOUT ALL OUR PROGRAMS TO SAVE YOU MONEY
I UNDERSTAND THAT ALL CUSTOM WHEEL LUG NUTS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

(signature)

		PARTS TOTAL.....	254.90
		LABOR TOTAL.....	39.95
		MISC SHOP SUPPLIES.	4.80
CASH AMOUNT.....	299.65	SUB TOTAL.....	299.65
TAXABLE AMOUNT	.00	SALES TAX.....	.00

X.....
CUSTOMER AUTHORIZATION FOR TOTAL

INVOICE TOTAL $299.65

TREAD L/F..... 10/32 TREAD R/F..... 10/32 TREAD R/R..... 5/32 TREAD L/R..... 5/32

ALL PARTS LISTED ARE NEW, UNLESS OTHERWISE STATED

How Did We Do Today? We Want Your Feedback! Call: 1.866.402.3523
Tell us for a chance to WIN a $500 Gas Card. Code: 289901846542084O
See Official Rules in stores and at www.goodyeartires.com/gascard for details.
No purchase necessary. Two winners per month. Must call within 7 days. Void where prohibited.

SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

Aug. 9. 201. 3:02PM Rosalud No. 6599 P. 11

```
RO No: 616312    Opened: 09FEB11   Closed: 09FEB11   Mileage: 29220
Line Code: A  Booker: 3425           Comeback: N
Complaint: S11    CUST STATES AT TIMES HEAD LIGHTS NOT COMES ON AT NIGHT
Cause: REPL HEADLAMPS RELAY THEY WERE     FOUND INOP.
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.............................
3046  8418  WCT   N2833                EXTERIOR LIGHTING RELAY REPLACEMENT
                                       PTS$    45.18 LBR$    68.12 MSC$    0.00
Line Code: B  Booker: 7643           Comeback: N
Complaint: GTIRE  PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.............................
3046  8418  CCTR  GTIRE         614844  PLEASE SEE YOUR SERVICE ADVISOR ON YOUR
                                        NEXT VISIT
                                       PTS$     0.00 LBR$     0.00 MSC$    0.00
Line Code: C  Booker: 7643           Comeback: N
Complaint: MULTI-DCustomer Has Declined A Multi-Point Inspection A This Time
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.............................
3046  8418  CCTR  MULTI-D       599305  Customer Has Declined A Multi-Point Insp
                                       pection A This Time
                                       PTS$     0.00 LBR$     0.00 MSC$    0.00

Press B, S#, Return for next page, EST#, ?, or E to Exit:
```

Aug. 9. 2011 3:02PM Rosalud No. 6599 P. 12

VEHID [redacted]

[redacted] (OWNER)

MIAMI FL [redacted]
HOME PHONE 3[redacted]
BUS. PHONE 7[redacted]T.
CELL PHONE N/A
PAGER N/A CODE
E-MAIL

SERIAL NO. 1GNDS13S372[redacted]
CUSTOMER [redacted]
DELV. DATE 18JAN07
IN SERVICE 18JAN07
WAR.EXP.DATE KEY 1 STKR 72159809
LICENSE NO.
UNIT N/A SLSMN 61578
SA

07 CHEVROLET TRAILBLAZER 29376
Command? (Enter, *, N, VEH, CUST, ?) ....?

--- 1 [redacted] Dealer: AN461-S ----------
RO No: [redacted] Opened: 16FEB11 Closed: 18FEB11 Mileage: 29376
Line Code: A Booker: 7643 Comeback: N
Complaint: S11 CUST STATES FRONT SUSPENSION LOOSE ADVISE
Cause: FOUND BOTH FRONT LOWER CONTROL ARM BUSHINGS COMING APART NECC REPL BOTH L
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
3046 7775 WCT E3538 BRACKET, FRONT LOWER CONTROL ARM RIGHT R
REPLACE
PTS$ 163.28 LBR$ 85.46 MSC$ 0.00
3046 7775 WCT E3539 BRACKET, FRONT LOWER CONTROL ARM LEFT RE
EPLACE
PTS$ 166.32 LBR$ 85.46 MSC$ 0.00
Line Code: B Booker: 3425 Comeback: N
Complaint: GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
3046 7775 CCTR GTIRE 616312 PLEASE SEE YOUR SERVICE ADVISOR ON YOUR
NEXT VISIT
PTS$ 0.00 LBR$ 0.00 MSC$ 0.00
Line Code: C Booker: 7643 Comeback: N
Complaint: MULTI-DCustomer Has Declined A Multi-Point Inspection A This Time

Press S#, Return for next page, EST#, ?, or E to Exit:

Aug. 9. 201. 3:02PM Prosalud No. 6599 P. 14

[redacted]

[redacted]

[redacted]

HO[redacted]

[redacted]

INVOICE

PAGE 1

Maroone Chevrolet
Formerly Abraham Chevrolet
SERVICE
4161 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-800-322-3389 FAX 305-443-1799
Goodwrench Quick Lube Plus The Plus means better. Goodwrench Quick Lube Plus
GM PERFORMANCE PARTS
STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-C0105601
www.maroone.com

SERVICE ADVISOR: 3028 MOISES 'MORO' BENHA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		13/13	[redacted]

DEL DATE	PROD DATE	WARR. EXP.	PROMISED		PAYMENT	INV DATE
18JAN07 IS			12:00 02FEB07		CASH	02FEB07

R.O. OPENED	READY	OPTIONS:
13:25 01FEB07	12:06 02FEB07	STI[redacted]ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PAINT SHUTTLE OF MIAMI			
TPS PAINT SHUTTLE OF MIAMI			
3713 SUBLET SAM LIC#: 999			
IC		0.00	0.00
SUBL THEPAINTSHUTTLE#4392 PO#1807345			
IC		150.00	150.00

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

****

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added charge equal to 10% of the cost of labor up to a maximum of $50.00. This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

State of Florida requires a $1.00 fee to be collected for each new tire in the state [s.403.718], and a $1.50 fee to be collected for each new remanufactured battery sold in the state, [s.403.7185].

CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

© 2006 ADP (05/05)

FILE COPY

Aug. 9. 2017 3:02PM Prosalud No. 6599 P. 15

Marooneo Chevrolet

Formerly Abraham Chevrolet

SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-800-322-3389 FAX 305-443-1799

[redacted]

ACCOUNTING

STATE OF FLORIDA MOTOR
VEHICLE REPAIR SHOP
REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
www.marooneo.com

PAGE 1

HOME: BUS:

SERVICE ADVISOR: 7001 ESTHER SANTAMARIA R

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	07	CHEVROLET TRAILBLAZE	1GNDS13S3721 [redacted]		12/12	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	PAYMENT	INV DATE
IS			16:12 24OCT06		CASH	20OCT06

R.O. OPENED	READY	OPTIONS:
18:36 19OCT06	12:15 20OCT06	STK: [redacted] ENG:4.2 LITER DOHC

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A PRE DELIVERY INSPECTION BASE TIME						
Z7000 PRE DELIVERY INSPECTION BASE TIME						
3339 LAGO,MANUEL LIC#: 6263						
I 0.00 1.30	1300	11025			110.25	110.25
B NEW VWHICLE DELIVERY DETAIL						
IPDI NEW VWHICLE DELIVERY DETAIL						
3339 LAGO,MANUEL LIC#: 6263						
IC 0.00 0.00	0	0			0.00	0.00
SUBL DETAIL						
IC	6700	8040			80.40	80.40
C SAFE PARTS 426199884						
SAFE SAFE PARTS APPLICATION						
3339 LAGO,MANUEL LIC#: 6263						
IC 0.00 0.20	200	1938			19.38	19.38

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000. Please complete your survey and return it!!! Thank you for your business.

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

[redacted]	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
	11025	1300		461/520	1938	200	
	8040	6700		461/263	11025	*******	A59809
	9978	*******					

COST, SALE, & COMP TOTALS 8200 21003 0

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of $50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X

CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA
REGISTRATION NUMBER
#MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

[redacted]

[redacted]

MIAMI, FL [redacted]
HOME [redacted]

[redacted]

INVOICE

PAGE 1

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4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-800-322-3389 FAX 305-443-1799

Goodwrench Quick Lube Plus The Plus means better. Goodwrench Quick Lube Plus

PERFORMANCE PARTS

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-06105601
www.maroone.com

SERVICE ADVISOR: 3046 JORGE LUIS GARICA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		3069/3069	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 IS			18:30 14JUN07	SEE BELOW	SGMPP	14JUN07

R.O. OPENED	READY	OPTIONS:
09:48 14JUN07	10:39 14JUN07	STK[redacted]ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP			
M0046 MAINTENANCE SERVICE LUBE OIL FILTER-GMPP [redacted]			
CQT		6.56	6.56
1 89017342 FILTER	11.97	5.60	5.60
7 12345616** OIL	4.28	1.12	7.84

PARTS: 13.44 LABOR: 6.56 OTHER: 0.00 TOTAL LINE A: 20.00

3069 LOF TECH 3572 .3

****

** PO NO.: KSKSKSKSKSKSKSKSSKKS **

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

Pd Cm 805
6/18/7
$20.00

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of $50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or r[redacted]e state, [s.403.7185].

X [redacted]MER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	6.56
PARTS AMOUNT	13.44
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	20.00
LESS INSURANCE	20.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

Aug. 9. 2017 3:03PM Prosalud No. 6599 P. 17

[redacted]

[redacted]

[redacted]

:AMI, FL 3[redacted]

)ME:3[redacted]

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PERFORMANCE PARTS · STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741 · DADE COUNTY REGISTRATION #MVR-00105601 · www.maroone.com

INVOICE

PAGE 1

SERVICE ADVISOR: 7963 ADAN SIERRA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
)ONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		6139/6139	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
3JAN07 DD			18:30 29NOV07		SGMPP	27NOV07

R.O. OPENED	READY	OPTIONS:
):20 27NOV07	11:30 27NOV07	STK:[redacted] ENG:4.2_LITER_DOHC

:NE OPCODE TECH TYPE HOURS LIST NET TOTAL

MAINTENANCE SERVICE LUBRICATION, OIL AND FILTER CHANGE

Pd Cm 853

12/3/7 $ 20.00

AUSE: LOF

M0046 MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP
3572 VASQUEZ,IHOSVANNI LIC#: 9932
CQT 8.85 8.85
1 89017342 FILTER 12.39 4.50 4.50
7 12345616** OIL 4.28 0.95 6.65
ARTS: 11.15 LABOR: 8.85 OTHER: 0.00 TOTAL LINE A: 20.00

5139 LOF LOF TECH 3572 .3

****

CUSTOMER REQUEST TO PERFORM MULTI POINT INSPECTION.
99P CUSTOMER REQUEST TO PERFORM MULTI POINT
INSPECTION.
[redacted]
CCT 0.00 0.00
ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

5139

****

F6 TIRE ROTATION $19.95
AUSE: TIRE ROTATION
F6 *F6* TIRE ROTATION $19.95
3572 VASQUEZ,IHOSVANNI LIC#: 9932
CMT 12.95 12.95
ARTS: 0.00 LABOR: 12.95 OTHER: 0.00 TOTAL LINE C: 12.95

5139 TIRE ROTATION TIRE ROTATION TECH 3572 .3

****

USTOMER PAY SHOP SUPPLIES AND OR DISPOSAL FEES AS ADVISED FOR REPAIR O 0.89

.EASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS EPAIR INVOICE.

HOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added charge equal to 10% of the cost of labor up to a maximum of $50.00. This charge represents costs and profits to the motor repair facility for iscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

he State of Florida requires a $1.00 fee to be collected for each new tire old in the state [s.403.718], and a $1.50 fee to be collected for each new remanufactured battery sold in the state, [s.403.7185].

X

CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

No. 6599 P. 18

Aug. 9. 201 3:03PM Prosalud

CUSTOMER #[redacted]

[redacted]

[redacted]

MIAMI, FL [redacted]

HOME: CONT:N/A

BUS: CELL:

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PERFORMANCE PARTS

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-001105601

PRO SHOP

www.maroone.com

INVOICE

PAGE 1

SERVICE ADVISOR: 3493 JESUS CRUZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S3721[redacted]		11398/11398	T587

DEL DATE	PROD DATE	WARR EXP	PROMISED	PAYMENT	INV DATE
18JAN07 DD			11:48 10OCT08	SGMPP	10OCT08

R/O OPENED	READY	OPTIONS: STK:	ENG:
09:41 10OCT08	11:52 10OCT08	[redacted]	4.2 LITER DOHC

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
A MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP				
M0046 MAINTENANCE SERVICE LUBE,OIL,[redacted]-GMPP				
	CQI		3.41	3.41
1 89017342 FILTER		13.59	4.55	4.55
7 12345616** OIL		5.95	1.72	12.04
PARTS: 16.59 LABOR: 3.41 OTHER: 0.00		TOTAL LINE A:		20.00

Pd Cm 944 10/16/8 $20.00

11398 LOF LOF TECH 3572 .3

****

B MULTI POINT INSPECTION NOT REQUIRED AT THIS TIME.
99N MULTI POINT INSPECTION NOT REQUIRED AT THIS TIME.
3713 SUBLET SAM LIC#: 999
CCT

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

****

C** RECOMMENDED SERVICE - ROTATE TIRES
DSRT RECOMMENDED SERVICE - ROTATE TIRES
3713 SUBLET SAM LIC#: 999
CCT

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

****

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Please complete your survey and return it!!!
Thank you for your business.

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of $59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (1) (h)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state (s.403.718), and a $1.50 fee to be collected for each new or remanufactured battery sold in the state, (s.403.7185).

X

CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	3.41
PARTS AMOUNT	16.59
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	20.00
LESS INSURANCE	20.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

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[redacted]
AMI, FL[redacted]
OME:
US:

CONT:N/A
CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		14585/14585	T989

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	PAYMENT	INV DATE
8JAN07 DD			13:24 13APR09		SGMPP	14APR09

R.O. OPENED	READY	OPTIONS:
0:05 13APR09	10:55 14APR09	STI[redacted]NG:4.2 LITER DOHC

INE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP			
M0046 MAINTENANCE SERVICE LUBE OIL FILTER-GMPP			
[redacted]			
CQT		5.00	5.00
1 89017342 FILTER	14.01	4.68	4.68
6 12345516** OIL	5.95	1.72	10.32

Pd Cm 998 $20.00
4/24/9

PARTS: 15.00 LABOR: 5.00 OTHER: 0.00 TOTAL LINE A: 20.00

14585 LOF LOF TECH 3572 .3
****
3 CUST STATES DRIVERS SIDE SEAT COVER PANEL ON SIDE COMING APART
CAUSE: CLOSEST OP TO REPL BOTH LFT ANRT FRT SEAT LOWER OUTER FINISH
PANEL CAME LOOSE
C6567 DRIVER OR PASSENGER SEAT OUTER ADJUSTER
LOWER FINISH COVER REPLACEMENT
3277 QUILES,ERIC LIC#: 3277

WC		28.49	28.49
1 89042221 COVER	21.60	21.60	21.60
1 89042242 COVER	18.50	18.50	18.50

FC: 2W
PART#: 89042221
COUNT: 2
CLAIM TYPE:
AUTH CODE:
ON

Pd Cm 998
4/24/9 $68.58

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

14585 CK AND FOUND THAT DRIVER BEZOL IS COMING APARTE NEED TO
REPLACE NOW BACK TO GM SPECS TECH 3277
****
C CUST STATES PASS SIDE SEAT COVER SIDE PANEL COMING APART
SOL SEE REPAIR(S) ON OTHER LINE(S)

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of $59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (1) (h)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X _____ CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

STOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

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STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-0010560
www.maroone.com

MIAMI, FL
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		23655/23655	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O NO.	PAYMENT	INV. DATE
18JAN07 DD			15:00 25MAY10		SGMPP	25MAY10

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG:4.2_LITER_DOHC
09:35 25MAY10	11:50 25MAY10			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP										
	M0046 MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP										
	3572 VASQUEZ,THOSVANNI LIC#: 9932										
		CQT		0.00	0.30	540	760		9	7.60	7.60
	1 19210337 FILTER					347	400	0	10.41	4.00	4.00
	7 12345615** OIL					826	840	0	4.72	1.20	8.40
	VERSION 1 (EMP# 3572,25MAY10 10:53): 23655 LOF LOF TECH 3572 .3										
B	CUSTOMER DECLINED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT										
	MULTI-D CUSTOMER DECLINED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT										
	3713 SUBLET SAM LIC#: 999										
		CCT		0.00	0.00	0	0			0.00	0.00
C	PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT										
	GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT										
	3713 SUBLET SAM LIC#: 999										
		CCT		0.00	0.00	0	0			0.00	0.00

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Please complete your survey and return it!!!
Thank you for your business.

