BBB AUTO LINE

May 20, 2008

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

[redacted]
GAINESVILLE FL [redacted]

Re [redacted] vs Pontiac/GMC Division
1GKET16S546 [redacted]

Dear Mr [redacted]

We would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after a thorough review of the claim you submitted, it has been determined that your claim is ineligible for arbitration because your vehicle exceeds the mileage requirements set out in the manufacturer's *Program Summary*.

While we notified the manufacturer of your complaint, we cannot require the manufacturer to submit to arbitration unless the claim falls within the program limits explained in the *Program Summary*.

While I am sorry we were not able to help you with your automotive complaint, I want to thank you for your interest in the BBB AUTO LINE program. Please contact us at 1.800.955.5100 if you have any questions or if you believe we have made an error. For further information about the Florida lemon law, please contact the Florida Division of Consumer Services at 1.800.321.5366.

Sincerely,

Eric Oglesby at Extension 240

CC: Mario Resendez

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

05/23/08

WADE RAULERSON BUICK - PONTIAC – GMC
2101 N MAIN ST
GAINESVILLE FL 32609-3647

Re: [redacted]
Siebel Reques[redacted]
2004 GMC Envoy
VIN # 1GKET16S546[redacted]

Dear Mr. Chuck Jones & Sales Manager:

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

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

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

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

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

Sincerely,

Mario Resendez
BRC Customer Relationship Specialist
Ph# 866-790-5600 ext.11158
FAX# 866-597-4481

December 13, 2017

[redacted]
r
Orlando, FL [redacted]1

Service Request: [redacted]7
Customer Relationship Specialist: Michael Jones

Dear Mr. S[redacted]:

GMC is pleased to provide service coverage for the electrical on your 2005 GMC Envoy, Vehicle Identification Number 1GKDS13S552[redacted]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until July 14, 2010, or 100,015 miles, whichever occurs first. GMC will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

Electrical – Starter motor and solenoid; alternator/generator; voltage regulator, wiring harnesses, manually operated switches, wiper motors, ignition switch (lock cylinder); distributor module; ignition coils; electronic level control compressor sensor and control; electronic spark control detonation sensor and control; distributor; electronic instrument cluster, power window motor/regulator, and diagnostic displays.

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

If you have any future questions, feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

GMC Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

Issued by:
Chevrolet

Certificate No. 1GNDT13SX42[redacted]

Issue Date: December 13, 2017

Issued exclusively for: [redacted]

Beckemeyer, IL [redacted]

Valid through: May 28, 2009

Amount: Two Thousand Dollars and Zero Cents
******$2,000.00******

December 13, 2017

[redacted]
Beckemeyer, IL [redacted]

Service Request: 7[redacted]
Customer Relationship Specialist: Jennifer Gerace

Dear Mr. [redacted]

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

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1GNDT13SX42[redacted]8, enclosed is the Owner Loyalty Certificate for the amount of $2,000.00. This certificate is valid through May 28, 2009, towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 2004 Chevrolet TrailBlazer and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call Chevrolet Marketing Support at 800-950-2438, 8:00 a.m. 11:00 p.m. EST, 7 days a week You may also begin your shopping by logging on to the GM Vehicle Showroom at www.gm.com to view our products.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

Chevrolet Customer Assistance Center

December 13, 2017

[redacted]
Ormond Beach, FL [redacted]

Service Request [redacted]
Customer Relationship Specialist: Christopher Carter

Dear Mr. [redacted]:

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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

CHEVROLET

Service Satisfaction Survey

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

[redacted]
Ormond Beach FL
[redacted]

Home telephone:
Change to: ( ) _____

Please provide us with your preferred email address:

Dea[redacted]

Our records indicate that you had your **2005 Trailblazer serviced at Jon Hall Chevrolet on April 12, 2008.** Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. If you prefer, you can respond to this survey online by going to www.gmdealershipsurvey.com and entering your personal **User ID:** [redacted]**nd Password: 4395**. If you choose to respond online, please do not return this survey by mail.

Your timely response is very important to us and will be used to direct the continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy statement, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Jon Hall Chevrolet.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

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

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

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON APRIL 12, 2008, COMPLETE THIS SURVEY.****

About Your Chevrolet Dealership's Service Department

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

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

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

About Your Service Consultant/Advisor

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

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

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

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

1GNDS13S[redacted]26462
021816209528 00000114760 494994 2101

Please complete other side

CSI 020730

About Your Service Consultant/Advisor *(continued)*

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

About Service Delivery

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

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

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

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

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

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

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

Summing Up Your Experience

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

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

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

19. Are you... ☒ Male ☐ Female

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

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

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

I am still concerned in Regards to the "blinking of my headlights at night AND I am NOT satisfied that my headlights do NOT stay on a sufficient Amount of time after leaving my vehicle. Please respond.

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

0399

Thank You!!

Your opinions will help us serve you better.

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

CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43682-4074

1GNDS13S852[redacted]26462

021816209528 3862552549 494994 2102

GMC

Service Satisfaction Survey

Dissatisfied Customer

Original Name:

[redacted]

Overgaard AZ

[redacted]

Revised Name:

[redacted]

[redacted]

About Your GMC Dealership's Service Department

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

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

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

About Your Service Consultant/Advisor

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

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

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

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

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

1GKDT13S25[redacted]48806 20080604
025822076821 00000224879

About Service Delivery

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

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

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

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

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

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

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

Summing Up Your Experience

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

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

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

19. Are you... ☒ Male ☐ Female

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

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

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

I need to know when GM comes up with a repair for the known problem of flickering headlights since my warranty runs out on the 15th. I was informed that when a fix is found for the problem GM would cover it under warranty or if a failure occurs.

0399

CHEVROLET

Service Satisfaction Survey

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

Dissatisfied Customer

[redacted]
Reston VA
[redacted]

Home telephone: [redacted]
Change to: ( )

Please provide us with your preferred email address:

Dear [redacted]

Our records indicate that you had your **2005 Trailblazer serviced at Sterling Chevrolet on May 6, 2008.** Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. If you prefer, you can respond to this survey online by going to www.gmdealershipsurvey.com and entering your personal **User ID: 021820120091** and **Password: 4430**. If you choose to respond online, please do not return this survey by mail.

Your timely response is very important to us and will be used to direct the continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy statement, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Sterling Chevrolet.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

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

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

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON MAY 6, 2008, COMPLETE THIS SURVEY.****

About Your Chevrolet Dealership's Service Department

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

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

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

About Your Service Consultant/Advisor

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

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

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

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

1GNDT13S152[redacted]14201
021820120091 00000113785 141317 2101

Please complete other side →

CSI 020730

About Your Service Consultant/Advisor *(continued)*

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

About Service Delivery

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

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

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

- ☐ Condition explained - repair not necessary
- ☐ Work performed did not correct the problem
- ☐ Service Department could not duplicate problem
- ☐ Service Department was too busy
- ☐ Parts not available
- ☐ I declined repair
- ☐ Other (please specify) "NO FIX YET" FOR HEADLIGHT FLICKER
- ☐ Don't know

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

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

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

Summing Up Your Experience

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

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

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

19. Are you... ☒ Male ☐ Female

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

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

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

(1) I JUST PAID #660 FOR A (30K) CHECKUP, & TOLD STERLING I WANTED MY WORN & UNSAFE TIRES REPLACED (TIRES FOR LIFE PROGRAM). STERLING SAID "NO"!

(2) "NO FIX" FOR HEADLIGHT FLICKER! CARS IN FRONT OF ME PULL OVER;o THEY THINK I'M AN EMERGENCY VEHICLE!

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

0199

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:
CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43682-4074

1GNDT13S1522[redacted]14201
021820120091 7034303360 141317 2102

fax

RHODES CHEVROLET

2800 ALMA HWY, PO BOX 667
VAN BUREN, ARK 72956
PHONE (479) 474-4000 FAX (479) 471-1874 [redacted]

To: GM
ATTN: Allison Barry

Tel:

Fax: 1-866-874-5907

From: ~~Atlanta~~ Ken Patton

Date: 8/6/08

Regarding:

[redacted] days out of service.

PAGES 2

Notes:

R.O. NUMBER	R.O. DATE	INVOICE DATE	NUMBER OF DAYS
[redacted]	5/16/05	5/17/05	1
	2/9/06	2/15/06	6
	2/13/06	2/14/06	1
	3/16/06	3/20/06	4
	4/26/06	4/27/06	1
	6/2/06	6/2/06	0 (Sameday)
	6/9/06	6/12/06	3
	7/7/06	7/7/06	0
	7/17/06	7/19/06	2
	9/26/06	9/27/06	1
	9/27/06	9/28/06	1
	10/4/06	10/5/06	1
	10/5/06	10/6/06	1
	1/3/07	1/3/07	0
	1/10/07	1/16/07	6
	2/7/07	2/10/07	3
	4/9/07	4/11/07	2
	6/1/07	6/5/07	4
	7/19/07	7/24/07	5
	3/31/08	4/1/08	1
	4/10/08	4/16/08	6
	4/18/08	4/18/08	0
	6/24/08	6/27/08	3
	7/10/08	7/31/08	21
			73

PDI Inspection

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 07/28/08
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]			
Mailing address: [redacted]			
City: Van Buren	State: AR	Zip code: [redacted]	
Day phone: [redacted]	Evening phone:	Cell phone: [redacted]	
Fax:	E-mail address: [redacted]		

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Trailblazer	Year: 2005	Current mileage: 50500
Name(s) that appears on the vehicle title: [redacted]/Cheryle Rainwater			
Selling dealer/city/state: RHODES CHEVROLET COMPANY, VAN BUREN, AR			
Primary Servicing dealer/city/state: RHODES CHEVROLET COMPANY,			
Acquired as ☒ new ☐ used ☐ demo ☐ leased	Is the vehicle in your possession? ☒ yes ☐ no		
Purchase/lease date: 08/01/05	Mileage at purchase/lease:		
First repair attempt date:	First repair attempt mileage: 5000		
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: 07/01/07		
Description of damage: scratch on the rear bumper			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

He wants the manufacturer to buy back the vehicle.

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**
vibration when accelerating		4		yes
transmission locked up		1		yes
headlights went out		2		no
brake lights went out		1		no
alternator gauge goes up & down				yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

BBB AUTO LINE

July 28, 2008

ALISON BARRY
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Re:m01 C[redacted]vs Chevrolet Motor Division

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, if the case is deemed eligible, it will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely,
Tammy Scaife at Extension 381

BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate certain claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- The award will be reduced for the customer's use of the vehicle in accordance with the applicable lemon law.
- The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- The arbitrator will decide whether the applicable lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a down payment or capitalized cost reduction.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable lemon law must meet certain conditions. Please see the attached description of "non-lemon law" warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by

BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- Claims alleging that an airbag failed to deploy or deployed when it should not have.
- Claims covered by insurance or by warranties of other manufacturers.
- Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused bodily injury.
- Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- The customer must own or lease the vehicle throughout the entire arbitration process.
- If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

Claims must be based on an alleged defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.

The customer's vehicle must be:

- Owned or leased in the name of an individual;
- Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- Repairs.
- Reimbursement for money the customer paid to repair the vehicle.
- Repurchase of the vehicle.
- Replacement of the vehicle if it was purchased or leased new

Repairs/Reimbursement for Repairs

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

Repurchase or Replacement

The arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets the following conditions:

- The alleged defect does not meet General Motors specifications for the particular make and model vehicle, provided that specifications pertaining to the defect were given to the arbitrator;
- The alleged defect continues to exist at the time of the hearing; and

- The alleged defect was subject to repair at least three times by an authorized General Motors dealer.

If a repurchase or replacement is awarded, the arbitrator may award up to the following remedies:

- **Owned vehicle repurchase** – The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- **Leased vehicle repurchase** – To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- **Replacement of a vehicle purchased or leased new** – The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

  Important: Replacement is not an available remedy if the current customer purchased or leased a **used** vehicle.