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

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
461/505T	760	540		461/480T	400	347	
461/492G	840	826		461/500T	0	0	
461/264	2000	*******					

COST, SALE, & COMP TOTALS 1713 2000 0

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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

The state of Florida requires a $1.00 fee to be collected for each new tire sold in the state (s.403.718), and a $1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	7.60
PARTS AMOUNT	12.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	20.00
LESS INSURANCE	20.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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WARRANTY COPY

Aug. 9. 201. 3:04PM Rosalud No. 6599 P. 21

CUSTOMER #: 31[redacted]

[redacted]

MIAMI, FL [redacted]
HOME: CONT:N/A
BUS: CELL:

Marrone Chevrolet

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DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

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DADE COUNTY REGISTRATION #MVS-00105601
www.marrone.com

INVOICE

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		14803/14803	T922

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			13:48 24APR09		CASH	24APR09

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG: 4.2 LITER DOHC
10:47 24APR09	17:21 24APR09			

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CUST STATES RIGHT FRONT DOOR NOT OPEN FROM OUTSIDE
CAUSE: R/R RT FRT DOOR LOOSE LOCK ROD
B4360 ROD, FRONT DOOR INSIDE LOCKING RIGHT
REPLACE
3277 QUILES,ERIC LIC#: 3277
WC 37.98 37.98
FC: 2W PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ

Pd Cm 001
4/30/09 $ 37.98

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

14803 CK AND FOUND THAT ROD IS OFF NEED TO R&R PASS DOOR GLASS TO REINSTOL ROD BACK TO GM SPECS TECH 3277

****

B MULTI POINT INSPECTION NOT REQUIRED AT THIS TIME.
99N MULTI POINT INSPECTION NOT REQUIRED AT THIS TIME.
3277 QUILES,ERIC LIC#: 3277
CCT 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of $59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (1) (h)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X
CUSTOMER SIGNATURE

PAYMENT METHOD	
CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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FILE COPY

No. 6599 P. 22
Aug. 9. 201. 3:05PM Rosalud

Maroone Chevrolet

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SERVICE
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DADE COUNTY REGISTRATION #MVR-0010661
www.maroone.com

CUSTOMER #: [redacted]

[redacted]

[redacted]

MIAMI, FL

HOME: [redacted] CONT:N/A

BUS: [redacted] CELL:

INVOICE

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		17709/17709	T832

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			14:06 04SEP09	CASH	SC	04SEP09

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG:4.2_LITER_DOHC
10:19 04SEP09	12:56 04SEP09			

LINE OPCODE TECH TYPE HOURS					LIST	NET	TOTAL
A CUST STATES A/C DOES NOT BLOW COLD							
NC NO CHARGE							
2977 OLIVERES,SERGIO LIC#: 1087							
CCT						0.00	0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE A:				0.00
17709 SEE PREVIOUS REPAIR TECH 2977 N/C .							
**********							
B MULTI POINT INSPECTION NOT REQUIRED AT THIS TIME.							
99N MULTI POINT INSPECTION NOT REQUIRED AT THIS TIME.							
2977 OLIVERES,SERGIO LIC#: 1087							
CCT						0.00	0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B:				0.00
**********							
C** REPLACE ENGINE AIR FILTER-TRUCKS ONLY- $37.95							
F14T REPLACE ENGINE AIR FILTER-TRUCKS ONLY- $37.95							
[redacted]							
CMT						10.33	10.33
1 19239713 ELEMENT					27.62	27.62	27.62
PARTS: 27.62	LABOR: 10.33	OTHER: 0.00	TOTAL LINE C:				37.95
17709 REPLACE AIR FILTER REPLACE AIR FILTER TECH 3572 0.2 H							
**********							
CUSTOMER PAY SHOP SUPPLIES AND OR DISPOSAL FEES AS ADVISED FOR REPAIR O							4.55

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of $59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

Aug. 9. 201. 3:05PM Rosa Id No. 6599 P. 23

CUSTOMER #: [redacted]

[redacted]

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

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DADE COUNTY REGISTRATION #MVR-00105601

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INVOICE [redacted]

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		17495/17499	T809

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			10:24 02SEP09		CASH	03SEP09

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:4.2 LITER DOHC
08:34 02SEP09	14:16 03SEP09	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A VEHICLE TOWED IN DOES NOT START								
CAUSE: REPL BATTERY FAILED MIDTRONICS TEST								
	N0110							
	[redacted]							
			WC				66.47	66.47
1	19001632		78-6YR			135.79	132.44	132.44
	FC: 3B8R9							
	PART#: 19001632							
	COUNT: 1							
	CLAIM TYPE:							
	AUTH CODE:							
	PN							
	T2020		TOWING					
	2977 OLIVERES,SERGIO LIC#: 1087							
			WC				0.00	0.00
	FC: 3B8R9							
	PART#:							
	COUNT: 0							
	CLAIM TYPE:							
	AUTH CODE:							
	PN							
SUBL EDDY TOWING,PO2850464,INV#60290								
	PO#582399							
			WC				45.00	45.00
	FC:							

Pd Cm 041 9/18/09 $198.91

Pd Cm 041 9/18/09 $45.00

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

17499 VEH DOES NOT START TECH 2977 CK AND FOUND VEH DOES NOT START, FOUND IN TEST ' BATTOUT 12.93VOLT 303 CCA REPLACE BATT, CODE 3Q1RU'RU 2DO TEST'IN 12.82 VOLT 262 CCA REPLACE BATT CODE 3ER9'RU, NESS TO REPLACE BATT. TECH 2977 ********** ********** OK DW .2 TO PERFORM BATTERY TESTING. FOUND

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of $59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7195].

X
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD	
CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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Aug. 9. 201. 3:06PM Rosalud No. 6599 P. 24

CUSTOMER [redacted]

[redacted]

[redacted]

MIAMI, FL [redacted]

HOME: [redacted] CONT:N/A

BUS: [redacted] CELL:

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DADE COUNTY REGISTRATION #MVR-00106401
www.maroone.com

INVOICE

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		19057/19057	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			13:24 29OCT09		CASH	29OCT09

R.O. OPENED	READY	OPTIONS:
10:17 29OCT09	13:23 29OCT09	STK: [redacted] NG:4.2 LITER DOHC

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CUST STATES WHINNING NOISE FROM ENG PULLEY AREA
CAUSE: REPL WORN AND NOISEY IDLER PULLEY
J0690 PULLEY, ACCESSORY DRIVE BELT IDLER REPLACE

[redacted]

WC 28.49 28.49

1 12618111 PULLEY 49.02 49.02 49.02
FC: 4X
PART#: 12618111
COUNT: 1
CLAIM TYPE:
AUTH CODE:
NZ

Pd Cm 055
11/6/09 $77.51

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

19057 CHEKED AND FOUND NOISE COMING FROM IDDLE PULLEY. NECESSARY TO REPLACE IDDLE PULLEY DO TO BEARING ROUGHT AND CAUSING NOISE.

****

B CUSTOMER DECLINED MULTI POINT INSPECTION AT THIS TIME.
99D CUSTOMER DECLINED MULTI POINT INSPECTION AT THIS TIME.
3252 RONMAR OBREGON LIC#: 3253
CCT 0.00 0.00

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

19057 OK

****

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of $59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

No. 6599 P. 25
Aug. 9. 201. 3:06PM Rosalud

CUSTOMER # [redacted]

[redacted]

[redacted]

MIAMI FL
HOME: [redacted] CONT:N/A
BUS: CELL:

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DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

INVOICE

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		19669/19672	T838

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			13:36 27NOV09		CASH	27NOV09

R.O. OPENED	READY	OPTIONS:
09:08 27NOV09	14:52 27NOV09	STK [redacted] NG:4.2 LITER DOHC

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CUST STATES FUEL GAUGE DOES NOT REGESTERS PROPERLY
CAUSE: REPL SHORTED FUEL LEVEL SENSOR
L1197 FUEL LEVEL SENSOR REPLACEMENT
8038 RODRIGUEZ-REGO,FERNANDO C LIC#: 8038

		WC			189.90	189.90
1	19178477	SEN KIT		124.20	109.30	109.30

CC: 0621
FC: 6581
PART#: 19178477
COUNT: 1
CLAIM TYPE: ZREG
AUTH CODE:

Pd $299.21
12/7/09

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

19672 CONFIRMED CUSTOMER CONCERN.SCANNED VEHICLE FOUND DTC P0463.CHECKED FUEL LEVEL SENSOR CIRCUIT AND FOUND CIRCUT OK.LOWERED GAS TANK .TESTED FUEL LEVEL SENSOR AND FOUND IT INTERMITTENLY OPENING.REPLACED FUEL LEVEL SENSOR.REINSTALLED GAS TANK.CHECKED OPERATION,WORKING AS DESIGNED.
****
OK DW .3 TO PERFORM FUEL LEVEL SENSOR CIRCUIT, FOUND WIRING CITCUIT IS OK BUT INTERNAL OPEN OF FUEL LEVEL SENSOR. R&R FUEL TANK TO REPLACE FUEL LEVEL SENSOR, CLEAR DTC AND RETEST VEHICLE FOR FUEL GAUGE CONCERN. FOUND WORKING TO SPECS JOE CHAN 11/27/09
****

B CUSTOMER DECLINED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT
MULTI-D CUSTOMER DECLINED TO HAVE MULTI POINT
INSPECTION PERFORMED THIS VISIT
8038 RODRIGUEZ-REGO,FERNANDO C LIC#: 8038

		CCT			0.00	0.00

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

19669 NO WORK DONE

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of $59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state. [s.403.7185].

X
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 35741

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]

No. 6599 P. 26

Aug. 9. 201. 3:06PM Rosalud

CUSTOMER #: 3[redacted]

[redacted]

[redacted]

MIAMI, FL [redacted]
HOME: [redacted] ONT: N/A
BUS: [redacted] ELL:

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PERFORMANCE PARTS

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741

DADE COUNTY REGISTRATION #MVR-00165601

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INVOICE

PAGE 2

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

CO[redacted]	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST M 07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		19569/19672	T838

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			13:36 27NOV09		CASH	27NOV09

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG: 4.2 LITER DOHC
09:08 27NOV09	14:52 27NOV09			

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
C** AT TIME AFTER WRITE CUSTOMER STATED THAT A/C IS NOT BLOWING AIR ON SPEED #1, #2,#3,& #4								
CAUSE: REPL OPEN AC BLOWER RESISTOR								
	D10C2		BLOWER MOTOR RESISTOR REPLACEMENT					
		8038	RODRIGUEZ-REGO,FERNANDO C LIC#: 8038					
			WC				47.48	47.48
1	89019100		RESISTOR			61.34	53.98	53.98

CC: 6581
FC: 0722
PART#: 89019100
COUNT: 1
CLAIM TYPE: ZREG
AUTH CODE:

Pd + 101.46
12/7/09

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

19672 CONFIRMED CUSTOMER CONCERN.CHECKED CIRCUIT FOUND CIRCUIT OK BUT BLOWER RESISTOR PACKED INTERNALLY OPENNED.REPLACED AC BLOWER MOTOR RESISTOR.CHECKED OEPRATION,WORKING ON ALL SPEEDS AS DESIGNED AFTER REPAIR.
********** OK
DW .2 TO PERFORM BLOWER CIRCUIT TESTING, FOUND BLOWER RESISTOR OPEN. REPLACE BLOWER RESISTOR. JOE CHAN 11/27/09
****

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of $59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.905 (l) (h))

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state, (s.403.7185).

X
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

Aug. 9. 201. 3:06PM Rosalud No. 6599 P. 27

CUSTOMER #: [redacted]

[redacted]

[redacted]

MIAMI, FL 3[redacted]

HOME: [redacted] CONT:N/A

BUS: [redacted] CELL:

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GM PERFORMANCE PARTS

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105851
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INVOICE

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		24880/24880	[redacted]

DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			16:12 27JUL10	CASH	SC	29JUL10

R.O. OPENED	READY	OPTIONS:
09:56 27JUL10	10:37 29JUL10	STK: [redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	HOURS				LIST	NET	TOTAL
A	CUST STATES ENGINE LIGHT ONBN									
	NPF UNABLE TO DUPLICATE ANY PROBLEM/NO PROBLEM FOUND [redacted]									
			CCT						0.00	0.00
PARTS:	0.00	LABOR:		0.00	OTHER:	0.00	TOTAL LINE A:			0.00
	24880 NO PROBLEM FOUND TECH 8418.									
	**********									
B	EBULB									
	EBULB TAIL LAMP BULB-REPLACE ANY ONE TAIL LAMP BULB INCLUDING 3RD BRAKE LAMP-14.95 [redacted]									
			CCT						7.81	7.81
	1 12450108	BULB						7.14	7.14	7.14
PARTS:	7.14	LABOR:		7.81	OTHER:	0.00	TOTAL LINE B:			14.95
	24880 MENU FOR STOP LIGHT TECH 8418									
	**********									
C	CUST STATES AT TIMES IGNITION KEY DOES NOT OPEN IGNITION									
	98 PARTS ONLY									
	8418 WALTERS,ANTON LIC#: 8418									
			CCT						0.00	0.00
	1 15026223	KEY						11.63	11.63	11.63
PARTS:	11.63	LABOR:		0.00	OTHER:	0.00	TOTAL LINE C:			11.63
	24880 CUT NEW KEY TECH 8418 N/C									
	**********									
D	MULTI POINT INSPECTION NOT COMPLETED THIS VISIT									
	MULTI-N MULTI POINT INSPECTION NOT COMPLETED THIS VISIT [redacted]									
			CCT						0.00	0.00
PARTS:	0.00	LABOR:		0.00	OTHER:	0.00	TOTAL LINE D:			0.00

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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

The state of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

X _____
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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Aug. 9. 201. 3:07PM Rosalud No. 6599 P. 28

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GM PERFORMANCE PARTS

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

CUSTOMER #[redacted]

[redacted]

INVOICE

[redacted]

PAGE 1

1042 SW 12 COURT
MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]	[redacted]	24097/24097	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			14:06 14JUN10		CASH	14JUN10

R.O. OPENED	READY	OPTIONS:
10:00 14JUN10	13:24 14JUN10	STK: [redacted] ENG:4.2 LITER DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES ENGINE LIGHT ON NC NO CHARGE [redacted]						
			CCT			0.00	0.00

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

24097 CHECK AND FOUND CODE P01400 NO CURRENT CODE SET PASSING AT THIS TIME RESET LIGHT TECH 8418 N/C

****

B MULTI POINT INSPECTION NOT COMPLETED THIS VISIT MULTI-N MULTI POINT INSPECTION NOT COMPLETED THIS VISIT [redacted]

CCT 0.00 0.00

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

****

C PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT [redacted]

CCT 0.00 0.00

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

****

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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

The state of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

X
CUSTOMER SIGNATURE

PAYMENT METHOD

X CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

Aug. 9. 201. 3:07PM Prosalud No. 6599 P. 29

STOMER #: [redacted]

[redacted]

ACCOUNTING

Maroone Chevrolet

Formerly Abraham Chevrolet

SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105801
www.maroone.com

[redacted]

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		29376/29376	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			15:12 16FEB11	VISA	VMC	18FEB11

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG:4.2 LITER DOHC
09:08 16FEB11	17:07 17FEB11			

LINE OPCODE TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUST STATES FRONT SUSPENSION LOOSE ADVISE								
CAUSE: FOUND BOTH FRONT LOWER CONTROL ARM BUSHINGS COMING APART NECC								
REPL BOTH LOWER CONTROL ARM BRACKETS PC 3/15/11								
E3538 BRACKET, FRONT LOWER CONTROL ARM RIGHT								
REPLACE [redacted] +248.74								
WCT 1.35	0.90		2655	8545			85.46	85.46
1 25918965 BRACKET			9277	16328	0	163.28	163.28	163.28
E3539 BRACKET, FRONT LOWER CONTROL ARM LEFT								
REPLACE [redacted] PC 3/15/11								
WCT 0.00	0.90		2655	8545 +251.78			85.46	85.46
1 25918964 BRACKET			9450	16632	0	166.32	166.32	166.32
CC: 0590								
EC: 658L Goodwill Policy Decision								
PART#: 25918965			18727	32960 TPARTS				
COUNT: 1								
CLAIM TYPE: ZREG								
AUTH CODE: (A) [signature]			5310	17092 TLABOR				
VERSION 1 (EMP# 7775, 17FEB11 15:11): 29376 FOUND BOTH FRONT LOWER CONTROL ARM BUSHINGS COMING APART NEC TO REPLACE BOTH SIDES LOWER CONTROL ARM BRACKETS ROAD TEST OK								
B PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT								
GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT								
[redacted]								
CCTR 0.00	0.00		0	0			0.00	0.00
C Customer Has Declined A Multi-Point Inspection A This Time								
MULTI-D Customer Has Declined A Multi-Point Inspection A This Time								
[redacted]								
CCTR 0.00	0.00		0	0			0.00	0.00
D** F8*FOUR WHEEL ALIGNMENT $89.95								

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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The state of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

X
CUSTOMER SIGNATURE

PAYMENT METHOD	
>CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

DCAP @2005 ADP (05/08)

WARRANTY COPY

PRIVILEGED ☐ CONFIDENTIAL - PREPARED FOR COUNSEL

BRC CASE ASSESSMENT

Latest Revision Date: 09/13/11

All Fields Are Required
(Do not delete or modify any sections of this form)

SR: 71-[redacted]
By: Julia/ Legal

GM Legal File / BBB Case No.: N/A
Negotiator: Julia

Customer Last Name: [redacted]
Only customer's last name to be recorded. Do not include first name.

State: FL (Florida)

Vehicle ID No.:	In Service Date:	Vehicle Purchased:	BAC Code:
1GNDS13S3721[redacted]	01/18/2007	New	114774

Year, Make & Model: 2007, Chevrolet Trailblazer

Vehicle Purchased Used on: N/A

Current Mileage: 34,457

Dealer Name : Maroone Chevrolet of Miami

Sale Type: Purchase [X] Lease [ ] Other [ ] :

CAM Name: Wes Preece
Phone Number: 678-240-9832

Lien holder: GMAC [ ] Other [X] : SunTrust Bank

DVM Name: Tom Thornton
Phone/Cell Number: 502-216-5146

Purchase Price of Vehicle: $25,365.00

Was TAC contacted for this vehicle (Y/N)? : Yes

DVM requests involvement?: Yes

Attorney Involvement: Krohn & Moss/ Brent Wikgren
Phone Number : 312-578-9428 x203
Fax Number : 866-431-5576

Service Manager Name: Juan Aleman
Phone Number : 305-442-1000

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary.
N/A

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.
N/A

If TAC was contacted, what did they say? (Include TAC case ☐)
-TAC SR☐[redacted]:

Strategy based diagnostics (Siebel version 1)
n Y/N Modification details?
N Y/N Has the concern been duplicated.
Y Relevant DOC & diagnosis or attempt to duplicate?
SI DOC used? [redacted]7
Callers name - Anton Walters tech
Customer concern - SES light on.

Dealer comments/diagnosis ☐Tech states he cannot duplicate, but p1400 sets for customer. Checked engine out per diagnostic chart. Asking for any help.

☐☐☐

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

☐ Steering

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

☐ Transmission

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

☐ Axle

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

☐ Body/Trim

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/13/09	[redacted]	2	14,585	C/S drivers side seat cover panel on side coming apart/ Check and found that driver bezel is coming apart ☐Need to replace, now back to GM specs.
		☐		C/S passenger side seat cover side panel coming apart/ Check and found that passenger side bezel is coming apart ☐Need to replace, now back to GM specs. **Days verified with the svc mgr.**
04/24/09		1	14,803	C/S right front door not open from outside/ Check and found that rod is off ☐Need to R&R passenger door glass to reinstall rod back to GM specs.
08/21/09		2	17,440	**PER GLOBAL WARRANTY, RO MISSING. SVC MGR UNABLE TO LOCATE RO.** Windshield washer nozzle replacement. **Days verified with the svc mgr.**

☐ Chassis

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

☐ Electrical

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/02/09	[redacted]	2	17,495	C/S vehicle towed in does not start/ Vehicle does not start. Check and found vehicle does not start found in test battery out 12.93 volts. Performed battery testing, found battery failed load test ☐Replaced battery and vehicle working to specs.
07/27/10	[redacted]	☐	24,880	Replaced bulb tail lamp.
	[redacted]	☐		C/S at times ignition key does not open ignition ☐Cut new key.
02/09/11	[redacted]	1	29,220	C/S at times head lights do not come on at night/ Open headlamp relay, perform diagnosis. Found headlamps at times check power and ground to relay circuits ok. Test relay with fluke meter reads open ☐Replaced open relay. Check power and ground and test relay to isolate customer concern. Replace headlamp relay to fix concern. **Goodwill repair.**
08/08/11	[redacted]	1	34,457	C/S head lights at times turns off ☐**Note this RO is for information only. Customer has been here in the past since the vehicle was new with concern that the lights turn off by themself. We have had vehicle in the drive but were not able to duplicate concern on any of these visits. Note only RO [redacted] on 02/09/2011 with 29,220 miles we replaced head light relay for this concern. Customer states that lights still come off at times and stated cover under customer goodwill. Customer states he will return for assistance. Ok, Juan P. Aleman 08/08/11.**
09/07/11	[redacted]	1	35,295	C/S all lights at times turn odd at any time, FINAL REPAIR/ Check and found all interior and exterior lights working at this time like it should be tech 8418 no concern. Note we also checked with tech 2 and found no codes stored at this time. Found all the lights to be working as per design. **They come on and off as they are designed to work. Also the only light on in the dash was oil light which is due to the oil change needed to be done, which the customer paid to have the service done with us ☐At this time the vehicle is working as per design.**

☐ Glass

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

☐ HVAC

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/04/09	[redacted]	1	17,709	C/S AC does not blow cold ☐**No work performed.**
11/27/09	[redacted]	☐	19,669	C/S AC is not blowing air on speed ☐1, ☐2, ☐3 & ☐4/ Confirmed customer concern. Checked circuit found circuit ok but blower resistor packed internally opened ☐Replaced AC blower motor resistor. Checked operation, working on all speeds as designed after repair.

☐ Paint

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

☐ Suspension

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/16/11	[redacted]	2	29,376	C/S front suspension loose advise/ Found both front lower control arm bushings coming apart ☐Necessary to replace both side lower control arm brackets road test ok.

☐ Wheel/Tires

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

☐ Recalls / Campaigns

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

☐ Other

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/01/07	5[redacted]	N/A	13	Per the svc mgr Juan Aleman, there was a scratch on the bumper. This was something that happened in the dealer lot. It was owed to the customer at the time of the purchase.
06/14/07	5[redacted]	N/A	3,069	Performed LOF.
11/27/07	5[redacted]	N/A	6,139	Performed LOF, multi point inspection and tire rotation.
10/10/08	5[redacted]	N.A	11,398	Performed LOF & multi point inspection. Recommended to rotate tires.
04/13/09	5[redacted]	☐	14,585	Performed LOF.
09/04/09	5[redacted]	☐	17,709	Replaced engine air filter.
01/08/10	5[redacted]	N/A	20,616	Performed LOF.
05/25/10	5[redacted]	N/A	23,655	Performed LOF.
01/17/11	6[redacted]	N/A	28,642	Performed LOF.
02/16/11	6[redacted]	☐	29,376	Performed 4-wheel alignment.
09/07/11	6[redacted]	☐	35,295	Performed LOF.

Important: SES light is to be captured under affected component above.

ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N) No

Did you confirm your answer with the dealer/Customer (if ADR)/attorney (if Legal)? (Y or N) Yes

What type of damage was sustained (example: front end collision)?
N/A

Are the RO's attached if the vehicle was in an accident? (Y or N) N/A

Has the customer filed any insurances claims on this Vehicle? (Y or N) Yes

If Yes obtain the following information below

Insurance Company: N/A

Insurance Rep : N/A
(First and Last Name)

Phone ☐ N/A

Claim Made? (Y or N): N/A

Claim Status: N/A
Pending/Denied/NA

Claim ☐ N/A

Did Insurance Company refer customer to GM? (Y or N) N/A

If Yes. Did the insurance company deny the claim? (Y or N) N/A

AFTERMARKET MODIFICATIONS:

Are there any Aftermarket Modifications to the Vehicle? (Y or N) No

If ☐Yes☐to aftermarket, please list:
Be sure to note retailer installed or third party installed as well as date and mileage if known. Repeat as necessary. Include the name of the third party installer.
N/A

Have you confirmed modification with the dealership? (Y or N) Yes

PERTINENT FACTS FROM All SR☒ RELATED TO THIS VIN:

Concern: CAC SR☐[redacted]
Date ☐ Offer/Result: Open: 2/16/2011 Closed: 3/1/2011

Customer☒ issues are with the headlamps not working. The dealership was unable to duplicate the issue. CRS was unable to get in touch with the customer, file was closed with a UTC letter.

Concern: CAC SR☐[redacted]
Date ☐ Offer/Result: Opened: 8/1/2011 Closed: 8/11/2011

Customer☒ issue is with the headlights not working. Pending the dealership to duplicate it to assist. Customer advice will hire lawyer.

Concern: FRA SR# 7[redacted]
Date & Offer/Result: Open: 8/16/2011 Closed:

FRA is set for 9/7/11. – FRA completed – CND.

BBB PROGRAM SUMMARY ASSESSMENT:
(*Note: This section only applicable for ADR cases*)

What State is BBB Case Filed In? {State}

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:
{Eligibility Detail}

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:
{Eligibility Detail}

Customer/Plaintiff Seeks:

Repurchase & attorney fees.

Customer/Plaintiff Theory:

Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding # of repair visits, days out of service, or specific alleged violations.

There are numerous defects and non-conformities present in my clients automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. You are hereby notified that these defects and non-conformities include, but are not limited to:

1. Defective fuel system as evidenced b vehicle has excessive fuel usage;
2. 2. Defective engine as evidenced by a whining noise from engine pulley area;
3. 3. Defective electrical system as evidenced by the illumination 0f check engine, and intermittently headlights will not come on at night;
4. 4. Defective body/trim as evidenced by driver's side seat cover panel on side coming apart, passenger side seat cover on side panel coming apart, intermittently ignition key does not ignite vehicle, and right front door will not open from outside;
5. 5. Defective climate control system as evidenced b air conditioner does not blow cold air;
6. 6. Defective fuel system as evidenced by fuel gauge does not register properly;
7. 7. Defective suspension as evidenced by front suspension is loose; and
8. 8. All additional complaints made b our client, whether or not they are contained in your company's records or on any dealer repair orders.

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: Yes

Under what State?	FL (Florida)	Claimed Presumptive?	Yes
Does Purchase Qualify?	Yes	If not, why?	N/A

State Presumption Is:

# of Visits for a Non-Conformity?	3+	# of Days out of Service?	30+
# of visits for a Safety Complaint?	N/A	# of Visits Total?	N/A
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim?	24 months from warranty start date		

Vehicle Service History (During Presumptive Period) is:

# of Visits for a Non-Conformity?	0	# of Days out of Service?	0
# of visits for a Safety Complaint?	N/A	# of Visits Total?	N/A
Complaint appears to Continue?	Yes	Final Repair/Arbitration Complete?	Yes

Does History appear Presumptive: No

Vehicle Service History (During Limited Warranty Period) is:

# of Visits for a Non-Conformity?	3-Engine 3-Trim 1-Electrical 2-HVAC	# of Days out of Service?	10
# of visits for a Safety Complaint?	N/A	# of Visits Total?	N/A
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Req'd?	Yes

Related Repairs beyond NVLW: Yes

Customer Pay?	No	If no, identify responsible party:	Goodwill, dealer, Powertrain warranty
Additional Days out of Service?	2-Engine 4-Electrical 1-Suspension	Additional # of Repair Visits?	9

Other Considerations: Yes

Outcome/Findings of Arb/Final Repair:		FRA was set for 9/7/11. One day, /S all lights at times turn odd at any time, FINAL REPAIR/ Check and found all interior and exterior lights working at this time like it should be tech 8418 no concern. Note we also check with tech 2 and found no codes stored at this time. Found all the lights to be working as per design. **They come and off as they are designed to work. Also the only light on in the dash was oil light which is due to the oil change needed to be done, which the customer paid to have the service done with us – At this time the vehicle is working as per design.**
Prior Goodwill/reimbursement:	Yes	2/9/11 Goodwill repair with the replacement of the headlamp relay due to headlights turning off at times.
Out of Pocket Expenses:	No	N/A

RECOMMENDATION AND RATIONALE:

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

Pertinent vehicle information provided by DVM/DSM/CAM:
Email from area rep Tom Thornton:

Option B please.
TT

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

Pertinent vehicle information provided by dealer Service Manager:
No information provided.

Identify at least three main strengths of the customer's case?
-3 engine concern within warranty.
-3 trim concern within warranty.

Identify at least three main weaknesses of the customer's case?
-Appears not to meet presumption.
-Concern seems to not be duplicated.
-

Are there any considerations to be made under other applicable laws? (Explain in detail)
Mag & Moss & UCC.

Recommendation:

Cash $2-$4 inclusive.

Rationale:

Vehicle does not appear to meet presumption. Customer has had 3 concern with the engine and 3 for the trim. All have been different issues. FRA was completed and dealership was not able to duplicate the issue with the lights coming on. Dealer has documented that they have not been able to duplicate the issue with the lights coming on. The dealer has replaced the headlamp relay once for the lights issues. There is nothing that would impair the use, value or safety of the vehicle. Due to the fact that the dealership did replace the headlamp relay for the issue with the lights coming on and the customer alleges that the issue still exist a small cash settlement, for customer satisfaction.

Settlement/Defense Strategy:

Cash settlement/ Due to customer's inconvenience for repeated issue.

HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for Legal Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Plaintiff's Original Demand: Amount to Plaintiff/Atty: ${Amount}/${Amount} Inclusive Offer: ${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Initial Offer: Amount to Plaintiff/Atty: ${Amount}/${Amount} Inclusive Offer: ${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: ${Amount}/${Amount} Inclusive Offer: ${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: ${Amount}/${Amount} Inclusive Offer: ${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: ${Amount}/${Amount} Inclusive Offer: ${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: Amount to Plaintiff/Atty: ${Amount}/${Amount} Inclusive Offer: ${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Recommendation of CRS:		**Arbitrate case:** ☐	**Settle case:** ☐
Settlement Type:	{GW/Repurchase/Repair}		**Attorney Fees (if applicable):** **$**{Amount}
Recommendation of Field:		**Arbitrate case:** ☐	**Settle case:** ☐
Settlement Type:	{GW/Repurchase/Repair}		**Attorney Fees (if applicable):** **$**{Amount}
Final Decision:		**Arbitrate case:** ☐	**Settle case:** ☐
Settlement Type:	{GW/Repurchase Repair}		**Attorney Fees (if applicable):** **$**{Amount}

TEAM LEAD APPROVING: {Name} **Date:**{mm/dd/yy}

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.

Maroone Chevrolet
Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-800-322-3389 FAX 305-443-1799

[redacted]
ACCOUNTING

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

HOME: BUS:

SERVICE ADVISOR: 7001 ESTHER SANTAMARIA R

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		12/12	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PAYMENT	INV. DATE
IS			16:12 24OCT06		CASH	20OCT06

R.O. OPENED	READY	OPTIONS:
18:36 19OCT06	12:15 20OCT06	STK:[redacted] ENG:4.2 LITER DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PRE DELIVERY INSPECTION BASE TIME										
	Z7000	PRE DELIVERY INSPECTION BASE TIME [redacted]									
			I	0.00	1.30	1300	11025			110.25	110.25
B	NEW VWHICLE DELIVERY DETAIL										
	IPDI	NEW VWHICLE DELIVERY DETAIL [redacted]									
			IC	0.00	0.00	0	0			0.00	0.00
	SUBL	DETAIL	IC			6700	8040			80.40	80.40
C	SAFE	PARTS 426199884									
	SAFE	SAFE PARTS APPLICATION [redacted]									
			IC	0.00	0.20	200	1938			19.38	19.38

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000. Please complete your survey and return it!!! Thank you for your business.

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

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
[redacted]	11025	1300		461/520	1938	200	
	8040	6700		461/263	11025	*******	A59809
	9978	*******					

COST, SALE, & COMP TOTALS 8200 21003 0

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of $50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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WARRANTY COPY

[redacted]

INVOICE

PAGE 1

Maroone Chevrolet
Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-800-322-3389 FAX 305-443-1799
Goodwrench Quick Lube Plus The Blues means better. Goodwrench Quick Lube Plus
GM PERFORMANCE PARTS
STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105801
PRO SHOP
www.maroone.com

HOME: BUS:

SERVICE ADVISOR: 7001 ESTHER SANTAMARIA R

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		12/12	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
IS			16:12 24OCT06		CASH	20OCT06

R.O. OPENED	READY	OPTIONS:
18:36 19OCT06	12:15 20OCT06	ST[redacted] ENG:4.2 LITER DOHC

LINE OPCODE	TECH	TYPE	HOURS				LIST	NET	TOTAL
A PRE DELIVERY INSPECTION BASE TIME									
Z7000 PRE DELIVERY INSPECTION BASE TIME [redacted]		I						110.25	110.25
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:			0.00
**********									
B NEW VWHICLE DELIVERY DETAIL									
IPDI NEW VWHICLE DELIVERY DETAIL [redacted]		IC						0.00	0.00
SUBL DETAIL		IC						80.40	80.40
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:			0.00
**********									
C SAFE PARTS 426199884									
SAFE SAFE PARTS APPLICATION [redacted]		IC						19.38	19.38
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:			0.00
**********									

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of $50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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DADE COUNTY REGISTRATION #MVR-00105801
PRO SHOP
www.maroone.com

[redacted]

MIAMI, FL
HOME: [redacted]

INVOICE

PAGE 1

SERVICE ADVISOR: 3028 MOISES 'MORO' BENHA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		13/13	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PAYMENT	INV. DATE
18JAN07 IS			12:00 02FEB07		CASH	02FEB07

R.O. OPENED	READY	OPTIONS:
13:25 01FEB07	12:06 02FEB07	STK: [redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PAINT SHUTTLE OF MIAMI						
	TPS	PAINT SHUTTLE OF MIAMI [redacted]					
			IC		0.00	0.00	
SUBL	THEPAINTSHUTTLE#4392 PO#1807345						
			IC		150.00	150.00	

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

****

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X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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WATS 1-800-322-3389 FAX 305-443-1799

Goodwrench Quick Lube Plus The Plus means better. Goodwrench Quick Lube Plus

PERFORMANCE PARTS

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

[redacted]

INVOICE

[redacted]

MIAMI, FL [redacted]
HOME [redacted]

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARICA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		3069/3069	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	PAYMENT	INV. DATE
18JAN07 IS			18:30 14JUN07	SEE BELOW	SGMPP	14JUN07

R.O. OPENED	READY	OPTIONS:
09:48 14JUN07	10:39 14JUN07	STK[redacted] ENG:4.2 LITER DOHC

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP							
	M0046		MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP[redacted]					
			CQT				6.56	6.56
	1	89017342	FILTER			11.97	5.60	5.60
	7	12345616**	OIL			4.28	1.12	7.84

PARTS: 13.44 LABOR: 6.56 OTHER: 0.00 TOTAL LINE A: 20.00

3069 LOF TECH 3572 .3

****

** PO NO.: KSKSKSKSKSKSKSKSSKKS **

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Please complete your survey and return it!!!
Thank you for your business.