Deductions/Exclusions from a Repurchase or Replacement Award

- The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

$$\text{Use Deduction/ Payment} = \frac{\text{\# miles attributable to the customer at the time of the arbitration hearing}}{100{,}000} \times \text{Vehicle purchase price or gross capitalized cost}$$

- The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- The award will not include debt from a previous transaction.
- The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

STANDARDS OF THE ARKANSAS LEMON LAW
New Motor Vehicle Quality Assurance Act

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

VEHICLES COVERED

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

CONSUMERS COVERED

The lemon law covers:

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

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

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

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

PROBLEMS COVERED

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

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

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

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

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

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

THE MOTOR VEHICLE QUALITY ASSURANCE PERIOD

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

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

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

NOTICE TO THE MANUFACTURER

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

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

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

FINAL REPAIR ATTEMPT

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

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

---

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

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

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

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

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

REASONABLE NUMBER OF REPAIR ATTEMPTS

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

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

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

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

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

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

A ***nonrebuttable presumption*** arises if, after the consumer sends the required notice by certified or registered mail, the manufacturer fails to notify and provide the

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

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consumer with the opportunity to have the vehicle repaired at a reasonably accessible repair facility or the manufacturer fails to perform the repairs within 10 days after the vehicle is delivered by the consumer to the designated repair facility.

A manufacturer, its agent or authorized dealer may not refuse to diagnose or repair any vehicle for the purpose of avoiding liability under the lemon law. A manufacturer, its agent or authorized dealer must provide the consumer with a written repair order each time the vehicle is brought in for examination or repair. The repair order must include reference to each defect, nonconformity, or other complaint brought to the attention of the manufacturer, its agent or authorized dealer. Each presentation of the vehicle by the consumer with a reasonable opportunity to repair the vehicle is considered a repair attempt for the defects, nonconformities or other complaints noted in the repair order.

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

DISPUTE RESOLUTION

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

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

TIME PERIOD FOR FILING CLAIMS

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

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

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REMEDIES UNDER THE ARKANSAS LEMON LAW

REPURCHASE

Owned Vehicles

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

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

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

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

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

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

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

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

Leased Vehicles

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

To the Lessor:

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

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

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

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

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

To the Lessee:

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

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

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

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

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

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

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

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

REPLACEMENT

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

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

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

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

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

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BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 08/22/2008 Case Number: [redacted]

Customer: [redacted]

Business: Chevrolet

Mfr-Info: 1716 AR 1GNDS13S852[redacted]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Trailblazer
Year : 2005

All parties named above submit to arbitration the following:

* vibration when accelerating
* all door trim leaks air
* air conditioner not cooling

The parties have come to agreement on the following:n/a

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase
Manufacturer : Denial

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following:none

GM Vehicle Inquiry System
Summary

VIN :	1GNDS13S8523[redacted]

VEHICLE INFORMATION

Merchandising Model :	CS15506 -2005 TRAILBLAZER LS 2WD	Warranty Start Date :	09/01/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	RHODES CHEVROLET COMPANY PO BOX 667 VAN BUREN , AR 72957-0667 (479) 474-4000	Selling Source :	13 - CHEVROLET
		Site Code :	17531
		Business Associate Code :	114218

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
SB	06049	ONSTAR H/W IS DIGITAL-CAPABLE. NO UPGRADE IS NEEDED. SEE TSB 06-08-46-008.	02/22/2007	See Bulletin
EI	07238	FUEL CAP MAY NOT SEAL, MIL/SES LIGHT ILLUMINATED. REF. TSB 07-06-04-022B	04/22/2008	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	Yes	XM Radio ID	ENXZ900G	XM Status	Active	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	09/01/2005	26 miles	09/01/2008	36026 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	09/01/2005	26 miles	09/01/2011	100026 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/01/2005	26 miles	09/01/2013	80026 miles
36/36000 FEDERAL EMISSION	09/01/2005	26 miles	09/01/2008	36026 miles

CLAIM HISTORY

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

06/24/2008	[redacted]	0	N2833 - RELAY - EXTERIOR LIGHTING - REPLACE	49216 miles
04/18/2008	[redacted]	0	J4345 - COIL, ELECTRONIC IGNITION CONTROL (DIS/3CI) - REPLACE	45431 miles
03/31/2008	[redacted]	0	J4345 - COIL, ELECTRONIC IGNITION CONTROL (DIS/3CI) - REPLACE	44806 miles
07/19/2007	[redacted]	#	J3390 - FAN CLUTCH REPLACEMENT	32375 miles
07/19/2007	[redacted]	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	32375 miles
06/01/2007	[redacted]	#	D4450 - A/C SYSTEM - ANALYZE	29579 miles
06/01/2007	[redacted]	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	29579 miles
06/01/2007	[redacted]	#	F2003 - COVER AND/OR GASKET, DIFFERENTIAL - REAR DIFFERENTIAL - RE	29579 miles
06/01/2007	[redacted]	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	29579 miles
04/09/2007	[redacted]	#	J0690 - PULLEY, ACCESSORY DRIVE BELT IDLER - REPLACE	26267 miles
02/07/2007	[redacted]	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	23718 miles
01/10/2007	[redacted]	#	C1080 - WEATHERSTRIP - FRONT DOOR OPENING - RIGHT - ALIGN OR REPLA	22546 miles
01/10/2007	[redacted]	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	22546 miles
10/05/2006	[redacted]	#	D1002 - BLOWER MOTOR RESISTOR REPLACEMENT	17571 miles
09/27/2006	[redacted]	#	R0760 - RADIO, REMOVE AND REPLACE	17235 miles
07/17/2006	[redacted]	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	13733 miles
06/09/2006	[redacted]	#	N6612 - WIRING AND/OR CONNECTOR - EXTERIOR LIGHTING - REPAIR OR RE	12468 miles
04/26/2006	[redacted]	#	N2440 - SWITCH - STOP LAMP - REPLACE	10515 miles
03/16/2006	[redacted]	#	N6602 - WIRING AND/OR CONNECTOR - CHARGING/STARTING/BATTERY - REPA	6831 miles
02/09/2006	[redacted]	#	H0042 - PADS, DISC BRAKE - FRONT - R&R OR REPLACE	5816 miles
02/09/2006	[redacted]	G	H0042 - PADS, DISC BRAKE - FRONT - R&R OR REPLACE	5816 miles
02/09/2006	[redacted]	#	C0140 - CHANNEL AND/OR RETAINER, FRONT DOOR WINDOW RUN (FRONT) - R	5816 miles
04/21/2005	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System
Claim History

VIN :	1GNDS13S852[redacted]

CLAIM HISTORY

Repair Order Date :	06/24/2008	Repair Order Number :	[redacted]	Odometer Reading :	49216 miles

Serviced By :	RHODES CHEVROLET COMPANY PO BOX 667 VAN BUREN, AR 72957-0667 (479) 474-4000	Selling Source :	13 - CHEVROLET
		Site Code :	17531
		Business Associate Code :	114218

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/01/2008	913	01	0	N2833 - RELAY - EXTERIOR LIGHTING - REPLACE	15016745 - RELAY	N/A	N/A	$ 59.02	N

Repair Order Date :	04/18/2008	Repair Order Number :	[redacted]	Odometer Reading :	45431 miles

Serviced By :	RHODES CHEVROLET COMPANY PO BOX 667 VAN BUREN, AR 72957-0667 (479) 474-4000	Selling Source :	13 - CHEVROLET
		Site Code :	17531
		Business Associate Code :	114218

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/25/2008	894	01	0	J4345 - COIL, ELECTRONIC IGNITION CONTROL (DIS/3CI) - REPLACE	12568062 - MODULE	B	N/A	$ 124.81	N

Repair Order Date :	03/31/2008	Repair Order Number :	[redacted]	Odometer Reading :	44806 miles

Serviced By :	RHODES CHEVROLET COMPANY PO BOX 667 VAN BUREN, AR 72957-0667 (479) 474-4000	Selling Source :	13 - CHEVROLET
		Site Code :	17531
		Business Associate Code :	114218

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/04/2008	888	01	0	J4345 - COIL, ELECTRONIC IGNITION CONTROL (DIS/3CI) - REPLACE	12568062 - MODULE	N/A	N/A	$ 131.81	N

Repair Order Date :	07/19/2007	Repair Order Number :	121676	Odometer Reading :	32375 miles

Serviced By :	RHODES CHEVROLET COMPANY PO BOX 667 VAN BUREN, AR 72957-0667 (479) 474-4000	Selling Source :	13 - CHEVROLET
		Site Code :	17531
		Business Associate Code :	114218

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/07/2007	819	01	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A	G	N/A	$ 126.00	Y
07/27/2007	816	01	#	J3390 - FAN CLUTCH REPLACEMENT	25790869 - CLUTCH	N/A	N/A	$ 421.86	N

Repair Order Date :	06/01/2007	Repair Order Number :	1[redacted]	Odometer Reading :	29579 miles

Serviced By :	RHODES CHEVROLET COMPANY PO BOX 667 VAN BUREN, AR 72957-0667 (479) 474-4000	Selling Source :	13 - CHEVROLET
		Site Code :	17531
		Business Associate Code :	114218

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/12/2007	803	01	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A	G	N/A	$ 126.00	Y
06/08/2007	802	01	#	D4450 - A/C SYSTEM - ANALYZE	N/A	N/A	N/A	$ 91.00	N
06/08/2007	802	02	#	F2003 - COVER AND/OR GASKET, DIFFERENTIAL - REAR DIFFERENTIAL - RE	N/A	N/A	N/A	$ 133.75	N
06/08/2007	802	03	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	N/A	N/A	N/A	$ 35.00	N

Repair Order Date :	04/09/2007	Repair Order Number :	[redacted]	Odometer Reading :	26267 miles

Serviced By :	RHODES CHEVROLET COMPANY PO BOX 667 VAN BUREN, AR 72957-0667 (479) 474-4000	Selling Source :	13 - CHEVROLET
		Site Code :	17531
		Business Associate Code :	114218

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/13/2007	786	01	#	J0690 - PULLEY, ACCESSORY DRIVE BELT IDLER - REPLACE	24577515 - PULLEY	N/A	N/A	$ 71.36	N

Repair Order Date :	02/07/2007	Repair Order Number :	[redacted]	Odometer Reading :	23718 miles

Serviced By :	RHODES CHEVROLET COMPANY PO BOX 667 VAN BUREN, AR 72957-0667 (479) 474-4000	Selling Source :	13 - CHEVROLET
		Site Code :	17531
		Business Associate Code :	114218

Cycle	Cycle					Auth	Person	Line	

Date	Nbr	Case	Type	Labor Operation	Part	Code	Code	Total	Comments
02/16/2007	770	01	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	$ 84.00	Y

Repair Order Date :	01/10/2007	Repair Order Number :	1[redacted]	Odometer Reading :	22546 miles
Serviced By :	RHODES CHEVROLET COMPANY PO BOX 667 VAN BUREN, AR 72957-0667 (479) 474-4000	Selling Source :	13 - CHEVROLET		
		Site Code :	17531		
		Business Associate Code :	114218		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/19/2007	762	01	#	C1080 - WEATHERSTRIP - FRONT DOOR OPENING - RIGHT - ALIGN OR REPLA	19120579 - WEATHERST	E	N/A	$ 239.21	Y
01/19/2007	762	02	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	$ 42.00	Y

Repair Order Date :	10/05/2006	Repair Order Number :	[redacted]	Odometer Reading :	17571 miles
Serviced By :	RHODES CHEVROLET COMPANY PO BOX 667 VAN BUREN, AR 72957-0667 (479) 474-4000	Selling Source :	13 - CHEVROLET		
		Site Code :	17531		
		Business Associate Code :	114218		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/17/2006	735	01	#	D1002 - BLOWER MOTOR RESISTOR REPLACEMENT	89018604 - RESISTOR	PE	N/A	$ 177.94	Y

Repair Order Date :	09/27/2006	Repair Order Number :	[redacted]	Odometer Reading :	17235 miles
Serviced By :	RHODES CHEVROLET COMPANY PO BOX 667 VAN BUREN, AR 72957-0667 (479) 474-4000	Selling Source :	13 - CHEVROLET		
		Site Code :	17531		
		Business Associate Code :	114218		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/03/2006	731	01	#	R0760 - RADIO, REMOVE AND REPLACE	N/A	N/A	N/A	$ 53.98	N

Repair Order Date :	07/17/2006	Repair Order Number :	[redacted]	Odometer Reading :	13733 miles
Serviced By :	RHODES CHEVROLET COMPANY PO BOX 667 VAN BUREN, AR 72957-0667 (479) 474-4000	Selling Source :	13 - CHEVROLET		
		Site Code :	17531		
		Business Associate Code :	114218		