Pd cm 805
6/18/7
$20.00

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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The State of Florida requires a $1.00 fee to be collected for each new tire sol[redacted] $1.50 fee to be collected for each new or [redacted] state, [s.403.7185].

X [redacted] STOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	6.56
PARTS AMOUNT	13.44
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	20.00
LESS INSURANCE	20.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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[redacted]

[redacted]

[redacted]

MIAMI, FL [redacted]

HOME: [redacted]

INVOICE

PAGE 1

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STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105801
www.maroone.com

SERVICE ADVISOR: 7963 ADAN SIERRA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		6139/6139	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	TO NO.	PAYMENT	INV. DATE
18JAN07 DD			18:30 29NOV07		SGMPP	27NOV07

R.O. OPENED	READY	OPTIONS:
10:20 27NOV07	11:30 27NOV07	STK:[redacted] ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
A MAINTENANCE SERVICE LUBRICATION, OIL AND FILTER CHANGE				
CAUSE: LOF				
M0046 MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP [redacted]				
	CQT		8.85	8.85
1 89017342 FILTER		12.39	4.50	4.50
7 12345616** OIL		4.28	0.95	6.65
PARTS: 11.15 LABOR: 8.85 OTHER: 0.00		TOTAL LINE A:		20.00
6139 LOF LOF TECH 3572 .3				
**********				
B CUSTOMER REQUEST TO PERFORM MULTI POINT INSPECTION.				
99P CUSTOMER REQUEST TO PERFORM MULTI POINT INSPECTION. [redacted]				
	CCT		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE B:		0.00
6139				
**********				
C *F6* TIRE ROTATION $19.95				
CAUSE: TIRE ROTATION				
F6 *F6* TIRE ROTATION $19.95 [redacted]				
	CMT		12.95	12.95
PARTS: 0.00 LABOR: 12.95 OTHER: 0.00		TOTAL LINE C:		12.95
6139 TIRE ROTATION TIRE ROTATION TECH 3572 .3				
**********				
CUSTOMER PAY SHOP SUPPLIES AND OR DISPOSAL FEES AS ADVISED FOR REPAIR O				0.89

Pd cm 853 12/3/7 + 20.00

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of $50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

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X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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[redacted]

[redacted]

INVOICE

PAGE 2

MIAMI, FL [redacted]
HOME [redacted] BU [redacted]

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DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP
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SERVICE ADVISOR: 7963 ADAN SIERRA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		6139/6139	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	PAYMENT	INV. DATE
18JAN07 DD			18:30 29NOV07		SGMPP	27NOV07

R.O. OPENED	READY
10:20 27NOV07	11:30 27NOV07

OPTIONS: STK: [redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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Please complete your survey and return it!!!
Thank you for your business.

STATE SALES TAX 6%	0.53
DADE COUNTY TAX.5%	0.08

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SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of $50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The Stat[redacted]fee to be collected for each new tire sold in th[redacted].50 fee to be collected for each new or reman[redacted]te, [s.403.7185].

X [redacted]
SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	21.80
PARTS AMOUNT	11.15
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.89
TOTAL CHARGES	33.84
LESS INSURANCE	20.00
SALES TAX	0.61
PLEASE PAY THIS AMOUNT	14.45

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FILE COPY

CUSTOMER # [redacted]

[redacted]

MIAMI, FL [redacted]

HOME: CONT:N/A

BUS: CELL:

INVOICE

PAGE 1

Maroone Chevrolet
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SERVICE
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STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP
www.maroone.com

SERVICE ADVISOR: 3493 JESUS CRUZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		11398/11398	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			11:48 10OCT08		SGMPP	10OCT08

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:4.2_LITER_DOHC
09:41 10OCT08	11:52 10OCT08	

LINE OPCODE TECH TYPE HOURS					LIST	NET	TOTAL
A MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP							
M0046 MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP [redacted]							
	CQT					3.41	3.41
1	89017342 FILTER				13.59	4.55	4.55
7	12345616** OIL				5.95	1.72	12.04
PARTS: 16.59	LABOR: 3.41	OTHER: 0.00			TOTAL LINE A:		20.00

Pd Cm 944 10/16/8 $20.00

11398 LOF LOF TECH 3572 .3

****

B MULTI POINT INSPECTION NOT REQUIRED AT THIS TIME.
99N MULTI POINT INSPECTION NOT REQUIRED AT THIS TIME.
[redacted]

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

****

C** RECOMMENDED SERVICE - ROTATE TIRES
DSRT RECOMMENDED SERVICE - ROTATE TIRES
[redacted]

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

****

[redacted]

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Thank you for your business.

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SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of $59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

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X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	3.41
PARTS AMOUNT	16.59
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	20.00
LESS INSURANCE	20.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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CUSTOMER #: [redacted]

[redacted]

MIAMI, FL [redacted]

HOME: CONT:N/A

BUS: CELL:

[redacted]

INVOICE

PAGE 1

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DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		14585/14585	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	S.A.NO.	PAYMENT	INV. DATE
18JAN07 DD			13:24 13APR09		SGMPP	14APR09

R.O. OPENED	READY	OPTIONS:
10:05 13APR09	10:55 14APR09	STK[redacted] ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL
A MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP						
M0046 MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP [redacted]						
	CQT				5.00	5.00
1	89017342 FILTER			14.01	4.68	4.68
6	12345616** OIL			5.95	1.72	10.32
PARTS: 15.00	LABOR: 5.00	OTHER: 0.00		TOTAL LINE A:		20.00

Pd Cm 998 4/24/9 $20.00

14585 LOF LOF TECH 3572 .3

****

B CUST STATES DRIVERS SIDE SEAT COVER PANEL ON SIDE COMING APART
CAUSE: CLOSEST OP TO REPL BOTH LFT ANRT FRT SEAT LOWER OUTER FINISH PANEL CAME LOOSE
C6567 DRIVER OR PASSENGER SEAT OUTER ADJUSTER LOWER FINISH COVER REPLACEMENT
3277 QUILES,ERIC LIC#: 3277

	WC			28.49	28.49
1	89042221 COVER		21.60	21.60	21.60
1	89042242 COVER		18.50	18.50	18.50

FC: 2W
PART#: 89042221
COUNT: 2
CLAIM TYPE:
AUTH CODE:
ON

Pd Cm 998 4/24/9 $68.58

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

14585 CK AND FOUND THAT DRIVER BEZOL IS COMING APARTE NEED TO REPLACE NOW BACK TO GM SPECS TECH 3277

****

C CUST STATES PASS SIDE SEAT COVER SIDE PANEL COMING APART
SOL SEE REPAIR(S) ON OTHER LINE(S)

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of $59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

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X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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CUSTOMER #: [redacted]

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PAGE 2

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DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP
www.maroone.com

MIAMI, FL [redacted]
HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		14585/14585	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	PAYMENT	INV. DATE
18JAN07 DD			13:24 13APR09		SGMPP	14APR09

R.O. OPENED	READY	OPTIONS:
10:05 13APR09	10:55 14APR09	ST[redacted] ENG:4.2 LITER DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	[redacted]						
			CCT			0.00	0.00

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

14585 CK AND FOUND THAT PASS SIDE BEZOL IS COMING APARTE NEED TO REPLACE NOW BACK TO GM SPECS TECH 3277

****

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Please complete your survey and return it!!!
Thank you for your business.

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of $59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

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X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	5.00
PARTS AMOUNT	15.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	20.00
LESS INSURANCE	20.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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DADE COUNTY REGISTRATION #MVR-00105601
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CUSTOMER #: [redacted]

[redacted]

INVOICE

[redacted]

MIAMI, FL [redacted]

PAGE 1

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		14803/14803	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			13:48 24APR09		CASH	24APR09

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG:4.2 LITER DOHC
10:47 24APR09	17:21 24APR09			

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CUST STATES RIGHT FRONT DOOR NOT OPEN FROM OUTSIDE
CAUSE: R/R RT FRT DOOR LOOSE LOCK ROD
B4360 ROD, FRONT DOOR INSIDE LOCKING RIGHT
REPLACE
[redacted]
WC 37.98 37.98
FC: 2W PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ

Pd Cm 001
4/30/09 + 37.98

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

14803 CK AND FOUND THAT ROD IS OFF NEED TO R&R PASS DOOR GLASS TO REINSTOL ROD BACK TO GM SPECS TECH 3277

****

B MULTI POINT INSPECTION NOT REQUIRED AT THIS TIME.
99N MULTI POINT INSPECTION NOT REQUIRED AT THIS TIME.
[redacted]
CCI 0.00 0.00

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

****

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X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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CUSTOMER #: [redacted]

[redacted]

MIAMI FL [redacted]
HOME: [redacted] ONT:N/A
BUS: [redacted] ELL:

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DADE COUNTY REGISTRATION #MVR-00106601

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INVOICE

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		17495/17499	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PAYMENT	INV. DATE
18JAN07 DD			10:24 02SEP09		CASH	03SEP09

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG:4.2_LITER_DOHC
08:34 02SEP09	14:16 03SEP09			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A VEHICLE TOWED IN DOES NOT START							
CAUSE: REPL BATTERY FAILED MIDTRONICS TEST							
	N0110						
	[redacted]						
			WC			66.47	66.47
1	19001632		78-6YR		135.79	132.44	132.44
	FC: 3B8R9						
	PART#: 19001632						
	COUNT: 1						
	CLAIM TYPE:						
	AUTH CODE:						
	PN						
	T2020		TOWING				
	2977 OLIVERES,SERGIO LIC#: 1087						
			WC			0.00	0.00
	FC: 3B8R9						
	PART#:						
	COUNT: 0						
	CLAIM TYPE:						
	AUTH CODE:						
	PN						
SUBL EDDY TOWING,PO2850464,INV#60290							
	PO#582399						
			WC			45.00	45.00
	FC:						

Pd Cm 041 9/18/09 $198.91

Pd Cm 041 9/18/09 $45.00

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

17499 VEH DOES NOT START TECH 2977 CK AND FOUND VEH DOES NOT START, FOUND IN TEST ' BATTOUT 12.93VOLT 303 CCA REPLACE BATT, CODE 3Q1RU'RU 2DO TEST'IN 12.82 VOLT 262 CCA REPLACE BATT CODE 3BR9'RU, NESS TO REPLACE BATT. TECH 2977 ********** ********** OK DW .2 TO PERFORM BATTERY TESTING. FOUND

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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X

CUSTOMER SIGNATURE

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PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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 #[redacted]

[redacted]

[redacted]

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DADE COUNTY REGISTRATION #MVR-00106601
PRO SHOP
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MIAMI, FL
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		17495/17499	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			10:24 02SEP09		CASH	03SEP09

R.O. OPENED	READY	OPTIONS:	
08:34 02SEP09	14:16 03SEP09	STR[redacted]	ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
BATTERY FAILED LOAD TEST. REPLACE BATTERY AND VEHICLE WORKING TO SPECS. JOE CHAN 9/3/09							
**********							
B CUST STATES ENGINE LIGHT ON							
CAUSE: REPL COOLING FAN OVER SPEED							
	J3390	FAN CLUTCH REPLACEMENT [redacted]					
			WC			199.40	199.40
1	25790869	CLUTCH			455.94	401.23	401.23
FC: P0483							
PART#: 25790869							
COUNT: 1							
CLAIM TYPE:							
AUTH CODE:							
WG							

Pd Cm 041
9/18/09 + 600.23

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

17495 ENG LIGHT ON TECH 2977 CK AND FOUND DTC CODE P0483 AND COOLING FAN SYSTEM PERFORMANCE AND CODE P0493 COOLING FAN OVER SPEED. NESS TO REPLACE COOLING FAN CLUCTH, TECH 2977
****

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X
CUSTOMER SIGNATURE

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PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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CUSTOMER #: [redacted]

[redacted]

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DADE COUNTY REGISTRATION #MVR-00105601
www.maroonec.com

MIAMI [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLO	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M	07 CHEVROLET TRAILBLAZE	1GNDS13S3721[redacted]		17709/17709	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			14:06 04SEP09	CASH	SC	04SEP09

R.O. OPENED	READY	OPTIONS:
10:19 04SEP09	12:56 04SEP09	STK[redacted] ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES A/C DOES NOT BLOW COLD			
NC NO CHARGE [redacted]			
CCT		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
17709 SEE PREVIOUS REPAIR TECH 2977 N/C .			
**********			
B MULTI POINT INSPECTION NOT REQUIRED AT THIS TIME.			
99N MULTI POINT INSPECTION NOT REQUIRED AT THIS TIME. [redacted]			
CCT		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			
C** REPLACE ENGINE AIR FILTER-TRUCKS ONLY- $37.95			
F14T REPLACE ENGINE AIR FILTER-TRUCKS ONLY- $37.95 [redacted]			
CMT		10.33	10.33
1 19239713 ELEMENT	27.62	27.62	27.62
PARTS: 27.62 LABOR: 10.33 OTHER: 0.00 TOTAL LINE C:			37.95
17709 REPLACE AIR FILTER REPLACE AIR FILTER TECH 3572 0.2 H			
**********			
CUSTOMER PAY SHOP SUPPLIES AND OR DISPOSAL FEES AS ADVISED FOR REPAIR O			4.55

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X
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP
www.maroone.com

MIAMI FL [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COL	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M 07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		17709/17709	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			14:06 04SEP09	CASH	SC	04SEP09

R.O. OPENED	READY	OPTIONS: STK:[redacted] ENG:4.2_LITER_DOHC
10:19 04SEP09	12:56 04SEP09	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

STATE SALES TAX 6%	2.55
DADE COUNTY TAX.5%	0.43

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PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	10.33
PARTS AMOUNT	27.62
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.55
TOTAL CHARGES	42.50
LESS INSURANCE	0.00
SALES TAX	2.98
PLEASE PAY THIS AMOUNT	45.48

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CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

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MIAMI FL
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		19057/19057	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	PAYMENT	INV. DATE
18JAN07 DD			13:24 29OCT09		CASH	29OCT09

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:4.2_LITER_DOHC
10:17 29OCT09	13:23 29OCT09	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES WHINNING NOISE FROM ENG PULLEY AREA			
CAUSE: REPL WORN AND NOISEY IDLER PULLEY			
J0690 PULLEY, ACCESSORY DRIVE BELT IDLER REPLACE			
[redacted]			
WC		28.49	28.49
1 12618111 PULLEY	49.02	49.02	49.02
FC: 4X			
PART#: 12618111			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
NZ			

Pd cm 055
11/6/09 +77.51

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

19057 CHEKED AND FOUND NOISE COMING FROM IDDLE PULLEY. NECESSARY TO REPLACE IDDLE PULLEY DO TO BEARING ROUGHT AND CAUSING NOISE.