Cycle	Cycle	Case	Type	Labor Operation	Part	Auth	Person	Line	Comments

Date	Nbr					Code	Code	Total	
07/28/2006	712	01	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	$ 84.00	Y

Repair Order Date :	06/09/2006	Repair Order Number :	[redacted]4	Odometer Reading :	12468 miles
Serviced By :	RHODES CHEVROLET COMPANY PO BOX 667 VAN BUREN, AR 72957-0667 (479) 474-4000	Selling Source :	13 - CHEVROLET		
		Site Code :	17531		
		Business Associate Code :	114218		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/16/2006	700	01	#	N6612 - WIRING AND/OR CONNECTOR - EXTERIOR LIGHTING - REPAIR OR RE	88988700 - CONNECTOR	N/A	N/A	$ 90.14	N

Repair Order Date :	04/26/2006	Repair Order Number :	1[redacted]	Odometer Reading :	10515 miles
Serviced By :	RHODES CHEVROLET COMPANY PO BOX 667 VAN BUREN, AR 72957-0667 (479) 474-4000	Selling Source :	13 - CHEVROLET		
		Site Code :	17531		
		Business Associate Code :	114218		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/05/2006	688	01	#	N2440 - SWITCH - STOP LAMP - REPLACE	15128874 - SWITCH	E	N/A	$ 50.39	N

Repair Order Date :	03/16/2006	Repair Order Number :	1[redacted]	Odometer Reading :	6831 miles
Serviced By :	RHODES CHEVROLET COMPANY PO BOX 667 VAN BUREN, AR 72957-0667 (479) 474-4000	Selling Source :	13 - CHEVROLET		
		Site Code :	17531		
		Business Associate Code :	114218		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/24/2006	676	01	#	N6602 - WIRING AND/OR CONNECTOR - CHARGING/STARTING/BATTERY - REPA	N/A	N/A	N/A	$ 33.74	N

Repair Order Date :	02/09/2006	Repair Order Number	[redacted]	Odometer Reading :	5816 miles
Serviced By :	RHODES CHEVROLET COMPANY PO BOX 667 VAN BUREN, AR 72957-0667 (479) 474-4000	Selling Source :	13 - CHEVROLET		
		Site Code :	17531		
		Business Associate Code :	114218		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
				H0042 - PADS, DISC BRAKE -					

06/09/2006	698	01	G	FRONT - R&R OR REPLACE	N/A	G	N/A	$ 67.48	N
02/17/2006	666	01	#	H0042 - PADS, DISC BRAKE - FRONT - R&R OR REPLACE	N/A	N/A	N/A	$ 67.48	N
02/17/2006	666	02	#	C0140 - CHANNEL AND/OR RETAINER, FRONT DOOR WINDOW RUN (FRONT) - R	N/A	N/A	N/A	$ 33.74	N

Repair Order Date :	04/21/2005	**Repair Order Number :**	[redacted]	**Odometer Reading :**	0 miles

Serviced By :	RHODES CHEVROLET COMPANY PO BOX 667 VAN BUREN, AR 72957-0667 (479) 474-4000	**Selling Source :**	13 - CHEVROLET
		Site Code :	17531
		Business Associate Code :	114218

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/26/2005	581	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 76.57	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GENERAL MOTORS BUSINESS RESOURCE CENTER

July 30, 2008

Mr. Ken Patton
Rhodes Chevrolet
280 Alma Hwy
Van Burn, AR 72957

Re: [redacted]
Siebel Request: 7[redacted]
2005 Chevrolet Trailblazer
VIN # 1GNDS13S8523[redacted]

Dear Mr. Ken Patton :

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

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

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

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

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

Sincerely,

Allison Barry
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 41721
FAX# 866-874-5907

Privileged and Confidential Information

CASE ASSESSMENT

By: Allison Barry State: AR

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

Vehicle ID No.: 1GNDS13S8523[redacted] In Service Date: 9/1/2005 Vehicle is: New BAC Code: 114218

Year, Make & Model: 2005 Chevrolet Trailblazer
Mileage at Time of BBB Filing (50,500)

Lien holder: GMAC☐ X Other☐: {Name}

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

DVM Name: Doug Sedgwick
Phone/Cell Number: 417.224.0632
Svc Mgr Name: Ken Patton

CAM Name: Larry Shields
Phone Number: 972.443.2901

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. IF **YES** PLEASE INCLUDE TAC # AND EXPLANATION TAC WAS INVOLVED. IF TAC HAS

IF TAC **HAS NOT BEEN** CONTACTED WHY NOT__Concerns have all been unable to duplicate or have been repaired

☐ **Door Trim-leaks air**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/3/07	[redacted]	1	22206	Cs: all four doors have excessive wind noise -**SOP** order door seals -adj doors did not stop
1/10/07		7	22546	CS: needs window molding replaced -sop in -door seals collapsed -replaced right and left front door seals -replaced right and left rear door seals

A/C- not cool air

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/4/06	[redacted]	2	17571	Cs: blower motor is inoperative -No problem found
10/5/06		2	17571	CS: blower motor inoperative -blower resistor and plug in burnt -replace blower resistor and connector
6/1/07		5	29579	Cs: ac not cooling right -checked a/c operation power a/c -a little low on p? -evacuated and recharged a/c and checked ok
7/19/07		6	32375	Cs: a/c will quit cooling while driving down the road and then a little later will start cooling again -found cooling fan clutch weak at times -replaced cooling fan clutch and tested ok

☐ **Axle and differential-Rear end slack and vibration**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/7/07	[redacted]	4	23718	Cs: there is a jerking sensation in the rear end -no problem found
4/9/07		3	26267	Cs: veh makes whine noise while driving -idler pulley bearing making noise -replace idler assembly
4/16/07		*	29579	CS: there is slack in rear end -Rand K rear diff columns -inspected and no metal found -reinstalled cover and filtered with new fluid and additional testing o.k
6/24/08		4	49216	CS: they feel vibration after taking off from stop at normal speeds

☐ {Symptom}

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

☐ {Symptom}

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

☐ {Symptom}

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

☐ {Symptom}

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

☐ {Symptom}

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

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

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

Has the vehicle ever been involved in a accident N
Did you confirm your answer with the customer Y

Are there any Aftermarket Modifications to the Vehicle N
Have you confirm this with the customer Y
List:

Was a Trade Repurchase offered to the N
(A Trade Repurchase is to be offered as a settlement before a Straight can be considered)
Date authorized by the DVM/CAM _____

☐ **Other-Acceleration**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				No Ro's to date on this concern

☐ **Other-Transmission-lock up**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/10/08	[redacted]	22	49,707	CS: transmission wont shift and will only move in reverse Turbine shaft through to pump housing, clutches burnt -replaced with setra unit -tow in
7/12/08			50,956	**FRA** CS: after putting into drive it spun tires for 6ft -could not duplicate problem

-installed VDR for customer to record data

☐ **Other- headlights/taillights-went out**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/16/06	[redacted]	*	6831	Cs: lights were dimming and alt gauge was jumping from 14/16 volts back and forth -tighten ground front of console -test drove
4/26/06		1	10515	CS: veh has no brake lights -no output out of brake light switch -replace brake light switch
6/2/06		1	12261	Cs: low beam connector is burnt **-SOP** 2-88987884 connectors
6/9/06		4	12468	Cs: low beams are inoperative -bulbs and connectors burnt -replace right and left low beam bulbs and connectors -sop put in
6/24/08		*	49216	CS: headlights wouldn't come on even manual' - checked headlamps circuits/checked power and ground at headlamp switch /ok/ - found low beam headlamp replay shorted - replaced relay

☐ **other-**Alternator- gauge

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/16/06	[redacted]	5	6831	Cs: lights were dimming and alt gauge was jumping from 14/16 volts back and forth -tighten ground front of console -test drove
7/17/06		3	137333	CS: alternator stops charging at times -no problem found

☐ **Other-**Engine-misfires

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/1/07	[redacted]	*	29579	Found ****for PCM and reprogrammed PCM
3/31/08		2	44806	Cs: veh will start cutting out when driving or setting - engine miss #3 cyl needs coil pack and 6 plugs replaced - perform diag found ign coil #3 cyl shorted causing no fire #3 cyl - replaced coil pack #3 cyl and spark plg due to being fuel fouled
4/10/08		7	45352	- Cs: states that the veh running rough - Cyl #2 misfire water intrusion on cyl2

- TSB 0606040488 replaced AIP seal with updated design
- Replaced AIP seal

4/18/08	[redacted]	1	45431	CS: veh is still missing -PO302 cyl 2 misfire, swapped #2 and #3 coils and misfire moves to #3 , ignition coil is bad -replaced #2 ignition coil no misfire
7/12/08		*	50,956	**FRA** CS: on 3 occasions at 20mph it would die -could not duplicate problem -installed VDR for customer to record data

☐ **Other -Brakes (NOT ON CCF)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/9/06	[redacted]	7	5816	CS: Brakes makes a grinding noise when applied and going down hill -Checked front and rear brakes/ok/ -cleaned front and rear brakes - deglased rotors and pads -no problem found

☐ **Other-Electrical-window (NOT ON CCF)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/9/06	[redacted]	*	5816	CS: passenger window will not rise all the way to the top. -found pass window molding mis-aligned -removed door panel and repaired window molding

☐ **Other-Electrical- ignition (NOT ON CCF)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/17/06	[redacted]	*	137333	CS: chime keeps going after key is out of ignition -no problem found

☐ **Other-Electrical- Radio lights burnt out (NOT ON CCF)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/17/06	[redacted]	*	137333	**FRA** CS: radio lights burnt out -indicator lights in buttons are burnt out -part #15295372

☐ **Other-Electrical- door lock lights burnt out (NOT ON CCF)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/17/06	[redacted]	*	137333	**FRA** CS: door locks lights burnt out -indicator lights in buttons are burnt out -part #15295372

☐ **Other-**Accessories- CD player **(NOT ON CCF)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/26/06	[redacted]0	2	17235	Cs: Cd player will not take CD's -reprogram radio for CD player will not load or eject Cd

☐ Other

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

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: **not eligible** customer must file with BBB within 12/12

Lemon Law Repurchase/Replacement: **eligible** Customer has filed within 2 yrs following the first reported nonconformity (3 repairs PLUS FRA) and (5 or more attempts on separate occasions, to repair

GM Program Summary Repairs/Reimbursement for past repairs: **not eligible** customer must file with BBB while in Bumper to Bumper

THE STATE LEMON LAW READS:

Days out of service: 30+
Repairs 3 plus a final repair attempt OR 5 or more
Time period 24 / 24
Does Lemon Law state nonconformity must continue to exist? N

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

Number of repair attempts in the presumption period:

4 headlamp/taillight
2 alternator
1 engine
2 trim
5 A/C

Not on CCF as follows:
1 brake
1 window

1 ignition
1cd
3 rear end

Total days out of service during the presumption period: 37 +(16 not on CCF)
Total days out of service during customer's ownership: 53

Vehicle Meets Presumption of Lemon Law YES

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

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

Cust sts: lost confidence with vehicle, will only be happy with buy back. Customer was offered olc 1500 and feels this is a slap in the face

DVM sts: At this time we are unable to dupliate

SVM sts: was unaware that customer did had concerns with transmission

CRS Rationale: FRA arrived Aug 8. It appears (at this time) that only the rear end concerns are a current issue in regards to all that BBB says is eligible. Customer meets presumpstion

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law
FRA

Repeat concerns over life of veh

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law
Out of b2b

Most concerns have been fixed

Decision reached by CRS: Arbitrate case: ☐ Settle case: ☐

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.**

fax

RHODES CHEVROLET

2800 ALMA HWY, PO BOX 667
VAN BUREN, ARK 72956
PHONE (479) 474-4000 FAX (479) 471-1874

To: Allison Barry

Tel:

Fax: 1-866-874-5907

From: Ken Patton

Date: 8/1/08

Regarding:
Rickey Jones Paperwork

PAGES 47

Notes:

2800 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

RHODES CHEVROLET

"AFTER ALL THESE YEARS . . . STILL THE BEST PLACE TO BUY A CHEVROLET"