****

B CUSTOMER DECLINED MULTI POINT INSPECTION AT THIS TIME.			
99D CUSTOMER DECLINED MULTI POINT INSPECTION AT THIS TIME.			
[redacted]			
CCT		0.00	0.00

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

19057 OK

****

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PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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 #: [redacted]

[redacted]

[redacted]

INVOICE

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DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP
www.maroone.com

MIAMI [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		19057/19057	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			13:24 29OCT09		CASH	29OCT09

R.O. OPENED	READY	OPTIONS:
10:17 29OCT09	13:23 29OCT09	STK: [redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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WATS 1-888-674-9515 · FAX 305-443-1799
Goodwrench Quick Lube Plus The Heart means better. Goodwrench Quick Lube Plus
PERFORMANCE PARTS
STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP
www.maroone.com

CUSTOMER #: [redacted]

[redacted]

INVOICE

[redacted]

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		19669/19672	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	PAYMENT	INV. DATE
18JAN07 DD			13:36 27NOV09		CASH	27NOV09

R.O. OPENED	READY	OPTIONS: STK:[redacted] ENG:4.2_LITER_DOHC
09:08 27NOV09	14:52 27NOV09	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES FUEL GAUGE DOES NOT REGESTERS PROPERLY			
CAUSE: REPL SHORTED FUEL LEVEL SENSOR			
L1197 FUEL LEVEL SENSOR REPLACEMENT [redacted]			
WC		189.90	189.90
1 19178477 SEN KIT	124.20	109.30	109.30

CC: 0621
FC: 6581
PART#: 19178477
COUNT: 1
CLAIM TYPE: ZREG
AUTH CODE:

Pd +299.21
12/7/09

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

19672 CONFIRMED CUSTOMER CONCERN.SCANNED VEHICLE FOUND DTC P0463.CHECKED FUEL LEVEL SENSOR CIRCUIT AND FOUND CIRCUT OK.LOWERED GAS TANK .TESTED FUEL LEVEL SENSOR AND FOUND IT INTERMITTENLY OPENING.REPLACED FUEL LEVEL SENSOR.REINSTALLED GAS TANK.CHECKED OPERATION,WORKING AS DESIGNED.
****
OK DW .3 TO PERFORM FUEL LEVEL SENSOR CIRCUIT, FOUND WIRING CITCUIT IS OK BUT INTERNAL OPEN OF FUEL LEVEL SENSOR. R&R FUEL TANK TO REPLACE FUEL LEVEL SENSOR. CLEAR DTC AND RETEST VEHICLE FOR FUEL GAUGE CONCERN. FOUND WORKING TO SPECS JOE CHAN 11/27/09
****

B CUSTOMER DECLINED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT			
MULTI-D CUSTOMER DECLINED TO HAVE MULTI POINT			
INSPECTION PERFORMED THIS VISIT			
8038 RODRIGUEZ-REGO,FERNANDO C LIC#: 8038			
CCT		0.00	0.00

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

19669 NO WORK DONE

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of $59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

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GM Performance Parts

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

Pro Shop

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		19669/19672	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	PAYMENT	INV. DATE
18JAN07 DD			13:36 27NOV09		CASH	27NOV09

R.O. OPENED	READY	OPTIONS:
09:08 27NOV09	14:52 27NOV09	STK[redacted]NG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C** AT TIME AFTER WRITE CUSTOMER STATED THAT A/C IS NOT BLOWING AIR ON SPEED #1, #2,#3,& #4							
CAUSE: REPL OPEN AC BLOWER RESISTOR							
D1002 BLOWER MOTOR RESISTOR REPLACEMENT [redacted]							
			WC			47.48	47.48
1	89019100		RESISTOR		61.34	53.98	53.98

CC: 6581
FC: 0722
PART#: 89019100
COUNT: 1
CLAIM TYPE: ZREG
AUTH CODE:

Pd 4 101.46
12/7/09

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

19672 CONFIRMED CUSTOMER CONCERN.CHECKED CIRCUIT FOUND CIRCUIT OK
BUT BLOWER RESISTOR PACKED INTERNALLY OPENNED.REPLACED AC BLOWER MOTOR
RESISTOR.CHECKED OEPRATION,WORKING ON ALL SPEEDS AS DESIGNED AFTER
REPAIR.
********** OK
DW .2 TO PERFORM BLOWER CIRCUIT TESTING, FOUND BLOWER RESISTOR OPEN.
REPLACE BLOWER RESISTOR. JOE CHAN 11/27/09
****

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

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X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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CUSTOMER #: [redacted]

[redacted]

MIAMI FL
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

INVOICE

PAGE 1

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DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

Pro Shop

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		20616/20616	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			14:36 08JAN10		SGMPP	08JAN10

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:4.2_LITER_DOHC
09:03 08JAN10	10:00 08JAN10	

LINE	OPCODE	TECH	TYPE	HOURS			LIST	NET	TOTAL
A	MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP								
	M0046	MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP Pd 1/11/10							
	[redacted]								
			CQT				+20.00	8.10	8.10
	1	19210337	FILTER				10.41	3.50	3.50
	7	12345616**	OIL				4.72	1.20	8.40
PARTS:		11:90	LABOR:	8.10	OTHER:	0.00	TOTAL LINE A:		20.00

****

B	PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT								
	GTIRE	PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT							
	[redacted]								
			CCT					0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:		0.00

****

C	MULTI POINT INSPECTION NOT COMPLETED THIS VISIT								
	MULTI-N	MULTI POINT INSPECTION NOT COMPLETED THIS VISIT							
	[redacted]								
			CCT					0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:		0.00

****

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X

CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	8.10
PARTS AMOUNT	11.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	20.00
LESS INSURANCE	20.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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FILE COPY

STOMER #: [redacted]

[redacted]

ACCOUNTING

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DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

PAGE 1

M[redacted] CONT:N/A
H[redacted] CELL:
B[redacted]

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M 07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		23655/23655	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PAYMENT	INV. DATE
18JAN07 DD			15:00 25MAY10	SGMPP	25MAY10

R.O. OPENED	READY	OPTIONS:
09:35 25MAY10	11:50 25MAY10	STK:[redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP										
	M0046 MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP [redacted]										
			CQT	0.00	0.30	540	760			7.60	7.60
	1 19210337 FILTER					347	400	0	10.41	4.00	4.00
	7 12345616** OIL					826	840	0	4.72	1.20	8.40
	VERSION 1 (EMP# 3572,25MAY10 10:53): 23655 LOF LOF TECH 3572 .3										
B	CUSTOMER DECLINED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT										
	MULTI D CUSTOMER DECLINED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT [redacted]										
			CCT	0.00	0.00	0	0			0.00	0.00
C	PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT										
	GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT [redacted]										
			CCT	0.00	0.00	0	0			0.00	0.00

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Please complete your survey and return it!!!
Thank you for your business.

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

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
461/505T	760	540		461/480T	400	347	
461/492G	840	826		461/500T	0	0	
461/264	2000	*******					

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	1713	2000	0

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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

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X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	7.60
PARTS AMOUNT	12.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	20.00
LESS INSURANCE	20.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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WARRANTY COPY

CUSTOMER # [redacted]

[redacted]

[redacted]

MIAM[redacted]
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

INVOICE

PAGE 1

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DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		23655/23655	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			15:00 25MAY10		SGMPP	25MAY10

R.O. OPENED	READY	OPTIONS:
09:35 25MAY10	11:50 25MAY10	STK[redacted]ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP			
M0046 MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP			
[redacted]			
CQT		7.60	7.60
1 19210337 FILTER	10.41	4.00	4.00
7 12345616** OIL	4.72	1.20	8.40

PARTS: 12.40 LABOR: 7.60 OTHER: 0.00 TOTAL LINE A: 20.00

9d- 05/29/10 $20.00

23655 LOF LOF TECH 3572 .3

****

B CUSTOMER DECLINED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT
MULTI-D CUSTOMER DECLINED TO HAVE MULTI POINT
INSPECTION PERFORMED THIS VISIT
[redacted]

CCT	0.00	0.00

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

****

C PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR
NEXT VISIT
[redacted]

CCT	0.00	0.00

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

****

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Thank you for your business.

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Miscellaneous Shop Supplies and Waste Disposal Charges

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X _____
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	7.60
PARTS AMOUNT	12.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	20.00
LESS INSURANCE	20.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

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PERFORMANCE PARTS
STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-0010 5601
www.maroone.com
PRO SHOP

[redacted]
MIAMI FL
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		24097/24097	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			14:06 14JUN10		CASH	14JUN10

R.O. OPENED	READY	OPTIONS:
10:00 14JUN10	13:24 14JUN10	STK:[redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	HOURS				LIST	NET	TOTAL
A	CUST STATES ENGINE LIGHT ON									
	NC	NO CHARGE								
	[redacted]									
			CCT						0.00	0.00
PARTS:		0.00	LABOR:		0.00	OTHER:	0.00	TOTAL LINE A:		0.00

24097 CHECK AND FOUND CODE P01400 NO CURRENT CODE SET PASSING AT THIS TIME RESET LIGHT TECH 8418 N/C

****

LINE	OPCODE	TECH	TYPE	HOURS				LIST	NET	TOTAL
B	MULTI POINT INSPECTION NOT COMPLETED THIS VISIT									
	MULTI-N	MULTI POINT INSPECTION NOT COMPLETED THIS VISIT								
	[redacted]									
			CCT						0.00	0.00
PARTS:		0.00	LABOR:		0.00	OTHER:	0.00	TOTAL LINE B:		0.00

****

LINE	OPCODE	TECH	TYPE	HOURS				LIST	NET	TOTAL
C	PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT									
	GTIRE	PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT								
	[redacted]									
			CCT						0.00	0.00
PARTS:		0.00	LABOR:		0.00	OTHER:	0.00	TOTAL LINE C:		0.00

****

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X
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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FILE COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

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DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP
www.maroone.com

[redacted]
MIAMI, FL
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		24880/24880	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	PAYMENT	INV. DATE
18JAN07 DD			16:12 27JUL10	CASH	SC	29JUL10

R.O. OPENED	READY	OPTIONS:	STK:	ENG:
09:56 27JUL10	10:37 29JUL10		[redacted]	4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	HOURS				LIST	NET	TOTAL
A	CUST STATES ENGINE LIGHT ONBN									
	NPF UNABLE TO DUPLICATE ANY PROBLEM/NO PROBLEM FOUND									
	[redacted]									
			CCT						0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:			0.00
	24880 NO PROBLEM FOUND TECH 8418.									
	**********									
B	EBULB									
	EBULB TAIL LAMP BULB-REPLACE ANY ONE TAIL LAMP BULB INCLUDING 3RD BRAKE LAMP-14.95									
	[redacted]									
			CCT						7.81	7.81
	1 12450108 BULB							7.14	7.14	7.14
PARTS:		7.14	LABOR:	7.81	OTHER:	0.00	TOTAL LINE B:			14.95
	24880 MENU FOR STOP LIGHT TECH 8418									
	**********									
C	CUST STATES AT TIMES IGNITION KEY DOES NOT OPEN IGNITION									
	98 PARTS ONLY									
	[redacted]									
			CCT						0.00	0.00
	1 15026223 KEY							11.63	11.63	11.63
PARTS:		11.63	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:			11.63
	24880 CUT NEW KEY TECH 8418 N/C									
	**********									
D	MULTI POINT INSPECTION NOT COMPLETED THIS VISIT									
	MULTI-N MULTI POINT INSPECTION NOT COMPLETED THIS VISIT									
	[redacted]									
			CCT						0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:			0.00

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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

The state of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

X
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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FILE COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

MIAMI FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

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DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP
www.maroone.com

INVOICE

PAGE 2

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		24880/24880	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	PAYMENT	INV. DATE
18JAN07 DD			16:12 27JUL10	CASH	SC	29JUL10

R.O. OPENED	READY	OPTIONS:
09:56 27JUL10	10:37 29JUL10	STK:[redacted] ENG:4.2 LITER DOHC

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
E	TIRES CLOSE TO REPLACEMENT							
	YTIRE			TIRES CLOSE TO REPLACEMENT [redacted]				
			CCT				0.00	0.00

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

****

CUSTOMER PAY SHOP SUPPLIES AND OR DISPOSAL FEES AS ADVISED FOR REPAIR O 3.19

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

STATE SALES TAX 6% 1.79
DADE COUNTY TAX.5% 0.30

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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X [redacted]
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	7.81
PARTS AMOUNT	18.77
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.19
TOTAL CHARGES	29.77
LESS INSURANCE	0.00
SALES TAX	2.09
PLEASE PAY THIS AMOUNT	31.86

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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FILE COPY

STOMER #: [redacted]

[redacted]

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DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COL	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M 07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		28642/28642	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			14:54 17JAN11		CASH	17JAN11

R.O. OPENED	READY	OPTIONS:
10:04 17JAN11	10:57 17JAN11	STK: [redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	GMPP										
	Lube, Oil and Filter										
	CAUSE: OIL AND FILTER CHANGE										
	M0046 GMPP Lube, Oil and Filter [redacted]										
			WCXGO	0.00	0.30	540	541			5.41	5.41
	1	19210337	FILTER			347	416	0	10.41	4.16	4.16
	7	12345616**	OIL			868	1043	0	2.42	1.49	10.43
	FC: PART#: 19210337 COUNT: 1					1215	1459	TPARTS			
	CLAIM TYPE: ZSCT										
	AUTH CODE:										
						540	541	TLABOR			
	VERSION 1 (EMP# 3572,17JAN11 10:42): 28642 LOF LOF TECH 3572 .3										
B	PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT										
	GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT [redacted]										
			CCTR	0.00	0.00	0	0			0.00	0.00
C	MULTI POINT INSPECTION NOT COMPLETED THIS VISIT										
	MULTI-N MULTI POINT INSPECTION NOT COMPLETED THIS VISIT [redacted]										
			CCTR	0.00	0.00	0	0			0.00	0.00

Pd 01/18/11 $20.00

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000. Please complete your survey and return it!!! Thank you for your business.

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

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
461/510	541	540		461/481	416	347	
461/492G	1043	868		461/500T	0	0	

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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WARRANTY COPY

STOMER #[redacted]

[redacted]

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[redacted]

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

PAGE 2

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741 DADE COUNTY REGISTRATION #MVR-00105801 www.maroone.com

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		28642/28642	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			14:54 17JAN11		CASH	17JAN11

R.O. OPENED	READY	OPTIONS:
10:04 17JAN11	10:57 17JAN11	STK:[redacted] NG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
461/2640			2000	*******		461/226S			0	*******	

COST, SALE, & COMP TOTALS 1755 2000 0

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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X
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

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INVOICE

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		28642/28642	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DL			14:54 17JAN11		CASH	17JAN11

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:4.2_LITER_DOHC
10:04 17JAN11	10:57 17JAN11	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	GMPP				Lube, Oil and Filter			
	CAUSE: OIL AND FILTER CHANGE							
	M0046		GMPP		Lube, Oil and Filter [redacted]			
					WCXGO		5.41	5.41
	1				19210337 FILTER	10.41	4.16	4.16
	7				12345616** OIL	2.42	1.49	10.43
	FC: PART#: 19210337 COUNT: 1							
	CLAIM TYPE: ZSCT							
	AUTH CODE:							

Pd 01/19/11 #20.00

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

28642 LOF LOF TECH 3572 .3

****

B PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
[redacted]
CCTR 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C MULTI POINT INSPECTION NOT COMPLETED THIS VISIT
MULTI-N MULTI POINT INSPECTION NOT COMPLETED THIS VISIT
[redacted]
CCTR 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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X [redacted]
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

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DADE COUNTY REGISTRATION #MVR-00105601
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www.maroone.com

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		28642/28642	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			14:54 17JAN11		CASH	17JAN11

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:4.2_LITER_DOHC
10:04 17JAN11	10:57 17JAN11	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
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X
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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TITLE COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

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STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
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[redacted]
MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		29220/29220	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			16:48 09FEB11	616312	CASH	09FEB11

R.O. OPENED	READY	OPTIONS:
09:49 09FEB11	17:30 09FEB11	ST[redacted] ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES AT TIMES HEAD LIGHTS NOT COMES ON AT NIGHT			
CAUSE: REPL HEADLAMPS RELAY THEY WERE FOUND INOP.			
N2833 EXTERIOR LIGHTING RELAY REPLACEMENT			
[redacted]			
WCT		68.12	68.12
1 15016745 RELAY	45.18	45.18	45.18
CC: 0490			
FC: 6581			
PART#: 15016745			
COUNT: 1			
CLAIM TYPE: ZREG			
AUTH CODE:			

Pd 2/11/11
$111.65

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

29220 open headlamp relay perform diagnosis found headlamps inop at times check power and ground to relay circuits ok ohm test relay with fluke meter reads open replace open relay add dt to check power and ground and to ohm test relay to isolate cust concern tech 8418 --------
---
----------OK 0.3 DW FOR
TECH TO PERFORM DIAGNOST, TECH FOUND RELAY OPEN AND HAD TO REPLACE HEADLAMP RELAY TO FIX CONCERN. 02/09/11 RONMAR OBREGON 11:17AM

****

B PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
8418 WALTERS,ANTON LIC#: 8418
CCTR 0.00 0.00

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

****

C Customer Has Declined A Multi-Point Inspection A This Time
MULTI-D Customer Has Declined A Multi-Point

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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X
CUSTOMER SIGNATURE

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PAYMENT METHOD	
CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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FILE COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

MIAMI, FL

HOME: [redacted] CONT:N/A

BUS: [redacted] CELL:

INVOICE

PAGE 2

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SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		29220/29220	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	PAYMENT	INV. DATE
18JAN07 DL			16:48 09FEB11	616312	CASH	09FEB11

R.O. OPENED	READY	OPTIONS:
09:49 09FEB11	17:30 09FEB11	STK: [redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	Inspection A This Time							
	[redacted]						0.00	0.00

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

****

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X

CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD	
CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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FILE COPY

STOMER #: [redacted]

[redacted]

MIAMI, FL [redacted]

HOME: [redacted] CONT:N/A

BUS: [redacted] CELL:

[redacted]

ACCOUNTING

PAGE 1

Maroone Chevrolet

Formerly Abraham Chevrolet

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DADE 305-443-9000

WATS 1-888-674-9515 - FAX 305-443-1799

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741

DADE COUNTY REGISTRATION #MVR-00105601

www.maroone.com

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		29220/29220	[redacted]

DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DL			16:48 09FEB11	616312	CASH	09FEB11

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG:4.2_LITER_DOHC
09:49 09FEB11	17:30 09FEB11			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUST STATES AT TIMES HEAD LIGHTS NOT COMES ON AT NIGHT Pd 2/11/11											
CAUSE: REPL HEADLAMPS RELAY THEY WERE FOUND INOP. $111.65											
	N2833 EXTERIOR LIGHTING RELAY REPLACEMENT [redacted]										
			WCT	0.81	0.70	2135	6812			68.12	68.12
	1 15016745 RELAY					2567	4518	0	45.18	45.18	45.18
	CC: 0490										
	FC: 6581 Goodwill Policy Decision										
	PART#: 15016745					2567	4518	TPARTS			
	COUNT: 1										
	CLAIM TYPE: ZREG :3 OLH TO perform diagnosis										
	AUTH CODE: (A) Jun Cruz										
						2135	6812	TLABOR			
VERSION 1 (EMP# 8418,09FEB11 10:50): 29220 open headlamp relay perform diagnosis found headlamps inop at times check power and ground to relay circuits ok ohm test relay with fluke meter reads open replace open relay add dt to check power and ground and to ohm test relay to isolate cust concern tech 8418											
VERSION 2 (EMP# 3252,09FEB11 11:15): 29220 open headlamp relay perform diagnosis found headlamps inop at times check power and ground to relay circuits ok ohm test relay with fluke meter reads open replace open relay add dt to check power and ground and to ohm test relay to isolate cust concern tech 8418 ---------- OLH											
---------- OK 0.3 ~~DW~~ FOR											
TECH TO PERFORM DIAGNOST, TECH FOUND RELAY OPEN AND HAD TO REPLACE HEADLAMP RELAY TO FIX CONCERN. 02/09/11 RONMAR OBREGON 11:17AM											
B PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT											
	GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT										
	[redacted]										
			CCTR	0.00	0.00	0	0			0.00	0.00
C Customer Has Declined A Multi-Point Inspection A This Time											
	MULTI-D Customer Has Declined A Multi-Point										

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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

The state of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

X

CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

DCAP ©2005 ADP (05/06)

WARRANTY COPY

STOMER #[redacted]

[redacted]

ACCOUNTING

[redacted]

MIAMI, FL [redacted]

HOME [redacted] CONT:N/A

BUS: [redacted] ELL:

PAGE 2

Maroone Chevrolet
Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		29220/29220	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			16:48 09FEB11	616312	CASH	09FEB11

R.O. OPENED	READY	OPTIONS:
09:49 09FEB11	17:30 09FEB11	STK [redacted] NG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	Inspection A This Time [redacted]										
			CCTR	0.00	0.00	0	0			0.00	0.00

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-09-11	10:01	10.04	0.05	W	8418	A	
	10:04	10:46	0.70	DW	8418	A	
	10:46	10:50	0.06	W	8418	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
461/515T	6812	2135		461/482T	4518	2567	
461/500T	0	0		461/263	11330	*******	
461/226S	0	*******					

COST, SALE, & COMP TOTALS 4702 11330 0

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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

The state of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

X
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

DCAP ©2006 ADP (05/06)

WARRANTY COPY

STOMER #: [redacted]

[redacted]

ACCOUNTING

Marooneo Chevrolet

Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
www.marooneo.com

[redacted]

MIAMI, FL [redacted]
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		29220/29220	[redacted]

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			16:48 09FEB11	616312	CASH	09FEB11

R.O. OPENED	READY	OPTIONS:
09:49 09FEB11	17:30 09FEB11	STK [redacted] ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A CUST STATES AT TIMES HEAD LIGHTS NOT COMES ON AT NIGHT
CAUSE: REPL HEADLAMPS RELAY THEY WERE FOUND INOP.
N2833 EXTERIOR LIGHTING RELAY REPLACEMENT
[redacted]

Pd 2/11/11
$111.65

WCT 0.81 0.70 2135 6812 68.12 68.12
1 15016745 RELAY 2567 4518 0 45.18 45.18 45.18
CC: 0490
FC: 6581
PART#: 15016745 2567 4518 TPARTS
COUNT: 1
CLAIM TYPE: ZREG
AUTH CODE: (A) [signature]

Goodwill Policy Decision
.3 OLH to perform diagnosis

2135 6812 TLABOR
VERSION 1 (EMP# 8418,09FEB11 10:50): 29220 open headlamp relay perform diagnosis found headlamps inop at times check power and ground to relay circuits ok ohm test relay with fluke meter reads open replace open relay add dt to check power and ground and to ohm test relay to isolate cust concern tech 8418
VERSION 2 (EMP# 3252,09FEB11 11:15): 29220 open headlamp relay perform diagnosis found headlamps inop at times check power and ground to relay circuits ok ohm test relay with fluke meter reads open replace open relay add dt to check power and ground and to ohm test relay to isolate cust concern tech 8418 ----------
---
----------OK 0.3 ~~EW~~ OLH FOR
TECH TO PERFORM DIAGNOST, TECH FOUND RELAY OPEN AND HAD TO REPLACE HEADLAMP RELAY TO FIX CONCERN. 02/09/11 RONMAR OBREGON 11:17AM
PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
8418 WALTERS,ANTON LIC#: 8418
CCTR 0.00 0.00 0 0 0.00 0.00
Customer Has Declined A Multi-Point Inspection A This Time
MULTI-D Customer Has Declined A Multi-Point

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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The state of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

X _____
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

Aug. 9. 2011 3:01PM NUQIProsalud No. 6599 P. 9
08/18/11 12:20PM PDT 8664315576 -> 8668745909 Pg 1/25

RO No: [redacted] Opened: 09FEB11 Closed: 09FEB11 Mileage: 29220
Line Code: A Booker: 3425 Comeback: N
Complaint: S11 CUST STATES AT TIMES HEAD LIGHTS NOT COMES ON AT NIGHT
Cause: REPL HEADLAMPS RELAY THEY WERE FOUND INOP.

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
3046	8418	WCT	N2833		EXTERIOR LIGHTING RELAY REPLACEMENT
					PTS$ 45.18 LBR$ 68.12 MSC$ 0.00

Line Code: B Booker: 7643 Comeback: N
Complaint: GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
3046	8418	CCTR	GTIRE	614844	PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
					PTS$ 0.00 LBR$ 0.00 MSC$ 0.00

Line Code: C Booker: 7643 Comeback: N
Complaint: MULTI-DCustomer Has Declined A Multi-Point Inspection A This Time
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
3046	8418	CCTR	MULTI-D	599305	Customer Has Declined A Multi-Point Insp pection A This Time
					PTS$ 0.00 LBR$ 0.00 MSC$ 0.00

Press B, S#, Return for next page, EST#, ?, or E to Exit:

8/18/11 12:20PM PDT 8664315576 -> 8668745909 Proslud Aug. 9. 2011 3:02PM No. 6599 P. 12

[redacted]

MIAMI FL [redacted]
HOME PHONE
BUS. PHONE [redacted]
CELL PHONE N/A
PAGER N/A CODE
E-MAIL

(OWNER)

SERIAL NO. 1GND[redacted]
CUSTOMER [redacted]
DELV. DATE 18JAN07
IN SERVICE 18JAN07
WAR.EXP.DATE KEY 1 STKR [redacted]
LICENSE NO.
UNIT N/A SLSMN 61578
SA

07 CHEVROLET TRAILBLAZER 29376
Command? (Enter, *, N, VEH, CUST, ?) ....?

CUSTOMER #: [redacted]

[redacted]

[redacted]

MIAMI FL [redacted]
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

Maroone Chevrolet

Formerly Abraham Chevrolet
SERVICE
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DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

Goodwrench Quick Lube Plus — The Plus means better. — Goodwrench Quick Lube Plus
PERFORMANCE PARTS
STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP

INVOICE

PAGE 1

SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		29376/29376	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			15:12 16FEB11	VISA	VMC	18FEB11

R.O. OPENED	READY	OPTIONS:
09:08 16FEB11	17:07 17FEB11	ST[redacted] ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES FRONT SUSPENSION LOOSE ADVISE			
CAUSE: FOUND BOTH FRONT LOWER CONTROL ARM BUSHINGS COMING APART NECC			
REPL BOTH LOWER CONTROL ARM BRACKETS Pd 3/15/11 + 248.74			
E3538 BRACKET, FRONT LOWER CONTROL ARM RIGHT			
REPLACE [redacted]			
WCT		85.46	85.46
1 25918965 BRACKET	163.28	163.28	163.28
E3539 BRACKET, FRONT LOWER CONTROL ARM LEFT			
REPLACE [redacted]			
WCT		85.46	85.46
1 25918964 BRACKET	166.32	166.32	166.32
CC: 0590			
FC: 6581			
PART#: 25918965			
COUNT: 1			
CLAIM TYPE: ZREG			
AUTH CODE: A			

Pd 3/15/11 + 251.78

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

29376 FOUND BOTH FRONT LOWER CONTROL ARM BUSHINGS COMING APART NEC
TO REPLACE BOTH SIDES LOWER CONTROL ARM BRACKETS ROAD TEST OK.

****

B PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR
NEXT VISIT [redacted]

CCTR 0.00 0.00

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

****

C Customer Has Declined A Multi-Point Inspection A This Time

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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

The state of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

DCAP @2005 ADP (05/06)

FILE COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

Maroone Chevrolet
Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799
Goodwrench Quick Lube Plus The Plus means better. Goodwrench Quick Lube Plus
PERFORMANCE PARTS
STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00108601
PRO SHOP

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		29376/29376	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	[redacted]	PAYMENT	INV. DATE
18JAN07 DD			15:12 16FEB11	VISA	VMC	18FEB11

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:4.2_LITER_DOHC
09:08 16FEB11	17:07 17FEB11	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	MULTI-D Customer Has Declined A Multi-Point Inspection A This Time [redacted]							
			CCTR				0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:								0.00
	**********							
D** F8*FOUR WHEEL ALIGNMENT $89.95								
CAUSE: DARE TO COMPARE SERVICE COUPON.								
	F8 F8*FOUR WHEEL ALIGNMENT $89.95 [redacted]							
			CCT				89.95	89.95
	LABOR DISCOUNT APPLIED [redacted]							
			CCZDL				-7.50	-7.50
	PARTS DISCOUNT APPLIED [redacted]							
			CCZDP				-7.50	-7.50
	Z2235 DARE TO COMPARE SERIVCE OFFER [redacted]							
			WCT				15.00	15.00
	FC: PART#: COUNT:				Pd 3/15/11			
	CLAIM TYPE: ZSSP							
	AUTH CODE:				$15.00			
PARTS: 0.00 LABOR: 74.95 OTHER: 0.00 TOTAL LINE D:								74.95
29376 COMPLETED								
	**********							
CUSTOMER PAY SHOP SUPPLIES AND OR DISPOSAL FEES AS ADVISED FOR REPAIR O								8.99

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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X
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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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FILE COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

MIAMI FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

INVOICE

PAGE 3

Maroone Chevrolet
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SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
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Goodwrench Quick Lube Plus The Plus means better. Goodwrench Quick Lube Plus

GM PERFORMANCE PARTS

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601

PRO SHOP

SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		29376/29376	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			15:12 16FEB11	VISA	VMC	18FEB11

R.O. OPENED	READY	OPTIONS: STK:[redacted] ENG:4.2_LITER_DOHC
09:08 16FEB11	17:07 17FEB11	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

STATE SALES TAX 6%	5.04
DADE COUNTY TAX.5%	0.83

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Miscellaneous Shop Supplies and Waste Disposal Charges

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X [redacted]

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	74.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	8.99
TOTAL CHARGES	83.94
LESS INSURANCE	0.00
SALES TAX	5.87
PLEASE PAY THIS AMOUNT	89.81

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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TITLE COPY

STOMER #: [redacted]

[redacted]

ACCOUNTING

Maroone Chevrolet
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SERVICE
4181 SW 8 ST. - MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 - FAX 305-443-1799

[redacted]

MIAMI, FL [redacted]

PAGE 1

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741 DADE COUNTY REGISTRATION #MVR-00105601

HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		29376/29376	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	PAYMENT	INV. DATE
18JAN07 DD			15:12 16FEB11	VISA	VMC	18FEB11

R.O. OPENED	READY	OPTIONS:
09:08 16FEB11	17:07 17FEB11	STK [redacted] ENG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUST STATES FRONT SUSPENSION LOOSE ADVISE								
CAUSE: FOUND BOTH FRONT LOWER CONTROL ARM BUSHINGS COMING APART NECC								
REPL BOTH LOWER CONTROL ARM BRACKETS								
E3538 BRACKET, FRONT LOWER CONTROL ARM RIGHT								
REPLACE [redacted]								
WCT	1.35	0.90	2655	8546			85.46	85.46
1 25918965 BRACKET			9277	16328	0	163.28	163.28	163.28
E3539 BRACKET, FRONT LOWER CONTROL ARM LEFT								
REPLACE [redacted]								
WCT	0.00	0.90	2655	8546			85.46	85.46
1 25918964 BRACKET			9450	16632	0	166.32	166.32	166.32
CC: 0590								
FC: 6581								
PART#: 25918965			18727	32960	TPARTS			
COUNT: 1								
CLAIM TYPE: ZREG								
AUTH CODE: A			5310	17092	TLABOR			
VERSION 1 (EMP# 7775,17FEB11 15:11): 29376 FOUND BOTH FRONT LOWER CONTROL ARM BUSHINGS COMING APART NEC TO REPLACE BOTH SIDES LOWER CONTROL ARM BRACKETS ROAD TEST OK.								
B PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT								
GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT								
[redacted]								
CCTR	0.00	0.00	0	0			0.00	0.00
C Customer Has Declined A Multi-Point Inspection A This Time								
MULTI-D Customer Has Declined A Multi-Point Inspection A This Time								
[redacted]								
CCTR	0.00	0.00	0	0			0.00	0.00
D** F8*FOUR WHEEL ALIGNMENT $89.95								

Goodwill Policy Decision

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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

The state of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

DCAP ©2006 ADP (05/06)

WARRANTY COPY

STOMER #: [redacted]

[redacted]

ACCOUNTING

Maroone Chevrolet
Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

[redacted]

MIAMI, FL [redacted]

PAGE 2

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741 DADE COUNTY REGISTRATION #MVR-00105601

HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S3721[redacted]		29376/29376	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O.NO.	PAYMENT	INV. DATE
18JAN07 DD			15:12 16FEB11	[redacted]A	VMC	18FEB11

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG:4.2 LITER DOHC
09:08 16FEB11	17:07 17FEB11			

LINE OPCODE TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CAUSE: DARE TO COMPARE SERVICE COUPON.								
F8 F8*FOUR WHEEL ALIGNMENT $89.95 [redacted]								
CCT	0.00	1.60	4720	8995			89.95	89.95
LABOR DISCOUNT APPLIED [redacted]								
CCZDL	0.00	0.00	0	-750			-7.50	-7.50
PARTS DISCOUNT APPLIED [redacted]								
CCZDP	0.00	0.00	0	-750			-7.50	-7.50
Z2235 DARE TO COMPARE SERIVCE OFFER [redacted]								
WCI	0.00	0.00	0	1500			15.00	15.00
FC: PART#: COUNT:			0	0	TPARTS			
CLAIM TYPE: ZSSP								
AUTH CODE:								
			0	1500	TLABOR			
VERSION 1 (EMP# 7775,17FEB11 15:11): 29376 COMPLETED								
CUSTOMER PAY SHOP SUPPLIES AND OR			0	899				8.99

Pd 3/15/11 $15.00

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-17-11	13:50	15:11	1.35	W	7775	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
461/515T	18592	5310		461/482T	32960	18727	
461/500T	8995	4720		461/500Z	-750	0	
461/480Y	-750	0		461/150Z	899	0	

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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

The state of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

DCAP ©2006 ADP (05/06)

WARRANTY COPY

STOMER #: [redacted]

[redacted]

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

[redacted]

ACCOUNTING

PAGE 3

Maroone Chevrolet

Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601

SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		29376/29376	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			15:12 16FEB11	[redacted] VISA	VMC	18FEB11

R.O. OPENED	READY	OPTIONS:
09:08 16FEB11	17:07 17FEB11	STK [redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
461/324			504		0		461/324D		83	0	
461/263		51552	*******				461/226S		8981	*******	

STATE SALES TAX 6%	5.04
DADE COUNTY TAX 5%	0.83

COST, SALE, & COMP TOTALS 28757 59946 0

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Miscellaneous Shop Supplies and Waste Disposal Charges

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

The state of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 36741

DESCRIPTION	TOTALS
LABOR AMOUNT	74.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	8.99
TOTAL CHARGES	83.94
LESS INSURANCE	0.00
SALES TAX	5.87
PLEASE PAY THIS AMOUNT	89.81

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

DCAP ©2006 ADP (05/06)

WARRANTY COPY

```
*--- 1 of 10 -- Dealer: AN461-S ----------------------------------------------*
RO No: [redacted]    Opened: 16FEB11   Closed: 18FEB11   Mileage: 29376
Line Code: A  Booker: 7643          Comeback: N
Complaint: S11    CUST STATES FRONT SUSPENSION LOOSE ADVISE
Cause: FOUND BOTH FRONT LOWER CONTROL ARM BUSHINGS COMING APART NECC REPL BOTH L
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.............................
3046  7775  WCT   E3538                BRACKET, FRONT LOWER CONTROL ARM RIGHT R
                                       REPLACE
                                       PTS$   163.28 LBR$    85.46 MSC$    0.00
3046  7775  WCT   E3539                BRACKET, FRONT LOWER CONTROL ARM LEFT RE
                                       EPLACE
                                       PTS$   166.32 LBR$    85.46 MSC$    0.00
Line Code: B  Booker: 3425          Comeback: N
Complaint: GTIRE  PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.............................
3046  7775  CCTR  GTIRE        616312  PLEASE SEE YOUR SERVICE ADVISOR ON YOUR
                                        NEXT VISIT
                                       PTS$     0.00 LBR$     0.00 MSC$    0.00
Line Code: C  Booker: 7643          Comeback: N
Complaint: MULTI-DCustomer Has Declined A Multi-Point Inspection A This Time

Press S#, Return for next page, EST#, ?, or E to Exit:
```