Service Hours
Mon - Fri 7:30 AM to 5
Sat 9 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE	ROTATE TIRES	MI		30CVZZMTRANSERV	MANUAL TRANS SERV	MI	
30CVZZATRANSERV	AUTO TRANS SERV	MI		00CVZLOF	LUBE/OIL/FILTER	MI	
00CVZ3KSVC	3000 MILE SERVICE	MI		00CVZA30KSVC	30000 MILE SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/09/07	[redacted]	26267	474	489	C	44CVZ	LUBE, OIL, & FILTER
				478	W	11CVZ	DRIVEABILITY
02/07/07		23718	27351	478	W	03CVZ	AXLE & DIFFERENTIAL
				478	C	28CVZ	PROGRAM INSP.
				411	W	97CVZ	RENTAL
01/10/07		22546	34846	471	W	15CVZ	TRIM

SALESPERSON NO. 1000 HOUSE

SERVICE

DISPATCH #

VIN: 1GNDS13S852[redacted] YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ | PRODUCTION DATE | STOCK NO. 9294 | LICENSE NO. [redacted]

CUST. PICKUP ☐

[redacted]
VAN BUREN, AR 72956

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE 09/01/05 | DELIVERY MILES 26 | BILLING DEALER NO. | R.O. DATE 06/01/07

COLOR: SUPERIOR BLUE/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 173

TURBO	MOD.	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				29,579	27351	CHAD

RES. PHONE: 479-474-5502 | BUSINESS PHONE: 479-649-8501

APPOINTMENT: ☐ Yes ☒ No | 01:27pm | 06/01/07 | 06:00pm | PROMISED | PRIORITY

Cell [redacted] | LABOR RATE

RHODES CHEVROLET CO., DISCLAIMER OF WARRANTY - All warranties on these parts are the manufacturers. The Seller, RHODES CHEVROLET CO., hereby disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither RHODES CHEVROLET CO. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, RHODES CHEVROLET CO., in no way affects the terms of the manufacturer's warranty.

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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 [redacted] beyond our control or for any delays caused by unavailability of parts or delays in parts [redacted] our employees permission to operate the vehicle herein described on streets, highways [redacted] I/we hereby acknowledged on above vehicle to secure the amount of repa[redacted]

X [redacted]

JOB	CLAIM TYPE	C	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAILED CODE
1		C	44CVZ	LUBE, OIL, & FILTER		

CUSTOMER REQUESTS LUBE, OIL, AND FILTER CHANGE | 1.00

Complete Lop

FLAGGED LABOR OPERATION	LABOR OPERATIONS	CODE	NET ITEM	LINE TOTAL	FAILED CODE
	1.3			$78	

2 C 18CVZ **HEATING AND AIR**

CUSTOMER STATES A/C IS NOT COOLING RIGHT

Checked A/C Operation - Poor A/C
A little low on Freon /
Evacuated + Recharged A/C &
Checked - O.K.

FLAGGED LABOR OPERATION	LABOR OPERATIONS	CODE	NET ITEM	LINE TOTAL	FAILED CODE
	1.0			$78	

3 W 03CVZ **AXLE & DIFFERENTIAL**

CUSTOMER STATES THERE IS SLACK IN THE REAR END

Rear Rear Diff Cover Inspected /
No Metal found /
Removed Cover & Filter With
New Gasket + Added 4 Qts of
O.K

FLAGGED LABOR OPERATION	LABOR OPERATIONS	CODE	NET ITEM	LINE TOTAL	FAILED CODE
	1.0		77.75	$78	

4 W Found Vehicle Low on Fluid / Reprogramed PCM.

FLAGGED LABOR OPERATION	LABOR OPERATIONS	CODE	NET ITEM	LINE TOTAL	FAILED CODE
				$78	

[redacted] HARD COPY

120002

STRAIGHT TIME (HOURS)	FLAT RATE	RO NO. 120002 TIME	OFF
29		OPER. NO. 478	
		EMP. NO.	ON

2600 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

RHODES CHEVROLET

"AFTER ALL THESE YEARS . . . STILL THE BEST PLACE TO BUY A CHEVROLET"

[redacted]
Service Hours
Mon - Fri 7:30 AM to [redacted]
Sat 9 AM to 1 P[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE	ROTATE TIRES	MI		30CVZZMTRANSERV	MANUAL TRANS SERV	MI	
30CVZZATRANSERV	AUTO TRANS SERV	MI		00CVZLOF	LUBE/OIL/FILTER	MI	
00CVZ3KSVC	3000 MILE SERVICE	MI		00CVZA30KSVC	30000 MILE SERVICE	MI	

SERVICE HISTORY

DATE	[redacted]	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/01/07	[redacted]	29579	27351	478	C	44CVZ	LUBE, OIL, & FILTER
				478	W	18CVZ	HEATING AND AIR
				478	W	03CVZ	AXLE & DIFFERENTIAL
				478	W	11CVZ	DRIVEABILITY
04/09/07		26267	474	489	C	44CVZ	LUBE, OIL, & FILTER
				478	W	11CVZ	DRIVEABILITY

SALESPERSON NO. 1000 HOUSE

S E R V I C E

DISPATCH #

VEHICLE VIN: 1GNDS13S8523[redacted]

YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

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

CUSTOMER [redacted] | SERVICE CONTRACT | DELIVERY DATE 09/01/05 | DELIVERY MILES 26 | SELLING DEALER NO. | R.O. DATE 07/19/07

CUST. PICKUP ☐

[redacted]
VAN BUREN, AR[redacted]

COLOR SUPERIOR BLUE/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | R.O. NO. 173

TURBO | MFG. CVZZ | AIR COND. | P.S. | TRANS | MILEAGE 32,375 | ADVISOR NO. 27351 | ADVISOR CHAD

RESIDENCE [redacted]

TIME/DATE PROMISED 09:29am 07/19/07 | TIME/DATE PROMISED 06:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No [redacted] | LABOR RATE

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TERMS: STRICTLY CASH OR APPROVED CREDIT DATE

I/we 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 [redacted] because beyond our control or for any delays caused by unavailability of parts or delays in [redacted] for your employees permission to operate the vehicle herein described on streets, highways or [redacted] mechanic's lien is hereby acknowledged on above vehicle to secure the amount [redacted]

JOB 1 C 18CVZ **HEATING AND AIR**

CUSTOMER STATES THE A/C WILL QUIT COOLING WHILE DRIVNG DOWN THE ROAD AND THEN A LITTLE WHILE LATER START COOLING AGAIN

Found Cooling Fan Clutch
Weak at times
Replaced Cooling Fan Clutch
+ tested O.K

2. Rental

LABOR OPERATION	LABOR HOURS	CODE	NET ITEM	TECHNICIAN
	3.0			478
	2.3			

0101J121676

PAGE 1 OF 1 HARD COPY 121676

STRAIGHT TIME (HOURS)		FLAT RATE		R/O NO. 1216786	TIME	OFF
				OPER. NO.		
2	3			EMP. NO. 478		ON

by Rob LSC

2800 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

RHODES CHEVROLET

"AFTER ALL THESE YEARS . . . STILL THE BEST PLACE TO BUY A CHEVROLET"

Service Hours
Mon - Fri 7:30 AM to 5:
Sat 9 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZLOF	LUBE/OIL/FILTER	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. P D I

DISPATCH #	VIN: 1GNDS13S8523	YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ	PRODUCTION DATE	STOCK NO: 9294	LICENSE NO.				
CUST. PICKUP ☐	RHODES CHEVROLET 2800 ALMA HWY. VAN BUREN, AR 72956	CUSTOMER NO: 10000	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE: 05/16/05		
		COLOR: SUPERIOR BLUE/	CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO: 9294		
		TURBO	MMC: CVZZ	AIR COND.	P. S.	TRANS	MILEAGE: 0	ADVISOR NO: 401	ADVISOR: LARRY W LYNN
	RESIDENCE PHONE: 479-474-4000	BUSINESS PHONE: 479-474-4000							
	TIME PROMISED: 08:12am	DATE/TIME PROMISED: 05/16/05 06:00pm	PRIORITY						
APPOINTMENT ☐ Yes ☒ No		LABOR RATE							

RHODES CHEVROLET CO., DISCLAIMER OF WARRANTY – All warranties on these parts are the manufacturers. The seller, RHODES CHEVROLET CO., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither RHODES CHEVROLET CO. nor anyone has authorized any other person to assume for it any liability in connection with the sale of these parts. This warranty does not affect RHODES CHEVROLET CO., in no way affects the terms of the manufacturer's warranty.

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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 our control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X _____

| JOB | | | | | | | | |

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO 94970	6	TIME	OFF
13		OPER. NO. 18729			
		EMP. NO.			ON

2800 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

RHODES CHEVROLET

"AFTER ALL THESE YEARS . . . STILL THE BEST PLACE TO BUY A CHEVROLET"

Service Hours
Mon - Fri 7:30 AM to 5:3
Sat 9 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE	ROTATE TIRES	MI		00CVZLOF	LUBE/OIL/FILTER	MI	
00CVZ3KSVC	3000 MILE SERVICE	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/16/05	94970	0	401	18729	I	19CVZ	PDI INSPECTION

SALESPERSON NO: 1000 HOUSE

SERVICE

DISPATCH #

VEHICLE IDENTIFICATION NO.: 1GNDS13S85[redacted]

YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

PRODUCTION DATE: [redacted]

LICENSE NO.: [redacted]

CUST. PICKUP ☐

[redacted]
VAN BUREN, AR [redacted]

CUSTOMER NO.: 3[redacted]

SERVICE CONTRACT

DELIVERY DATE: 09/01/05

DELIVERY MILES: 26

SELLING DEALER NO.

S.D. DATE: 02/09/06

COLOR: SUPERIOR BLUE/

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

I.D. NO.: WT73

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				5,816	479	JEFF

REG [redacted]

TIME PROMISED: 08:08am DATE PROMISED: 02/09/06 06:00pm PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

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TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

[redacted] the necessary material and agree that you are not responsible for loss or damage to [redacted] beyond our control or for any delays caused by unavailability of parts or delays in [redacted] our employees permission to operate the vehicle herein described on streets, high- [redacted] mechanic's lien is hereby acknowledged on above vehicle to secure the amount

JOB 1 W 04CVZ **BRAKES**

CUSTOMER STATES BRAKES MAKES A GRINDING NOISE WHEN APPLIED AND GOING DOWN A HILL

Checked Front + Rear Brakes / o.k / Cleaned Front + Rear Brakes + Deglazed Rotors + Pads No Problem found

CLAIM TYPE	O.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE
	NV			NARN	A

FAILED LABOR OPERATION	LABOR OPER. HOURS	O.L.H.	NET ITEM	LINE TOTAL	TECH
H0042	1.0				478

Clock on Back

JOB 2 W 08CVZ **ELECTRICAL WORK**

CUSTOMER STATES PASS WINDOW WILL NOT RAISE ALL THE WAY TO THE TOP

found pass window molding mis aligned

Removed door panel and repaired window molding

CLAIM TYPE	O.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE
	OC				3F

FAILED LABOR OPERATION	LABOR OPER. HOURS	O.L.H.	NET ITEM	LINE TOTAL	TECH
C0140	.5				478

CLAIM TYPE	O.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER. HOURS	O.L.H.	NET ITEM	LINE TOTAL	TECH

CLAIM TYPE	O.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER. HOURS	O.L.H.	NET ITEM	LINE TOTAL	TECH

[redacted]

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[redacted]

PART	
PART	
PART	
PART	
LABOR TIME:	
TOTAL X 10%	
APPROVAL: YES NO	
JOB DESC.	
PART	
PART	
PART	
PART	
LABOR TIME:	
TOTAL X 10%	
APPROVAL: YES NO	

STRAIGHT TIME HOURS: 1.5

FLAT RATE

RO NO. 04130

OPER. NO. 458

EMP. NO.

4

TIME

ON

OFF

6 08
5 15

2800 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

RHODES CHEVROLET

"After all these years . . . Still the BEST place to buy a CHEVROLET"

Service Hours
Mon - Fri 7:30 AM to 5:30
Sat 9 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE 00CVZ3KSVC	ROTATE TIRES 3000 MILE SERVICE	MI MI		00CVZLOF	LUBE/OIL/FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/09/06	[redacted]	5816	479	478	W	04CVZ	BRAKES
				478	W	08CVZ	ELECTRICAL WORK
05/16/05		0	401	18729	I	19CVZ	PDI INSPECTION

SALESPERSON NO. 1000 HOUSE

S E R V I C E

DISPATCH #

VEHICLE I.D. NO. 1GNDS13S85[redacted]

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

PRODUCTION DATE

STOCK NO. [redacted]

LICENSE NO. [redacted]

CUST. PICKUP ☐

[redacted]
VAN BUREN, AR [redacted]

CUSTOMER NO. [redacted] SERVICE CONTRACT

DELIVERY DATE 09/01/05

DELIVERY MILES 26

SELLING DEALER NO.

R. O. DATE 02/13/06

COLOR SUPERIOR BLUE/

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO. W173

TURBO	M/M/G	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				5,924	474	LARRY BARR

R [redacted]

TIME RECEIVED 09:08am DATE/TIME PROMISED 02/09/06 06:00pm PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

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TERMS: STRICTLY CASH OR APPROVED CREDIT DUES

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 our control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X _____

JOB

1 | 44CVZ *LUBE, OIL, & FILTER*

CUSTOMER REQUESTS LUBE, OIL, AND FILTER CHANGE

(Charge to NC Policy - 1st LOF Free)

CLAIM TYPE	C.O.D.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODES

FAILED LABOR OPERATION	LABOR OPERATIONS	C.O.D.	NET ITEM	LINE TOTAL	LEGEND
	N/C				480

Mag tech - 5

CLAIM TYPE	C.O.D.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODES

FAILED LABOR OPERATION	LABOR OPERATIONS	C.O.D.	NET ITEM	LINE TOTAL	LEGEND

CLAIM TYPE	C.O.D.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODES

FAILED LABOR OPERATION	LABOR OPERATIONS	C.O.D.	NET ITEM	LINE TOTAL	LEGEND

CLAIM TYPE	C.O.D.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODES

FAILED LABOR OPERATION	LABOR OPERATIONS	C.O.D.	NET ITEM	LINE TOTAL	LEGEND

[redacted]

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[redacted]

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO 10417	5	TIME	OFF
5		OPER. NO. 480			ON
		EMP. NO.			

PART	
PART	
PART	
PART	
LABOR TIME:	
TOTAL X 10%	
APPROVAL: YES NO	
JOB DESC.	
PART	
PART	
PART	
PART	
LABOR TIME:	
TOTAL X 10%	
APPROVAL: YES NO	

2600 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

RHODES CHEVROLET

"After all these years . . . Still the BEST place to buy a CHEVROLET"

Service Hours
Mon - Fri 7:30 AM to 5
Sat 9 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE 00CVZ3KSVC	ROTATE TIRES 3000 MILE SERVICE	MI MI		00CVZLOF	LUBE/OIL/FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/13/06	[redacted]	5924	474	480	I	44CVZ	LUBE, OIL, & FILTER
02/09/06		5816	479	478	W	04CVZ	BRAKES
				478	W	08CVZ	ELECTRICAL WORK
05/16/05		0	401	18729	I	19CVZ	PDI INSPECTION

SALESPERSON NO. 1000 HOUSE

S E R V I C E

DISPATCH #

CUST. PICKUP ☐

VEHICLE I.D. NO. 1GNDS13S852[redacted]

[redacted]
VAN BUREN, AR [redacted]

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

PRODUCTION DATE

STOCK NO. [redacted]

LICENSE NO. [redacted]

CUSTOMER NO. 3[redacted]

VEHICLE CONTRACT

DELIVERY DATE 09/01/05

DELIVERY MILES 26

SELLING DEALER NO. 03/16/06

COLOR SUPERIOR BLUE/

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO. 73

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				6,831	474	LARRY BARR

RE [redacted]

TIME RECEIVED 12:48pm | DATE/TIME PROMISED 03/16/06 06:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

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TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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. You and your employees have my permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and delivery. A mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs th[redacted]

X [redacted]

JOB						
1	W * 08CVZ **ELECTRICAL WORK** **CUSTOMER STATES LIGHT WERE DIMMING AND ALT GAUGE WAS JUMPING FROM 14 TO 16 VOLTS BACK AND FORTH** Tighten ground from 1 of console Test Drive					
				AV		73
				N6602.5		439

[redacted]

PAGE 1 OF 1

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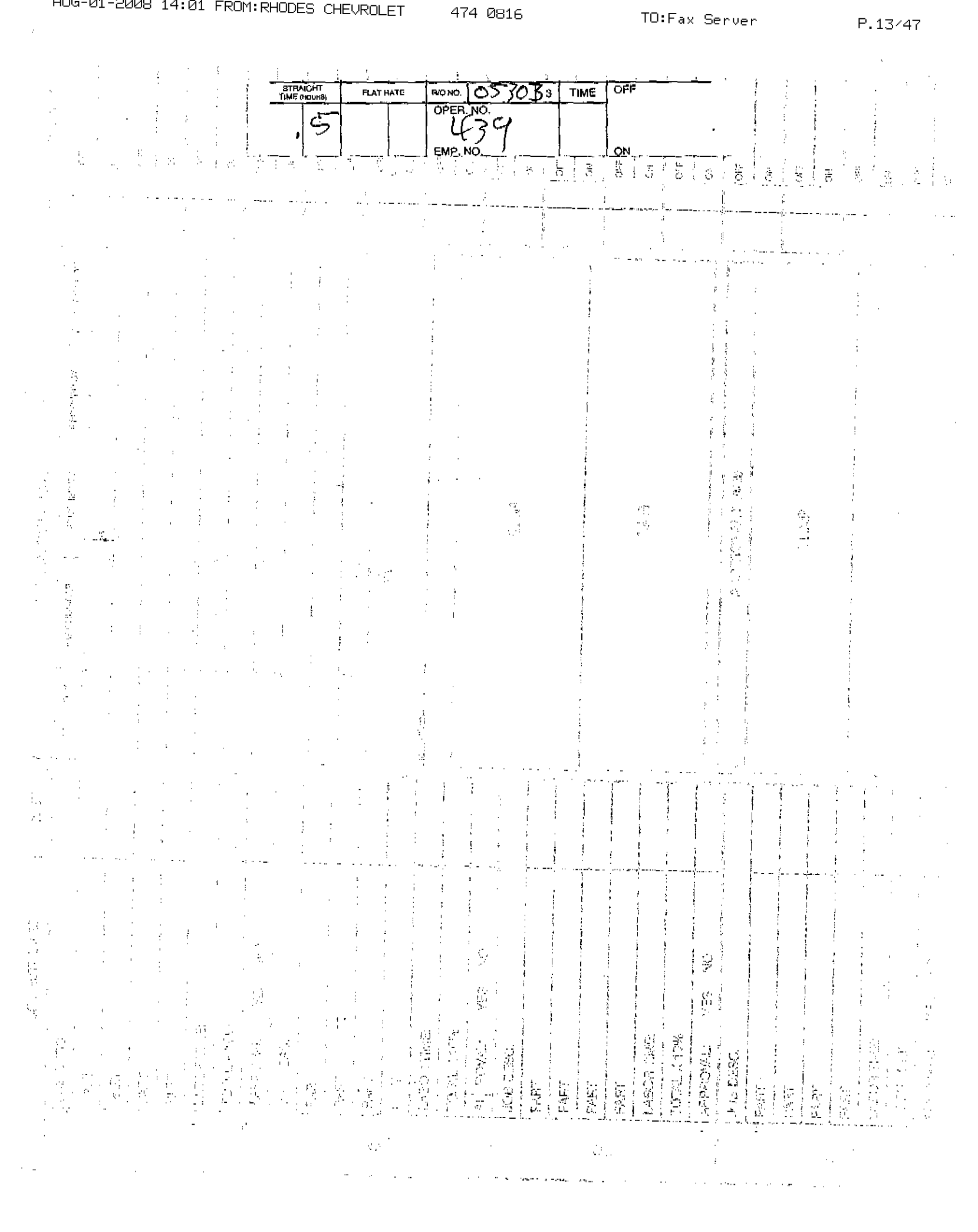
[redacted]

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 053033	TIME	OFF
.5		OPER. NO. 439		
		EMP. NO.		ON



2800 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

RHODES CHEVROLET

AFTER ALL THESE YEARS . . STILL THE BEST PLACE TO BUY A CHEVROLET

Service Hours
Mon - Fri 7:30 AM to 5:
Sat 9 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE	ROTATE TIRES	MI		00CVZLOF	LUBE/OIL/FILTER	MI	
00CVZ3KSVC	3000 MILE SERVICE	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/16/06		6831	474	439	W	08CVZ	ELECTRICAL WORK
02/13/06		5924	474	480	I	44CVZ	LUBE, OIL, & FILTER
02/09/06		5816	479	478	W	04CVZ	BRAKES
				478	W	08CVZ	ELECTRICAL WORK
05/16/05		0	401	18729	I	19CVZ	PDI INSPECTION

SALESPERSON NO. 1000 HOUSE

SERVICE

DISPATCH #

VIN: 1GNDS13S852

YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

PRODUCTION DATE

LICENSE NO.

R. O. NO.

CUST. PICKUP ☐

CUS SERVICE CONTRACT

DELIVERY DATE: 09/01/05

DELIVERY MILES: 26

SELLING DEALER NO.

R. O. DATE: 04/26/06

VAN BUREN, AR

COLOR: SUPERIOR BLUE/

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO.: W173

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				10,515	479	JEFF

TIME RECEIVED: 01:05pm DATE/TIME PROMISED: 04/26/06 06:00pm PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

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TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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X _____

JOB 1

W 08CVZ ELECTRICAL WORK

CUSTOMER STATES VEHICLE HAS NO BRAKE LIGHTS

No Output out of Brake Light Switch

Replace Brake Light Switch

CLAIM TYPE	OP. CD.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE
	DJ				GG

LABOR OPERATION	LABOR OPERATION	OUT	NET ITEM	LINE TOTAL	TECH
H2642	.7				47

CLAIM TYPE	OP. CD.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPERATION	OUT	NET ITEM	LINE TOTAL	TECH

CLAIM TYPE	OP. CD.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPERATION	OUT	NET ITEM	LINE TOTAL	TECH

CLAIM TYPE	OP. CD.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPERATION	OUT	NET ITEM	LINE TOTAL	TECH

Reynolds and Reynolds ERA-Win32 CO5623.0 (11/05)

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STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 106894	TIME	OFF
7		OPER. NO.		
		EMP. NO. 471		ON

15128874 /will

2800 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

RHODES CHEVROLET

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Service Hours
Mon - Fri 7:30 AM to 5:
Sat 9 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE 00CVZ3KSVC	ROTATE TIRES 3000 MILE SERVICE	MI MI		00CVZLOF	LUBE/OIL/FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/26/06	[redacted]	10515	479	471	W	08CVZ	ELECTRICAL WORK
03/16/06		6831	474	439	W	08CVZ	ELECTRICAL WORK
02/13/06		5924	474	480	I	44CVZ	LUBE, OIL, & FILTER
02/09/06		5816	479	478	W	04CVZ	BRAKES
				478	W	08CVZ	ELECTRICAL WORK
05/16/05		0	401	18729	I	19CVZ	PDI INSPECTION

SALESPERSON NO. 1000 HOUSE

S E R V I C E

DISPATCH #

VEHICLE I.D. NO. 1GNDS13S8523[redacted]

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

PRODUCTION DATE [redacted]

LICENSE NO

R. O. NO. [redacted]

CUST. PICKUP ☐

[redacted]
VAN BUREN, AR [redacted]

CUSTOMER NO. [redacted]

SERVICE CONTRACT

DELIVERY DATE 09/01/05

DELIVERY MILES 26

SELLING DEALER NO.

R. O. DATE 06/02/06

COLOR SUPERIOR BLUE/

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO. 173

TURBO	MAKE	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				12,261	27351	CHAD

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

RHODES CHEVROLET CO., DOES MAKE OF WARRANTY - All warranties on [illegible] parts are the responsibility of the manufacturers. The dealer herein named does not make any warranties of merchantability, either express or implied, including any implied warranty of fitness for a particular purpose, and neither it nor RHODES CHEVROLET CO. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. The dealer herein named and RHODES CHEVROLET CO., in no way absorbs the terms of the manufacturer's warranty.