2/18/11 12:20PM PDT 8664315576 -> 8668745909 Prosalud Aug. 9. 2011 3:02PM No. 6599 P. 14

MARTINO TIRE CO OF BIRD ROAD

6795 SW 40TH ST
MIAMI, FL 33155
(305)666-0633, FL REG# MV-41203, I.D. MVR21105665

FIRE & SERVICE NETWORK
GOODYEAR
DUNLOP
KELLY TIRES

INVOICE 040456 (305)666-0633

02/15/11 02/15/11
12:40 PM 01:34 PM
TERR: 7735
NONSIG: 184854

PAGE: 01

BILL TO: [redacted]
MIAMI, FL [redacted]

PHONE 1..... [redacted] EXT.
PHONE 2.....
DATE PROMISED 02/15/11
TIME PROMISED
RETURN PARTS.. NO
SALESMAN..... 002 / 002
PRIOR INVOICE. [redacted]

VEH YEAR/MAKE. 07 CHEVY TRUCK
VEHICLE MODEL. TRAILBLAZER LS
VEHICLE COLOR. SILVER
LICENSE/STATE. [redacted] / FL
ODOMETR IN/OUT 29353 / 29353
VEHICLE ID #.. 1GNDS13S3721[redacted]

ACCOUNT #	COB	TC	CUST#	TYPE/STATE	AUTHORIZATION	CREDIT CARD NO.
[redacted]	V	01	[redacted]	0 FL	[redacted]	[redacted]

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
002		151-284-203-0 151-001-110-0	R	4	P245/65R17 105S S2 FORTERA HL VSB TL QTY. 4 NO. PDFGHJKL4010	149.95	.00	599.80
002		071	R	4	SCRAP TIRE DISPOSAL AUTO	2.50	.00	10.00
002	072	048-170	R	1	ESTIMATE/WORK ORDER PREPARATION	.00	.00	.00
002	072	044-263	R	4	WHEEL BALANCE - COMPUTER SPIN	3.95	7.00	43.80
002		046-223	R	1	MISCELLANEOUS SHOP SUPPLIES	.00	.00	.00
002	072	046-100	R	1	NEEDS LOWER CONTROL ARMS	.00	.00	.00

THRE ARE NO REFUNDS OR RETURNS ON SPECIAL ORDER MERCHANDISE!!
PREVENATIVE MAINTANENCE IS THE KEY TO KEEPING YOUR VEHICLE RUNNING PROPERLY ASK ABOUT YOUR MAINT SCHEDULE
WE ARE A FULL SERVICE FACILITY AND WANT TO EARN YOUR BUSINESS ASK ABOUT ALL OUR PROGRAMS TO SAVE YOU MONEY

30/60/90/120,000 MILE SERVICES

UNDERSTAND THAT ALL CUSTOM WHEEL LUG NUTS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

_____ (signature)

CHARGED AMOUNT	703.63
STATE TIRE FEE	4.00
TAXABLE AMOUNT	657.60

PARTS TOTAL.....	625.60
LABOR TOTAL.....	28.00
SUB TOTAL.....	653.60
SALES TAX.....	46.03

CUSTOMER AUTHORIZATION FOR TOTAL

INVOICE TOTAL $703.63

TREAD L/F..... 10/32 TREAD R/F..... 10/32 TREAD R/R..... 10/32 TREAD L/R..... 10/32

ALL PARTS LISTED ARE NEW, UNLESS OTHERWISE STATED

SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

HAVE A QUESTION OR PROBLEM?
Please tell our store manager. We value your opinion as much as your business. Should you need additional assistance, call our
CUSTOMER ASSISTANCE LINE 1-800-321-2136

8/18/11 12:20PM PDT 8664315576 -> 8668745909 Prosalud Aug. 9. 2011 3:02PM No. 6599 P. 10

MARTINO TIRE CO OF BIRD ROAD

6795 SW 40TH ST
MIAMI, FL 33155
(305)666-0633, FL REG# MV-41203, I.D. [redacted]

INVOICE [redacted]

10/15/09 10/15/09
10:47 AM 11:54 AM
TERR: 7735
NONSIG: 184854

PAGE: 01

BILL TO: [redacted]
MIAMI, FL [redacted]

PHONE 1..... [redacted] EXT.
PHONE 2.....
DATE PROMISED 10/15/09
TIME PROMISED
RETURN PARTS.. NO
SALESMAN..... 002 / 015
PRIOR INVOICE [redacted]

VEH YEAR/MAKE. 07 CHEVY TRUCK
VEHICLE MODEL. TRAILBLAZER LS
VEHICLE COLOR. SILVER
LICENSE/STATE. [redacted] / FL
ODOMETR IN/OUT [redacted] / 18759
VEHICLE ID #.. 1GNDS13S3721[redacted]

ACCOUNT #	COB	TC	CUST#	TYPE/STATE	PAYMENT METHOD
773500001	2	01	50057	1 FL	CASH

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION		PARTS	LBR/EXCISE	LINE TOTAL
002		668-126-006-0	R	2	P245/65R17 SL NEXEN ROADIAN HT	OWL	114.95	.00	229.90
002		071	R	2	SCRAP TIRE DISPOSAL AUTO		2.50	.00	5.00
002	999	048-170	R	1	ESTIMATE/WORK ORDER PREPARATION		.00	.00	.00
002	999	044-200	R	2	MOUNT AND BALANCE		10.00	.00	20.00
002	051	078-157	R	1	ALIGNMENT (REF THRUST ANGLE-NO REAR ADJ)		.00	59.95	59.95
002	051	020-100	R	1-	SERVICE COUPON		.00	20.00	20.00-

THRE ARE NO REFUNDS OR RETURNS ON SPECIAL ORDER MERCHANDISE!! 30/60/90/120,000 MILE SERVICES
PREVENATIVE MAINTANENCE IS THE KEY TO KEEPING YOUR VEHICLE RUNNING PROPERLY ASK ABOUT YOUR MAINT SCHEDULE
WE ARE A FULL SERVICE FACILITY AND WANT TO EARN YOUR BUSINESS ASK ABOUT ALL OUR PROGRAMS TO SAVE YOU MONEY
I UNDERSTAND THAT ALL CUSTOM WHEEL LUG NUTS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

(signature)

PARTS TOTAL.....	254.90
LABOR TOTAL.....	39.95
MISC SHOP SUPPLIES.	4.80
SUB TOTAL.....	299.65
SALES TAX.....	.00

X.....
CUSTOMER AUTHORIZATION FOR TOTAL

CASH AMOUNT..... 299.65
TAXABLE AMOUNT .00

INVOICE TOTAL $299.65

TREAD L/F..... 10/32 TREAD R/F..... 10/32 TREAD R/R..... 9/32 TREAD L/R..... 9/32

ALL PARTS LISTED ARE NEW, UNLESS OTHERWISE STATED

How Did We Do Today? We Want Your Feedback! Call: 1.866.402.3523
Tell us for a chance to WIN a $500 Gas Card. Code: 2899018485420840
See Official Rules in stores and at www.goodyeartires.com/gascard for details.
No purchase necessary. Two winners per month. Must call within 7 days. Void where prohibited.

SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

8/18/11 12:20PM PDT 8664315576 -> 8668745909 Prosalud Aug. 9. 2011 3:02PM No. 6599 P. 11

[redacted]

Maroone Chevrolet

Formerly Abraham Chevrolet

SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

CUSTOMER #: [redacted]

WORKORDER

PAGE 2

[redacted]

MIAMI FL

HOME [redacted] CONT: N/A

BUS: [redacted] CELL:

SERVICE ADVISOR: [redacted]

C	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07 CHEVROLET TRAILBLAZE	1GNDS13S3721[redacted]		34457/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JAN07 DD			16:30 08AUG11			CASH	

R.O. OPENED	READY	OPTIONS:
08AUG2011 11:28		STK[redacted] ENG:4.2_LITER_DOHC

LINE OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A SI1		WCC	CUST STATES HEAD LIGHTS AT TIMES TURNS OFF
# B GTIRE		CCCR	MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)
# C MULTI-D		CCCR	CUSTOMER DECLINED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND, THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED $100.

☐ **I REQUEST A WRITTEN ESTIMATE.**

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

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

SIGNED:_____ DATE:_____

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges.

SHOP SUPPLY COSTS: We have added a charge equal to $3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed $59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

LABOR AND PARTS COSTS: Labor charges are based on both a flat rate and an hourly rate unless otherwise indicated. **All parts installed are new unless otherwise indicated.** You are entitled, upon request, to inspect all parts removed from the vehicle or, provided that the Dealership does not have a warranty arrangement or exchange parts program with the manufacturer, supplier or distributor, to have them returned.

Discard Replaced Parts _____ (INITIAL) Save Replaced Parts _____ (INITIAL)

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR ORDER.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer Signature _____ Date _____

STORAGE CHARGES: I understand that a storage charge equal to $30.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 working days after being notified that the repairs have been completed.

ESTIMATE/DIAGNOSTIC FEE $_____

You will be notified if the actual charges will exceed an estimate by $10.00 or 10%, whichever is greater, not to exceed $50.00. I hereby designate the individual name below to authorize additional repair work.

Name:_____ Phone:_____

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED OF AND APPROVED THE ABOVE ESTIMATES.

Customer Signature _____ Date _____

CHARGES FOR DIAGNOSTIC/PARTIALLY COMPLETED WORK: If I authorize diagnostic work to estimate the cost of repair or commencement of repairs, but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. The vehicle shall be reassembled to a condition reasonably similar as when received, unless I waive reassembly or the reassembled vehicle would be unsafe. Any charges will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

DealerCAP ©2005 ADP (06/11) SERVICE WORKORDER TYPE 2, SWOC - AUTOMATION - LIMITED WARRANTY - FLORIDA - 9804532

CUSTOMER # [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

Maroone Chevrolet
Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

Goodwrench Quick Lube Plus The Fleet means better. Goodwrench Quick Lube Plus

GM PERFORMANCE PARTS

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

PRO SHOP

MIAM[redacted]
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S3721[redacted]		34457/34457	T8

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JAN07 DD			16:30 08AUG11			CASH	08AUG11

R.O. OPENED	READY	OPTIONS:
11:28 08AUG11	11:49 08AUG11	STK [redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES HEAD LIGHTS AT TIMES TURNS OFF						
	NC NO CHARGE						
	[redacted]						
			CCTR			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00							

34457 NOTE THIS RO IS FOR INFORMATION ONLY. CUSTOMER HAS BEEN HERE IN THE PAST SINCE THE VEHILCE WAS NEW WITH CONCERN THAT THE LIGHTS TURN OFF BY THEM SELF.WE HAVE HAD VEHILCE IN THE DRIVE BUT WERE NOT ABLE TO DUPLICATE CONCERN ON ANY OF THIS VISITS.NOTE ONLY RO 616312 ON 02/09/2011 WITH 29,220 MILES WE RPELACED HEAD LIGHT RELAY FOR THIS CONCERN.CUSTOMER STATES THAT LIGHTS STILL COME OFF AT TIMES.AND STATED TO CUSTOMER THAT IT WOULD BE MY PLEASURE TO ASSIST IN THIS CASE AND COVER UNDER CUSTOMER GOOD WILL.CUSTOMER STATES HE WILL RETURN FOR ASSISTANCE. OK JUAN P ALEMAN 08/08/11

****

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B	MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)						
	NC NO CHARGE						
	[redacted]						
			CCCR			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00							

****

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C	CUSTOMER DECLINED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT						
	NC NO CHARGE						
	[redacted]						
			CCCR			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00							

****

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

If Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

*SHOP SUPPLY COSTS: We have added a charge equal to $3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed $59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

DealerCAP ©2000 ADP (04/11) SERVICE INVOICE TYPE 2 - SI2C - AUTOMATION - "LIMITED WARRANTY" - FLORIDA - 0698023

FILE COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

Maroone Chevrolet
Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799
Goodwrench Quick Lube Plus The Plus means better. Goodwrench Quick Lube Plus
PERFORMANCE PARTS
STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP

MIAMI, FL [redacted]
HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		34457/34457	T8

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JAN07 DD			16:30 08AUG11			CASH	08AUG11

R.O. OPENED	READY	OPTIONS:
11:28 08AUG11	11:49 08AUG11	STK [redacted] ENG:4.2 LITER DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443 9000.
Please complete your survey and return it!!!
Thank you for your business.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.
If Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS: We have added a charge equal to $3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed $59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

DealerCAP ©2006 ADP (04/11) SERVICE INVOICE TYPE 2 - SI2C - AUTONATION - "LIMITED WARRANTY" - FLORIDA - 3038023

FILE COPY

[redacted]

Maroone Chevrolet
Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP
REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

CUSTOMER #: [redacted]

WORKORDER

PAGE 2

MIAMI, FL [redacted]
HOME: 3[redacted] CONT:N/A
BUS: 7[redacted] CELL:

SERVICE ADVISOR: 3046 GARCIA,JORGE LUIS

COLO[redacted]	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M 07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		35295/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JAN07 DD			14:42 07SEP11			CASH	

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:4.2_LITER_DOHC
07SEP2011 08:44		$27.50 TX. 1.80

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	S11		CCCR	CUST STATES ALL LIGHTS AT TIMES TURNS OFF AT ANY TIME FINAL INSPECTION
# B	GTIRE		CCCR	MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)
# C				Oil, Filter and Lube
	MA11		CCT	Oil, Filter and Lube
				19210337 FILTER (QTY 1)
				OIL*7-QT CH Engine Oil (QTY 7)

NOTES: Factory OpCodes: J0950

Maroone Chevrolet of Miami
Certified Service
Lube, Oil & Filter
$22.95
Service includes up to 5 quarts of conventional quality motor oil and ACDelco oil filter. Diesels and synthetic/synthetic blend oil may be slightly higher. Taxes and disposal fees extra, if applicable. Present offer at time of service. Includes parts and materials. Pricing could vary for some makes and models. Diesel and trucks extra.
Expires 11/26/11.
72159809-CSSR

...ATEMENTS BELOW, AND SIGN: I UNDERSTAND, THAT UNDER ...E IF MY FINAL BILL WILL EXCEED $100.

...IG AS THE REPAIR COSTS DO NOT EXCEED $ ... THE SHOP ...TEN OR ORAL APPROVAL.

...waste disposal. The State of Florida requires a $1.00 fee to be collected each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new remanufactured lead-acid battery sold in the state [s.403.7185].

LABOR AND PARTS COSTS: Labor charges are based on both a flat rate and an hourly ... unless otherwise indicated. **All parts installed are new unless otherwise indicated.** You ... entitled, upon request, to inspect all parts removed from the vehicle or, provided that ... Dealership does not have a warranty arrangement or exchange parts program with ... manufacturer, supplier or distributor, to have them returned.

Discard Replaced Parts _____ (INITIAL) Save Replaced Parts 27.5 (INITIAL)

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR ORDER.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer Signature [signature] Date 9/7/11

...NOTIFIED OF AND APPROVED THE ABOVE ESTIMATES.

Date _____

FOR DIAGNOSTIC/PARTIALLY COMPLETED WORK: If I authorize diagnostic work to estimate the cost of repair or commencement of repairs, but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. The vehicle shall be reassembled to a condition reasonably similar as when received, unless I waive reassembly or the reassembled vehicle would be unsafe. Any charges will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

DealerCAP ©2006 ADP (08/11) SERVICE WORKORDER TYPE 2- SW2C - AUTONATION - "LIMITED WARRANTY" - FLORIDA - 85945221

TECHNICIAN COPY

CUSTOMER [redacted]

[redacted]

INVOICE

Maroone Chevrolet
Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799
Goodyear Quick Lube Plus The Ford means better. Goodyear Quick Lube Plus
STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

[redacted]

MIAMI, FL

HOME: [redacted] CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		35295/35305	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JAN07 DD			14:42 07SEP11	CASH		CASH	07SEP11

R.O. OPENED	READY	OPTIONS:
08:44 07SEP11	11:11 07SEP11	STK:7[redacted] ENG:4.2_LITER_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES ALL LIGHTS AT TIMES TURNS OFF AT ANY TIME FINAL INSPECTION						
	NPF UNABLE TO DUPLICATE ANY PROBLEM/NO PROBLEM FOUND [redacted]						
		CCTR				0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00							

35305 CHECK AND FOUND ALL INTERIOR AND EXTERIOR LIGHTS WORKING AT THIS TIME LIKE IT SHOULD BE TECH 8418 N/C NOTE WE ALSO CHECK WITH TECH TWO AND FOUND NO CODES STORED AT THIS TIME. FOUND ALL THE LIGHTS TO BE WORKING AS PER DESIGN.THEY COME AND OFF AS THEY ARE DESIGNED TO WORK.ALSO THE ONLY LIGHT ON IN THE DASH WAS OIL LIGHT WHIHC IS DUE TO THE OIL CHNAGE NEEDED TO BE DONE.WHICH THE CUSTOMER PAID TO HAVE THE SERVICE DONE WITH US. AT THIS TIME THE VEHILCE IS WORKING AS PER DESIGN.

****

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B	MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED) GTIRE MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED) [redacted]						
		CCTR				0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00							

****

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C	Oil, Filter and Lube						
	MA11 Oil, Filter and Lube						
	7777 QUINTERO,GABRIAL LIC#: 7777						
		CCT				20.91	20.91
	1 19210337 FILTER				10.41	3.82	3.82
	7 12345616** OIL				2.37	1.46	10.22
	LABOR DISCOUNT APPLIED						
	3713 SUBLET SAM LIC#: 999						
		CCZDL				-6.00	-6.00

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.
If Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

DealerCAP ©2006 ADP [04/11] SERVICE INVOICE TYPE 2 - SI2C - AUTONATION - *LIMITED WARRANTY - FLORIDA - 3698023

FILE COPY

CUSTOMER #: [redacted]

[redacted]

MIAMI, FL
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

Maroone Chevrolet

Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

Goodwrench Quick Lube Plus The Plus means better. Goodwrench Quick Lube Plus

PERFORMANCE PARTS
STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00106601
PRO SHOP
www.maroone.com

INVOICE

PAGE 2

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		35295/35305	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JAN07 DD			14:42 07SEP11	CASH		CASH	07SEP11

R.O. OPENED	READY	OPTIONS: STK:[redacted] ENG:4.2_LITER_DOHC
08:44 07SEP11	11:11 07SEP11	

LINE OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
PARTS DISCOUNT APPLIED [redacted]							
CCZDP						-6.00	-6.00
PARTS: 14.04	LABOR:	8.91	OTHER:	0.00	TOTAL LINE C:		22.95
35295 PERFORM LOF							
**********							
D** CUSTOMER DECLINED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT							
MULTI-D CUSTOMER DECLINED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT [redacted]							
CCTR						0.00	0.00
PARTS: 0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:		0.00
**********							
CUSTOMER PAY SHOP SUPPLIES AND OR DISPOSAL FEES AS ADVISED FOR REPAIR O							2.75

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000.
Please complete your survey and return it!!!
Thank you for your business.

STATE SALES TAX 6%	1.54
DADE COUNTY TAX.5%	0.26

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If Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	8.91
PARTS AMOUNT	14.04
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	2.75
TOTAL CHARGES	25.70
LESS INSURANCE	0.00
SALES TAX	1.80
PLEASE PAY THIS AMOUNT	27.50

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

DealerCAP ©2006 ADP (04/11) SERVICE INVOICE TYPE 2 - SI2C - AUTONATION - "LIMITED WARRANTY" - FLORIDA - 8698022

FILE COPY

VIA FAX ONLY

September 14, 2011

Brent Wikgren, Esq.
Krohn & Moss
10 N Dearborn St Fl 3
Chicago, IL 60602

RE: [redacted]
Service Request: [redacted]
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S372[redacted]
Customer Relationship Specialist: Julia

Dear Mr. Wikgren:

After careful research and evaluation of the above case by General Motors, 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 would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverage. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors

PRIVILEGED ☐ CONFIDENTIAL - PREPARED FOR COUNSEL

BRC CASE ASSESSMENT

Latest Revision Date: 09/14/11

All Fields Are Required
(Do not delete or modify any sections of this form)

SR: [redacted]
By: Julia/ Legal

GM Legal File / BBB Case No.: N/A
Negotiator: Julia

Customer Last Name: [redacted]
State: FL (Florida)

Only customer's last name to be recorded. Do not include first name.

Vehicle ID No.:	In Service Date:	Vehicle Purchased:	BAC Code:
1GNDS13S372[redacted]	01/18/2007	New	114774

Year, Make & Model: 2007, Chevrolet Trailblazer

Vehicle Purchased Used on: N/A

Current Mileage: 34,457

Dealer Name : Maroone Chevrolet of Miami

Sale Type: Purchase [X] Lease [ ] Other [ ] :

CAM Name: Wes Preece
Phone Number: 678-240-9832

Lien holder: GMAC [ ] Other [X] : SunTrust Bank

DVM Name: Tom Thornton
Phone/Cell Number: 502-216-5146

Purchase Price of Vehicle: $25,365.00

Was TAC contacted for this vehicle (Y/N)? : Yes

DVM requests involvement?: Yes

Attorney Involvement: Krohn & Moss/ Brent Wikgren
Phone Number : 312-578-9428 x203
Fax Number : 866-431-5576

Service Manager Name: Juan Aleman
Phone Number : 305-442-1000

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary.
N/A

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.
N/A

If TAC was contacted, what did they say? (Include TAC case ☐)
-TAC SR☐ [redacted]

Strategy based diagnostics (Siebel version 1)
n Y/N Modification details?
N Y/N Has the concern been duplicated.
Y Relevant DOC & diagnosis or attempt to duplicate?
SI DOC used? 1655997
Callers name - Anton Walters tech
Customer concern - SES light on.

Dealer comments/diagnosis ☐Tech states he cannot duplicate, but p1400 sets for customer. Checked engine out per diagnostic chart. Asking for any help.

☐☐☐

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

☐ Steering

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

☐ Transmission

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

☐ Axle

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

☐ Body/Trim

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/13/09	[redacted]	2	14,585	C/S drivers side seat cover panel on side coming apart/ Check and found that driver bezel is coming apart ☐Need to replace, now back to GM specs.
		☐		C/S passenger side seat cover side panel coming apart/ Check and found that passenger side bezel is coming apart ☐Need to replace, now back to GM specs. **Days verified with the svc mgr.**
04/24/09		1	14,803	C/S right front door not open from outside/ Check and found that rod is off ☐Need to R&R passenger door glass to reinstall rod back to GM specs.
08/21/09		2	17,440	**PER GLOBAL WARRANTY, RO MISSING. SVC MGR UNABLE TO LOCATE RO.** Windshield washer nozzle replacement. **Days verified with the svc mgr.**

☐ Chassis

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

☐ Electrical

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/02/09	[redacted]	2	17,495	C/S vehicle towed in does not start/ Vehicle does not start. Check and found vehicle does not start found in test battery out 12.93 volts. Performed battery testing, found battery failed load test ☐Replaced battery and vehicle working to specs.
07/27/10		☐	24,880	Replaced bulb tail lamp.
		☐		C/S at times ignition key does not open ignition ☐Cut new key.
02/09/11		1	29,220	C/S at times head light do not come on at night/ Open headlamp relay, perform diagnosis. Found headlamps at times check power and ground to relay circuits ok. Test relay with fluke meter reads open ☐Replaced open relay. Check power and ground and test relay to isolate customer concern. Replace headlamp relay to fix concern. **Goodwill repair.**
08/08/11		1	34,457	C/S head lights at times turns off ☐**Note this RO is for information only. Customer has been here in the past since the vehicle was new with concern that the lights turn off them self. We have had vehicle in the drive but were not able to duplicate concern on any of these visits. Note only RO [redacted] on 02/09/2011 with 29,220 miles we replaced head light relay for this concern. Customer states that lights still come off at times and stated cover under customer goodwill. Customer states he will return for assistance. Ok, Juan P. Aleman 08/08/11.**
09/07/11		1	35,295	C/S all lights at times turn odd at any time, FINAL REPAIR/ Check and found all interior and exterior lights working at this time like it should be tech 8418 no concern. Note we also check with tech 2 and found no codes stored at this time. Found all the lights to be working as per design. **They come and off as they are designed to work. Also the only light on in the dash was oil light which is due to the oil change needed to be done, which the customer paid to have the service done with us ☐At this time the vehicle is working as per design.**

☐ Glass

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

☐ HVAC

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/04/09	[redacted]	1	17,709	C/S AC does not blow cold ☐**No work performed.**
11/27/09		☐	19,669	C/S AC is not blowing air on speed ☐1, ☐2, ☐3 & ☐4/ Confirmed customer concern. Checked circuit found circuit ok but blower resistor packed internally opened ☐Replaced AC blower motor resistor. Checked operation, working on all speeds as designed after repair.

☐ Paint

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

☐ Suspension

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/16/11	[redacted]	2	29,376	C/S front suspension loose advice/ Found both front lower control arm bushings coming apart ☐Necessary to replace both side lower control arm brackets road test ok.

☐ Wheel/Tires

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

☐ Recalls / Campaigns

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

☐ Other

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/01/07	[redacted]	N/A	13	Per the svc mgr Juan Aleman, there was a scratch on the bumper. This was something that happened in the dealer lot. It was owed to the customer at the time of the purchase.
06/14/07		N/A	3,069	Performed LOF.
11/27/07		N/A	6,139	Performed LOF, multi point inspection and tire rotation.
10/10/08		N.A	11,398	Performed LOF & multi point inspection. Recommended to rotate tires.
04/13/09		☐	14,585	Performed LOF.
09/04/09		☐	17,709	Replaced engine air filter.
01/08/10		N/A	20,616	Performed LOF.
05/25/10		N/A	23,655	Performed LOF.
01/17/11		N/A	28,642	Performed LOF.
02/16/11		☐	29,376	Performed 4-wheel alignment.
09/07/11		☐	35,295	Performed LOF.

Important: SES light is to be captured under affected component above.

ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N) No
Did you confirm your answer with the dealer/Customer (if ADR)/attorney (if Legal)? (Y or N) Yes
What type of damage was sustained (example: front end collision)?
N/A

Are the RO's attached if the vehicle was in an accident? (Y or N) N/A
Has the customer filed any insurances claims on this Vehicle? (Y or N) Yes
If Yes obtain the following information below

Insurance Company: N/A

Insurance Rep : N/A
(First and Last Name)

Phone # N/A

Claim Made? (Y or N): N/A

Claim Status: N/A
Pending/Denied/NA

Claim # N/A

Did Insurance Company refer customer to GM? (Y or N) N/A

If Yes. Did the insurance company deny the claim? (Y or N) N/A

AFTERMARKET MODIFICATIONS:

Are there any Aftermarket Modifications to the Vehicle? (Y or N) No

If "Yes" to aftermarket, please list:
Be sure to note retailer installed or third party installed as well as date and mileage if known. Repeat as necessary. Include the name of the third party installer.
N/A

Have you confirmed modification with the dealership? (Y or N) Yes

PERTINENT FACTS FROM All SR's RELATED TO THIS VIN:

Concern: CAC [redacted]
Date & Offer/Result: Open: 2/16/2011 Closed: 3/1/2011

Customer's issues are with the headlamps not working. The dealership was unable to duplicate the issue. CRS was unable to get a hold of the customer, file was closed with a UTC letter.

Concern: CAC SR# [redacted]
Date & Offer/Result: Opened: 8/1/2011 Closed: 8/11/2011

Customer's issue is with the headlights not working. Pending the dealership to duplicate it to assist. Customer advice will hire lawyer.

Concern: FRA SR# [redacted]
Date & Offer/Result: Open: 8/16/2011 Closed:

FRA is set for 9/7/11.

BBB PROGRAM SUMMARY ASSESSMENT:
(*Note: This section only applicable for ADR cases*)

What State is BBB Case Filed In? {State}

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:
{Eligibility Detail}

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:
{Eligibility Detail}

Customer/Plaintiff Seeks:

Repurchase & attorney fees.

Customer/Plaintiff Theory:

Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding # of repair visits, days out of service, or specific alleged violations.

There are numerous defects and non-conformities present in my clients automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. You are hereby notified that these defects and non-conformities include, but are not limited to:

1. Defective fuel system as evidenced b vehicle has excessive fuel usage;
2. 2. Defective engine as evidenced by a whining noise from engine pulley area;
3. 3. Defective electrical system as evidenced by the illumination 0f check engine, and intermittently headlights will not come on at night;
4. 4. Defective body/trim as evidenced by driver's side seat cover panel on side coming apart, passenger side seat cover on side panel coming apart, intermittently ignition key does not ignite vehicle, and right front door will not open from outside;
5. 5. Defective climate control system as evidenced b air conditioner does not blow cold air;
6. 6. Defective fuel system as evidenced by fuel gauge does not register properly;
7. 7. Defective suspension as evidenced by front suspension is loose; and
8. 8. All additional complaints made b our client, whether or not they are contained in your company's records or on any dealer repair orders.

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: Yes

Under what State?	FL (Florida)	Claimed Presumptive?	Yes
Does Purchase Qualify?	Yes	If not, why?	N/A

State Presumption Is:

# of Visits for a Non-Conformity?	3+	# of Days out of Service?	30+
# of visits for a Safety Complaint?	N/A	# of Visits Total?	N/A
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim?	24 months from warranty start date		

Vehicle Service History (During Presumptive Period) is:

# of Visits for a Non-Conformity?	0	# of Days out of Service?	0
# of visits for a Safety Complaint?	N/A	# of Visits Total?	N/A
Complaint appears to Continue?	Yes	Final Repair/Arbitration Complete?	Yes

Does History appear Presumptive: No

Vehicle Service History (During Limited Warranty Period) is:

# of Visits for a Non-Conformity?	3-Engine 3-Trim 1-Electrical 2-HVAC	# of Days out of Service?	10
# of visits for a Safety Complaint?	N/A	# of Visits Total?	N/A
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Req'd?	Yes

Related Repairs beyond NVLW: Yes

Customer Pay?	No	If no, identify responsible party:	Goodwill, dealer, Powertrain warranty
Additional Days out of Service?	2-Engine 4-Electrical 1-Suspension	Additional # of Repair Visits?	9

Other Considerations: Yes

Outcome/Findings of Arb/Final Repair:		FRA was set for 9/7/11. One day, /S all lights at times turn odd at any time, FINAL REPAIR/ Check and found all interior and exterior lights working at this time like it should be tech 8418 no concern. Note we also check with tech 2 and found no codes stored at this time. Found all the lights to be working as per design. **They come and off as they are designed to work. Also the only light on in the dash was oil light which is due to the oil change needed to be done, which the customer paid to have the service done with us – At this time the vehicle is working as per design.**
Prior Goodwill/reimbursement:	Yes	2/9/11 Goodwill repair with the replacement of the headlamp relay due to headlights turning off at times.
Out of Pocket Expenses:	No	N/A

RECOMMENDATION AND RATIONALE:

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

Pertinent vehicle information provided by DVM/DSM/CAM:
Email from area rep Tom Thornton:

Option B please.
TT

B) I am not aware of this vehicle or customer ' s concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

Pertinent vehicle information provided by dealer Service Manager:
No information provided.

Identify at least three main strengths of the customer's case?
-3 engine concern within warranty.
-3 trim concern within warranty.

Identify at least three main weaknesses of the customer's case?
-Appears not to meet presumption.
-Concern seems to not be duplicated.
-

Are there any considerations to be made under other applicable laws? (Explain in detail)
Mag & Moss & UCC.

Recommendation:

Cash $2-$4 inclusive.

Rationale:

Vehicle does not appear to meet presumption. Customer has had 3 concern with the engine and 3 for the trim. All have been different issues. FRA was completed and dealership was not able to duplicate the issue with the lights coming on. Dealer has documented that they have not been able to duplicate the issue with the lights coming on. The dealer has replaced the headlamp relay once for the lights issues. There is nothing that would impair the use, value or safety of the vehicle. Due to the fact that the dealership did replace the headlamp relay for the issue with the lights coming on and the customer alleges that the issue still exist a small cash settlement, for customer satisfaction.

UPDATE 9/13/11:

GM Legal Staff supports recommendation for Denial. Vehicle does not appear to meet presumption for days out of service and number of repair attempts. FRA showed that vehicle headlight issue was not duplicated. All issues with vehicle appear to have been resolved. Does not appear to be a loss of use or value involved, and headlamp issue was resolve w/in 1 repair.

Patricia Spacek
Legal Coordinator
SE & NC Regions
GM Legal Staff

Settlement/Defense Strategy:

Cash settlement/ Due to customer’s inconvenience for repeated issue.

HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for Legal Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Plaintiff's Original Demand: Amount to Plaintiff/Atty: ${Amount}/${Amount} Inclusive Offer: ${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Initial Offer: Amount to Plaintiff/Atty: Inclusive Offer: Denial	Settlement Type: Denial Date: 09/14/11	DENIAL
Plaintiff Counter:: Amount to Plaintiff/Atty: ${Amount}/${Amount} Inclusive Offer: ${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: ${Amount}/${Amount} Inclusive Offer: ${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: ${Amount}/${Amount} Inclusive Offer: ${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: Amount to Plaintiff/Atty: ${Amount}/${Amount} Inclusive Offer: ${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Recommendation of CRS:		**Arbitrate case:** ☐	**Settle case:** ☐
Settlement Type:	{GW/Repurchase/Repair}		**Attorney Fees (if applicable):** **$**{Amount}
Recommendation of Field:		**Arbitrate case:** ☐	**Settle case:** ☐
Settlement Type:	{GW/Repurchase/Repair}		**Attorney Fees (if applicable):** **$**{Amount}
Final Decision:		**Arbitrate case:** ☐	**Settle case:** ☐
Settlement Type:	{GW/Repurchase Repair}		**Attorney Fees (if applicable):** **$**{Amount}

TEAM LEAD APPROVING: {Name} **Date:**{mm/dd/yy}

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.