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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 our control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X _____

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
09:00am	06/02/06 06:00pm	

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

JOB

1 **W** * 08CVZ ***ELECTRICAL WORK***

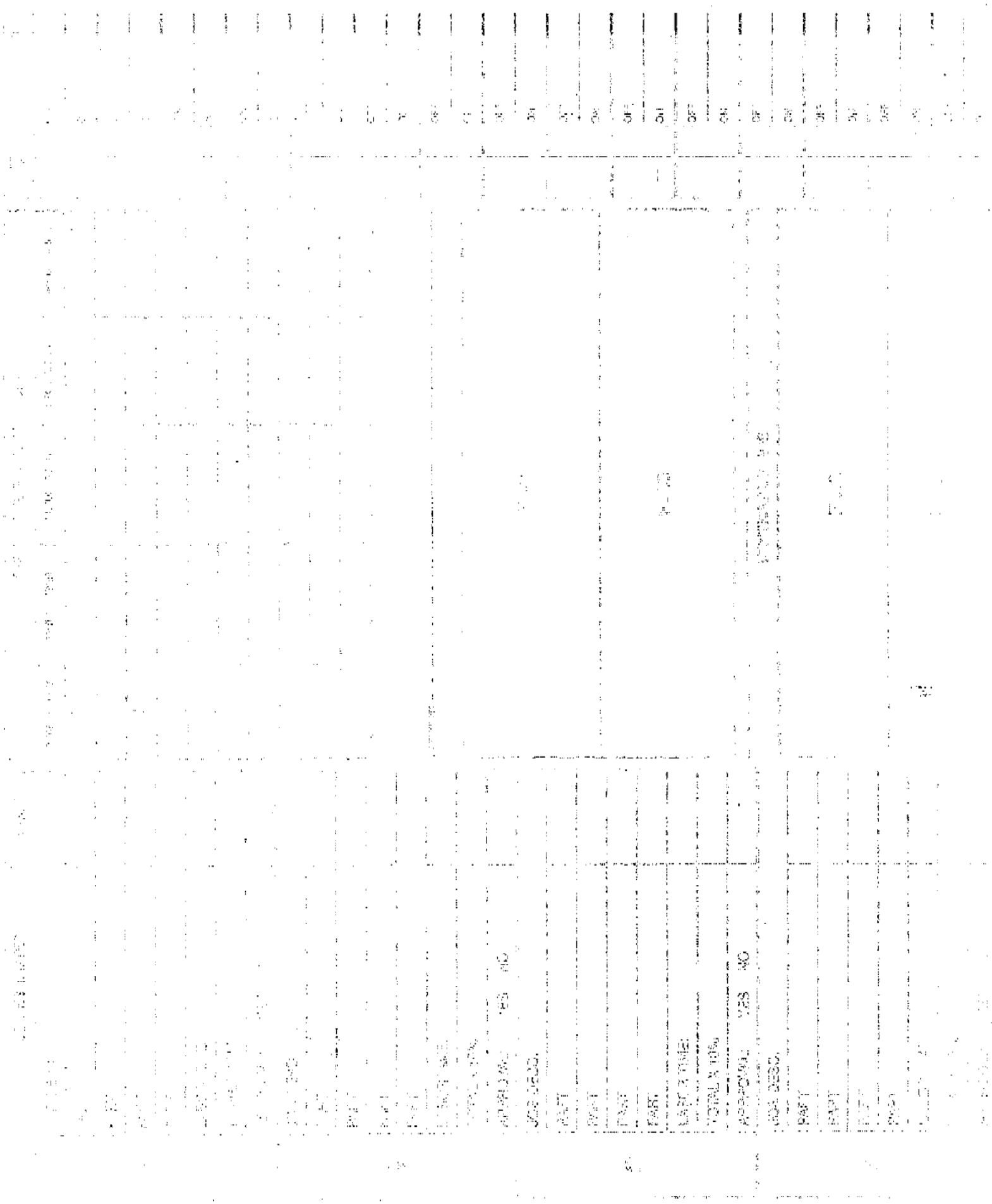
CUSTOMER STATES LOW BEAM CONNECTOR ARE BURNT

2-88987884 connectors

SOP

[redacted]

PAGE 1 OF 1 HARD COPY



2800 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

RHODES CHEVROLET

"WITH ALL THESE NEWS . . . STILL THE BEST PLACE TO BUY A CHEVROLET"

[redacted]

Service Hours
Mon - Fri 7:30 AM to 5:3
Sat 9 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE 00CVZ3KSVC	ROTATE TIRES 3000 MILE SERVICE	MI MI		00CVZLOF	LUBE/OIL/FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/02/06	[redacted]	12261	27351	444	C	08CVZ	ELECTRICAL WORK
04/26/06		10515	479	471	W	08CVZ	ELECTRICAL WORK
03/16/06		6831	474	439	W	08CVZ	ELECTRICAL WORK
02/13/06		5924	474	480	I	44CVZ	LUBE, OIL, & FILTER
02/09/06		5816	479	478	W	04CVZ	BRAKES
				478	W	08CVZ	ELECTRICAL WORK

SALESPERSON NO. 1000 HOUSE

S E R V I C E

DISPATCH #

VEHICLE I.D. NO. 1GNDS13S852[redacted]

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

PRODUCTION DATE

STOCK NO. [redacted]

LICENSE NO.

R. O. NO. [redacted]

CUST. PICKUP ☐

CUSTOMER NO. [redacted]

SERVICE CONTRACT

DELIVERY DATE 09/01/05

DELIVERY MILES 26

SELLING DEALER NO.

R. O. DATE 06/09/06

VAN BUREN, AR[redacted]

COLOR SUPERIOR BLUE/

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO. 173

TURBO	M/M/C	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				12,468	479	JEFF

RESIDENCE PHONE [redacted] BUSINESS PHONE

TIME RECEIVED 08:02am DATE/TIME PROMISED 06/09/06 06:00pm PRIORITY

APPOINTMENT ☐ YES ☒ NO

LABOR RATE

RHODES CHEVROLET CO., DISCLAIMER OF WARRANTY - All warranties on trucks parts are the manufacturers. The Dealer, RHODES CHEVROLET CO. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither RHODES CHEVROLET CO. nor any other party to this transaction shall be liable for any liability in connection with the sale of these parts. This disclaimer by the seller RHODES CHEVROLET CO. in no way affects the terms of the manufacturer's warranty.

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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 our control or for any delays caused by unavailability of parts or delays in parts shipments [redacted] employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and inspection. A mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs [redacted]

X [redacted]

JOB

1 W * 08CVZ **ELECTRICAL WORK**

CUSTOMER STATES LOW BEAMS ARE INOP- SOP HERE

Bulbs + ~~Sockets~~ Burnt Connectors Replace Right And Left, Low Beam, Bulbs, And ~~Sockets~~ Connectors

CLAIM TYPE	CODE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER. HOURS	CODE	KEY ITEM	LINE TOTAL	TECH
					47

CLAIM TYPE	CODE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER. HOURS	CODE	KEY ITEM	LINE TOTAL	TECH

CLAIM TYPE	CODE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER. HOURS	CODE	KEY ITEM	LINE TOTAL	TECH

CLAIM TYPE	CODE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER. HOURS	CODE	KEY ITEM	LINE TOTAL	TECH

[redacted]

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[redacted]

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 108114	TIME OFF
5		OPER. NO. 421	ON
		EMP. NO.	

2-28880 (A)

0-199574 (B)

2800 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

RHODES CHEVROLET

"After All These Years . . . Still the BEST Place to Buy a CHEVROLET"

[redacted]

Service Hours
Mon - Fri 7:30 AM to
Sat 9 AM to 1 P[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE 00CVZ3KSVC	ROTATE TIRES 3000 MILE SERVICE	MI MI		00CVZLOF 00CVZA15KSVC	LUBE/OIL/FILTER 15000 MILE SERVICE	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/09/06	108114	12468	479	471	W	08CVZ	ELECTRICAL WORK
06/02/06	[redacted]	12261	27351	444	C	08CVZ	ELECTRICAL WORK
04/26/06		10515	479	471	W	08CVZ	ELECTRICAL WORK
03/16/06		6831	474	439	W	08CVZ	ELECTRICAL WORK
02/13/06		5924	474	480	I	44CVZ	LUBE, OIL, & FILTER
02/09/06		5816	479	478	W	04CVZ	BRAKES

SALESPERSON NO. 1000 HOUSE

SERVICE

DISPATCH #

VEHICLE I.D. NO. 1GNDS13S852[redacted]

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

PRODUCTION DATE

STOCK NO. [redacted]

LICENSE NO.

R.O. NO. [redacted]

CUST. PICKUP ☐

[redacted]
VAN BUREN, AR [redacted]

CUSTOMER NO. [redacted]

SERVICE CONTRACT

DELIVERY DATE 09/01/05

DELIVERY MILES 26

SELLING DEALER NO.

07/07/06

COLOR SUPERIOR BLUE/

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO. [redacted]

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				13,431	474	LARRY BARR

REG [redacted]

TIME RECEIVED 01:47pm DATE/TIME PROMISED 07/07/06 06:00pm PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

RHODES CHEVROLET CO., DISCLAIMER OF WARRANTY – All warranties on these parts are the manufacturers'. The Seller, RHODES CHEVROLET CO., hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and RHODES CHEVROLET CO. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This limited warranty does not make RHODES CHEVROLET CO., or no one, affects the terms of the manufacturer's warranty.

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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 our control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X _____

JOB

1 C 44CVZ *LUBE, OIL, & FILTER*
CUSTOMER REQUESTS LUBE, OIL, AND FILTER CHANGE
Lof Complet

2 C 44CVZZ *ROTATE TIRES*
CUSTOMER REQUESTS TIRE ROTATION
RT complete

CLAIM TYPE	JOB	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER. HOURS	CAUSE	NET ITEMS	LINE TOTAL	CORR.
				489	

CLAIM TYPE	JOB	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER. HOURS	CAUSE	NET ITEMS	LINE TOTAL	CORR.

CLAIM TYPE	JOB	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER. HOURS	CAUSE	NET ITEMS	LINE TOTAL	CORR.

CLAIM TYPE	JOB	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER. HOURS	CAUSE	NET ITEMS	LINE TOTAL	CORR.

Repairs and Expenses DHMMTW014E (05/09/03 0 11:00)

[redacted] HARD COPY

[redacted]

STRAIGHT TIME (HOURS)		FLAT RATE		R/O NO. C9107	6	TIME	OFF
1	0			OPER. NO. 489			
				EMP. NO.			ON

2800 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

RHODES CHEVROLET

After all these years . . . Still the BEST place to buy a CHEVROLET

[redacted]

Service Hours
Mon - Fri 7:30 AM to 5:30
Sat 9 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE	ROTATE TIRES	MI		00CVZLOF	LUBE/OIL/FILTER	MI	
00CVZ3KSVC	3000 MILE SERVICE	MI		00CVZA15KSVC	15000 MILE SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/07/06	[redacted]	13431	474	489	C	44CVZ	LUBE, OIL, & FILTER
				489	C	44CVZZ	ROTATE TIRES
06/09/06		12468	479	471	W	08CVZ	ELECTRICAL WORK
06/02/06		12261	27351	444	C	08CVZ	ELECTRICAL WORK
04/26/06		10515	479	471	W	08CVZ	ELECTRICAL WORK
03/16/06		6831	474	439	W	08CVZ	ELECTRICAL WORK

SALESPERSON NO. 1000 HOUSE

S E R V I C E

DISPATCH #	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
	1GNDS13S852[redacted]	05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ		[redacted]		[redacted]

CUST. PICKUP	CUSTOMER	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
☐	[redacted]		09/01/05	26		07/17/06

	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
VAN BUREN, AR 7[redacted]	SUPERIOR BLUE/				173

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				13,733	34846	GRAYSON

RESIDENCE PHONE	BUSINESS PHONE
[redacted]	

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
09:5[redacted]2pm 07/17/06	06:00pm	

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

RHODES CHEVROLET CO., DECLAIMER OF WARRANTY - All warranties on these parts are the manufacturers, and other than as CHEVROLET CO. may separately agree in writing, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, are RHODES CHEVROLET CO. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This does not affect any warranty CHEVROLET CO. may have with the manufacturer of the parts covered.

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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 our control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transportation. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X _____

JOB

1 C * 08CVZ **ELECTRICAL WORK**
CUSTOMER STATES ALT STOPS CHARGING AT TIMES

No Problem found

2 C * 08CVZ1 **ELECTRICAL WORK**
CUSTOMER STATES CHIME KEEPS GOING AFTER KEY IS OUT OF IGN.

No Problem found.

CLAIM TYPE	C/C	PART COUNT	FAILED PART NO.	TOTAL UNITS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER. HOURS	COLH	NET ITEM	LINE TOTAL	TECH
					479

CLAIM TYPE	C/C	PART COUNT	FAILED PART NO.	TOTAL UNITS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER. HOURS	COLH	NET ITEM	LINE TOTAL	TECH

CLAIM TYPE	C/C	PART COUNT	FAILED PART NO.	TOTAL UNITS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER. HOURS	COLH	NET ITEM	LINE TOTAL	TECH

CLAIM TYPE	C/C	PART COUNT	FAILED PART NO.	TOTAL UNITS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER. HOURS	COLH	NET ITEM	LINE TOTAL	TECH

[redacted]

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[redacted]

2300 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

RHODES CHEVROLET

"After all these years . . . Still the best place to buy a CHEVROLET"

Service Hours
Mon - Fri 7:30 AM to 5:
Sat 9 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE 00CVZ3KSVC	ROTATE TIRES 3000 MILE SERVICE	MI MI		00CVZLOF 00CVZA15KSVC	LUBE/OIL/FILTER 15000 MILE SERVICE	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/17/06		13733	34846	478	W	08CVZ	ELECTRICAL WORK
				478	C	08CVZ1	ELECTRICAL WORK
07/07/06		13431	474	489	C	44CVZ	LUBE, OIL, & FILTER
				489	C	44CVZZ	ROTATE TIRES
06/09/06		12468	479	471	W	08CVZ	ELECTRICAL WORK
06/02/06		12261	27351	444	C	08CVZ	ELECTRICAL WORK

SALESPERSON NO. 1000 HOUSE

SERVICE

DISPATCH #

VEHICLE I.D. NO. 1GNDS13S852

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

PRODUCTION DATE | STOCK NO. | LICENSE NO. | R. O. NO.

CUST. PICKUP ☐

VAN BUREN, AR

CUSTOMER NO. | SERVICE CONTRACT | DELIVERY DATE 09/01/05 | DELIVERY MILES 26 | SELLING DEALER NO. | R. O. DATE 09/26/06

COLOR SUPERIOR BLUE/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				17,224	27351	CHAD

RESIDENCE PHONE | BUSINESS PHONE

TIME RECEIVED 01:49pm | DATE/TIME PROMISED 09/26/06 06:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

RHODES CHEVROLET CO., DISCLAIMER OF WARRANTY - All warranties on these parts are the manufacturers. The Seller, RHODES CHEVROLET CO., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and RHODES CHEVROLET CO. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. The warranties, if any, with respect to these parts are those made by the manufacturer of such parts, and only those. RHODES CHEVROLET CO., in no way affects the terms of the manufacturer's warranty.

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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 our control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

JOB

1 C 44CVZ **LUBE, OIL, & FILTER**
CUSTOMER REQUESTS LUBE, OIL, AND FILTER CHANGE D:30
Lof Complete

2 C 44CVZZ **ROTATE TIRES**
CUSTOMER REQUESTS TIRE ROTATION
TR Complete

CLAIM TYPE	C.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	CLAIM NO. FOR OIL BURNING	CLK	NET ITEM	LINE TOTAL(S)	TECH
					489

CLAIM TYPE	C.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPERATION	CLK	NET ITEM	LINE TOTAL(S)	TECH
					489

CLAIM TYPE	C.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPERATION	CLK	NET ITEM	LINE TOTAL(S)	TECH

CLAIM TYPE	C.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPERATION	CLK	NET ITEM	LINE TOTAL(S)	TECH

EF-NNTFOD-4E 9059959 0 11-'02

PAGE 1 OF 1 HARD COPY

STRAIGHT TIME (HOURS)		FLAT RATE		RO NO. 11905	10	TIME	OFF
1	0			OPER. NO. 489			
				EMP. NO.			ON

2800 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

RHODES CHEVROLET

After all these years... Still the BEST place to buy a CHEVROLET

Service Hours
Mon - Fri 7:30 AM to 5:3
Sat 9 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE	ROTATE TIRES	MI		00CVZLOF	LUBE/OIL/FILTER	MI	
00CVZ3KSVC	3000 MILE SERVICE	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/27/06		17235	34846	444	W	01CVZ	ACCESSORIES
09/26/06		17224	27351	489	C	44CVZ	LUBE, OIL, & FILTER
				489	C	44CVZZ	ROTATE TIRES
07/17/06		13733	34846	478	W	08CVZ	ELECTRICAL WORK
				478	C	08CVZ1	ELECTRICAL WORK
07/07/06		13431	474	489	C	44CVZ	LUBE, OIL, & FILTER

SALESPERSON NO. T000 HOUSE

S E R V I C E

DISPATCH #

VEHICLE I.D. NO. 1GNDS13S852

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

PRODUCTION DATE | STOCK NO. | LICENSE NO. | R. O. NO.

CUST. PICKUP ☐

VAN BUREN, AR

CUSTOMER NO. | SERVICE CONTRACT | DELIVERY DATE 09/01/05 | DELIVERY MILES 26 | SELLING DEALER NO. | R. O. DATE 10/04/06

COLOR SUPERIOR BLUE/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES

TURBO	MMC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				17,571	34846	GRAYSON

RESIDENCE PHONE | BUSINESS PHONE

TIME RECEIVED 01:12pm | DATE/TIME PROMISED 10/04/06 06:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

RHODES CHEVROLET CO., DISCLAIMER OF WARRANTY - All warranties on these parts are the manufacturers. The Seller RHODES CHEVROLET CO., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and RHODES CHEVROLET CO. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. Non-manufacturer parts made by fabricators other than the manufacturer of the vehicle covered by this warranty voids all warranties by RHODES CHEVROLET CO., as to any vehicle the failure of the non-manufacturer's part(s).

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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 our control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X _____

JOB

1 W 18CVZ **HEATING AND AIR**

CUSTOMER STATES BLOWER MOTOR IS INOP

NPF

CLAIM TYPE	C.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPERATIONS	OUT	FUNCT. ITEM	LINE TOTAL	TECH
		N/C			

CLAIM TYPE	C.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPERATIONS	OUT	FUNCT. ITEM	LINE TOTAL	TECH

CLAIM TYPE	C.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPERATIONS	OUT	FUNCT. ITEM	LINE TOTAL	TECH

CLAIM TYPE	C.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPERATIONS	OUT	FUNCT. ITEM	LINE TOTAL	TECH

Reynolds and Reynolds SRANT40T4L 0503363 (11/02)

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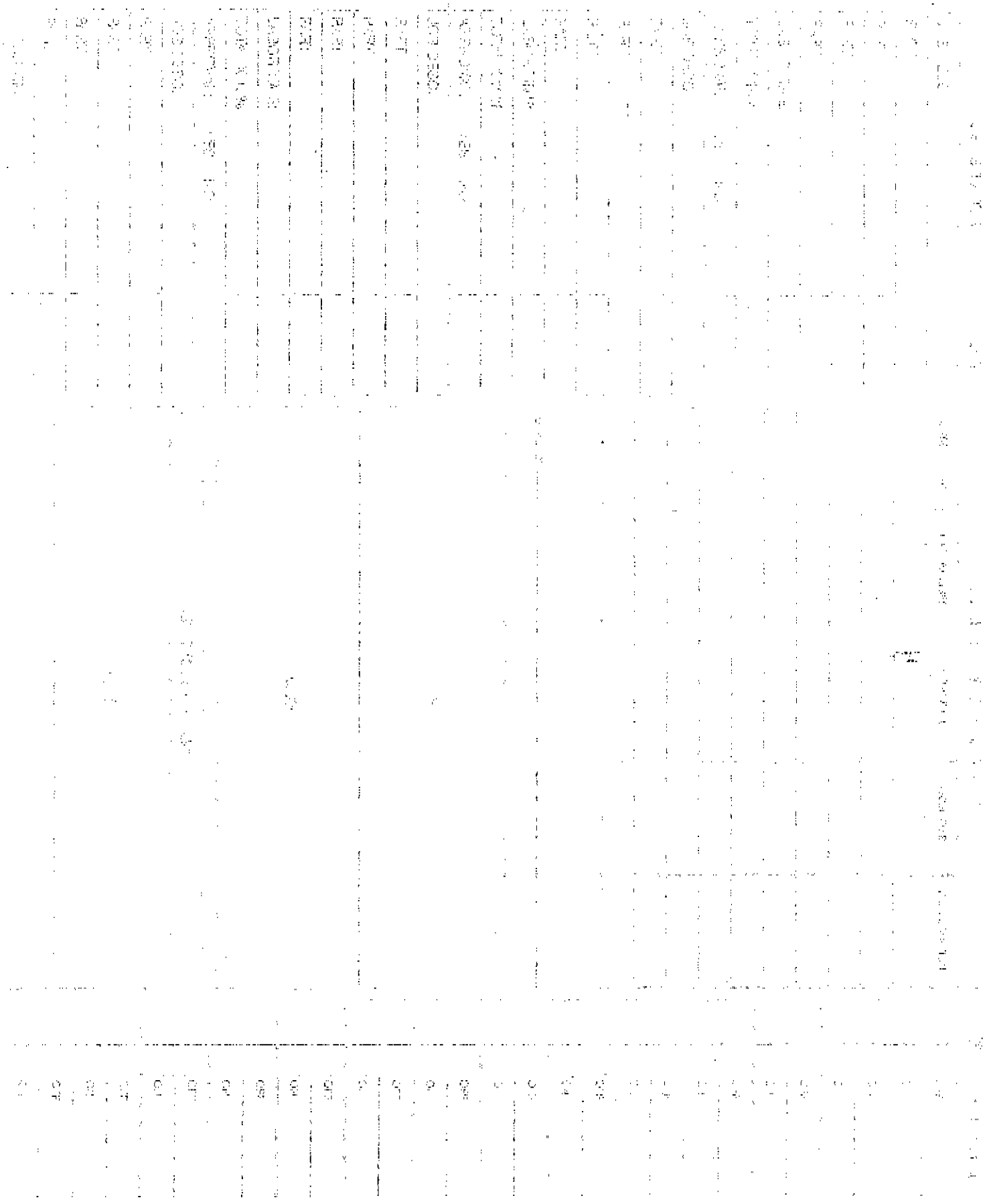

[redacted]

RHODES CHEVROLET

2861 ALMA HWY
VAN BUREN AR 72956
(479) 474-4600

"APPLE ALL THOSE YEARS . . . STILL THE BEST PLACE TO BUY A CHEVROLET"

Service Hours
Mon - Fri 7:30 AM to 5:30
Sat 9 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE	ROTATE TIRES	MI		00CVZLOF	LUBE/OIL/FILTER	MI	
00CVZ3KSVC	3000 MILE SERVICE	MI		00CVZA15KSVC	15000 MILE SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/17/06	[redacted]	13733	34846	478	W	08CVZ	ELECTRICAL WORK
				478	C	08CVZ1	ELECTRICAL WORK
07/07/06		13431	474	489	C	44CVZ	LUBE, OIL, & FILTER
				489	C	44CVZZ	ROTATE TIRES
06/09/06		12468	479	471	W	08CVZ	ELECTRICAL WORK
06/02/06		12261	27351	444	C	08CVZ	ELECTRICAL WORK

SALESPERSON NO. 1000 HOUSE

SERVICE

DISPATCH #

VEHICLE I.D. NO. 1GNDS13S852[redacted]

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

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

CUST. PICKUP ☐

[redacted]
VAN BUREN, AR [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT

DELIVERY DATE 09/01/05 | DELIVERY MILES 26 | SELLING DEALER NO. | R. O. DATE 09/27/06

COLOR SUPERIOR BLUE/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES [redacted]

TURBO	M/M/C	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				17,235	34846	GRAYSON

RESIDENCE PHONE [redacted] | BUSINESS PHONE

TIME RECEIVED 09:24am | DATE/TIME PROMISED 09/26/06 06:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No | LABOR RATE

RHODES CHEVROLET CO., DISCLAIMER OF WARRANTY - All warranties on these parts are the manufacturers. The Seller, RHODES CHEVROLET, LTD., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither RHODES CHEVROLET, LTD. nor any other person is assuming for it any liability in connection with the sale of these parts. This agreement may not be altered, RHODES CHEVROLET, LTD. CASH OR APPROVED CREDIT CARD

I ho[redacted] with the necessary material and agree that you are not responsible for loss or damage to veh[redacted] use beyond our control or for any delays caused by unavailability of parts or delays in par[redacted] for your employees permission to operate the vehicle hereon described on streets, high- [redacted] express mechanic's lien is hereby acknowledged on above vehicle to secure the amount

JOB

1 W 01CVZ ACCESSORIES

CUSTOMER STATE ~~[illegible]~~

CD PLAYER will NOT Take CDs

Reprogram Radio for C.D. player will not load or eject C.D.

CLAIM TYPE	C.C.	PART COUNTER	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED OPERATION	LABOR OPERATION	CODE	CONCT. ITEM	LINE TOTAL	ATTACH
					444

CLAIM TYPE	C.C.	PART COUNTER	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED OPERATION	LABOR OPERATION	CODE	CONCT. ITEM	LINE TOTAL	ATTACH

CLAIM TYPE	C.C.	PART COUNTER	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED OPERATION	LABOR OPERATION	CODE	CONCT. ITEM	LINE TOTAL	ATTACH

CLAIM TYPE	C.C.	PART COUNTER	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED OPERATION	LABOR OPERATION	CODE	CONCT. ITEM	LINE TOTAL	ATTACH

[redacted]

HARD COPY

[redacted]

-01-2008 14:05 FROM:RHODES CHEVROLET 474 0816

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 111940	TIME	OFF
8		OPER. NO.		
		EMP. NO. 444		ON

2800 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

RHODES CHEVROLET

AT THE ALL THOSE YEARS . . . STILL THE BEST PLACE TO BUY A CHEVROLET

Service Hours
Mon - Fri 7:30 AM to 5:
Sat 8 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE	ROTATE TIRES	MI		00CVZLOF	LUBE/OIL/FILTER	MI	
00CVZ3KSVC	3000 MILE SERVICE	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/04/06	[redacted]	17571	34846	34846	W	18CVZ	HEATING AND AIR
09/27/06		17235	34846	444	W	01CVZ	ACCESSORIES
09/26/06		17224	27351	489	C	44CVZ	LUBE, OIL, & FILTER
				489	C	44CVZZ	ROTATE TIRES
07/17/06		13733	34846	478	W	08CVZ	ELECTRICAL WORK
				478	C	08CVZ1	ELECTRICAL WORK

SALESPERSON NO. 1000 HOUSE

S E R V I C E

DISPATCH #

VEHICLE I.D. NO. 1GNDS13S85[redacted]

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

PRODUCTION DATE [redacted]

LICENSE NO.

R. O. NO. [redacted]

CUSTOMER [redacted] SERVICE CONTRACT

DELIVERY DATE 09/01/05

DELIVERY MILES 26

SELLING DEALER 10/05/06

CUST. PICKUP ☐

[redacted]
VAN BUREN, AR[redacted]

COLOR SUPERIOR BLUE/

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO. [redacted]

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				17,571	34846	GRAYSON

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

TIME RECEIVED 11:29am DATE/TIME PROMISED 10/05/06 06:00pm PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

RHODES CHEVROLET CO., DISCLAIMER OF WARRANTY - All warranties on these parts are the manufacturers. The Seller, RHODES CHEVROLET CO., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and RHODES CHEVROLET CO. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer is by the seller, RHODES CHEVROLET CO., in no way affects the terms of the manufacturer's warranty.

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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 our control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X _____

JOB 1

W * 18CVZ **HEATING AND AIR**

CUSTOMER STATES BLOWER MOTOR INOP

Blower Resistor + Plug In Burnt
Replace Blower Resistor &
~~Rela~~ Connector

CLAIM TYPE	C.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	PAID CODE

FAILED LABOR OPERATION	LABOR OPERATION CODE	COUNT	NET ITEM	LINE TOTAL	TECH
					47

CLAIM TYPE	C.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	PAID CODE

FAILED LABOR OPERATION	LABOR OPERATION CODE	COUNT	NET ITEM	LINE TOTAL	TECH

CLAIM TYPE	C.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	PAID CODE

FAILED LABOR OPERATION	LABOR OPERATION CODE	COUNT	NET ITEM	LINE TOTAL	TECH

CLAIM TYPE	C.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	PAID CODE

FAILED LABOR OPERATION	LABOR OPERATION CODE	COUNT	NET ITEM	LINE TOTAL	TECH

[redacted] HARD COPY

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO	TIME	OFF
9		OPER. NO.		ON
		EMP. NO. 471		

R/O NO 112255 2

2300 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

RHODES CHEVROLET

"AFTER ALL THESE YEARS . . . STILL THE BEST PLACE TO BUY A CHEVROLET"

[redacted]

Service Hours
Mon - Fri 7:30 AM to [redacted]
Sat 9 AM to 1 P[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE 00CVZ3KSVC	ROTATE TIRES 3000 MILE SERVICE	MI MI		00CVZLOF	LUBE/OIL/FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/05/06	[redacted]	17571	34846	471	W	18CVZ	HEATING AND AIR
10/04/06		17571	34846	34846	W	18CVZ	HEATING AND AIR
09/27/06		17235	34846	444	W	01CVZ	ACCESSORIES
09/26/06		17224	27351	489	C	44CVZ	LUBE, OIL, & FILTER
				489	C	44CVZZ	ROTATE TIRES
07/17/06		13733	34846	478	W	08CVZ	ELECTRICAL WORK

SALESPERSON NO. 1000 HOUSE

SERVICE

DISPATCH #

VEHICLE NO. 1GNDS13S8523[redacted]

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

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

CUST. PICKUP ☐

[redacted]S

VAN BUREN, AR [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE 09/01/05 | DELIVERY MILES 26 | SELLING DEALER NO. | R. O. DATE 01/03/07

COLOR SUPERIOR BLUE/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. [redacted]

TURBO	MDL CVZZ	AIR COND.	P. S.	TRANS	MILEAGE 22,206	ADVISOR NO. 27351	ADVISOR CHAD

RESIDENCE PHONE [redacted] | BUSINESS PHONE [redacted]

DATE/TIME PROMISED	DATE/TIME AUTHORIZED	PRIORITY
08:58am 01/03/07	06:00pm	

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

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TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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 [illegible] your employees permission to operate the vehicle hereon described on streets, highways or elsewhere for the purpose of testing and/or delivery. A mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X [redacted]

JOB

1. W 07CVZ DOORS&REAR COMPARTMN
CUSTOMER STATES ALL FOUR DOORS HAVE EXCESSIVE WINDNOISE
order door seals
Adj doors did not stop

CLAIM TYPE	C/C	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPERATION HOURS	CLK	INST. ITEM	LINE NOTES	TECH
					471

CLAIM TYPE	C/C	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPERATION HOURS	CLK	INST. ITEM	LINE NOTES	TECH

CLAIM TYPE	C/C	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPERATION HOURS	CLK	INST. ITEM	LINE NOTES	TECH

CLAIM TYPE	C/C	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPERATION HOURS	CLK	INST. ITEM	LINE NOTES	TECH

[redacted]

PAGE 1 OF 1 HARD COPY

1[redacted]

2800 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

RHODES CHEVROLET

"AFTER ALL THESE YEARS . . . STILL THE BEST PLACE TO BUY A CHEVROLET"

[redacted]

Service Hours
Mon - Fri 7:30 AM to 5:
Sat 9 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE 00CVZ3KSVC	ROTATE TIRES 3000 MILE SERVICE	MI MI		00CVZLOF	LUBE/OIL/FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/03/07	[redacted]	22206	27351	471	W	07CVZ	DOORS&REAR COMPARTMN
10/05/06		17571	34846	471	W	18CVZ	HEATING AND AIR
10/04/06		17571	34846	34846	W	18CVZ	HEATING AND AIR
09/27/06		17235	34846	444	W	01CVZ	ACCESSORIES
09/26/06		17224	27351	489	C	44CVZ	LUBE, OIL, & FILTER
				489	C	44CVZZ	ROTATE TIRES

SALESPERSON NO. 1000 HOUSE

SERVICE

DISPATCH #

VEHICLE I.D. NO. 1GNDS13S852[redacted]

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

PRODUCTION DATE

STOCK NO. [redacted]

LICENSE NO. [redacted]

CUSTOMER [redacted]

SERVICE CONTRACT

DELIVERY DATE 09/01/05

DELIVERY MILES 26

SELLING DEALER NO.

TAG EXP. DATE 01/10/07

CUST. PICKUP ☐

[redacted]
VAN BUREN, AR[redacted]

COLOR SUPERIOR BLUE/

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TURBO	M/M'C	AIR COND.	P.S.	TRANS.	MILEAGE	ADVISOR NO.	ADVISOR
	[redacted]				22,546	34846	GRAYSON

RESPONSIBLE PHONE [redacted] BUSINESS PHONE

TIME RECEIVED 09:10am DATE/TIME PROMISED 01/10/07 06:00pm PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE [redacted]

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TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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 our control or for any delays caused by unavailability of parts or delays in [redacted]on. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount

JOB	OPC	LABOR OPERATION	LABOR DESCRIPTION	FAILED PART NO.	TOTAL PARTS	LINE TOTAL
1	W	15CVZ	TRIM			

CUSTOMER STATES NEEDS WINDOW MOLDINGS REPLACED - SOP HERE

door Seals Colasped
Replace Right & Left Front
door Seals And Right & Left
Rear Door Seals

2. LOF
LOF Complete

3) TR @

TR Complete

CLAIM TYPE	OPC	PART COUNT	FAILED PART NO.	TOTAL PARTS	TRAN CODE

FAILED LABOR OPERATION	LABOR DESCRIPTION	HOURS	NET ITEM	LINE TOTAL	TECH
					471

CLAIM TYPE	OPC	PART COUNT	FAILED PART NO.	TOTAL PARTS	TRAN CODE

FAILED LABOR OPERATION	LABOR DESCRIPTION	HOURS	NET ITEM	LINE TOTAL	TECH
					489

CLAIM TYPE	OPC	PART COUNT	FAILED PART NO.	TOTAL PARTS	TRAN CODE

FAILED LABOR OPERATION	LABOR DESCRIPTION	HOURS	NET ITEM	LINE TOTAL	TECH

[redacted]

HARD COPY

Reynolds and Reynolds EWASWO1E 02809520 (1.00)

STRAIGHT TIME (HOURS)		FLAT RATE		R/O NO. 115424	TIME	OFF
1	2			OPER. NO. 471		
				EMP. NO.		ON

STRAIGHT TIME (HOURS)		FLAT RATE		R/O NO. 115424	TIME	OFF
	6			OPER. NO. 489		
				EMP. NO.		ON

1912057 9-2

1912058

1912059

2800 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

RHODES CHEVROLET

"After all these years . . . Still the BEST place to buy a CHEVROLET"

Service Hours
Mon - Fri 7:30 AM to 5:3
Sat 9 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE 00CVZ3KSVC	ROTATE TIRES 3000 MILE SERVICE	MI MI		00CVZLOF	LUBE/OIL/FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/10/07		22546	34846	471	W	15CVZ	TRIM
				489	C	44CVZ	LUBE, OIL, & FILTER
				489	C	44CVZZ	ROTATE TIRES
				479	W	97CVZ	RENTAL
01/03/07		22206	27351	471	W	07CVZ	DOORS&REAR COMPARTMN
10/05/06		17571	34846	471	W	18CVZ	HEATING AND AIR

SALESPERSON NO. 1000 HOUSE

SERVICE

DISPATCH #

VIN: 1GNDS13S85

YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

PRODUCTION DATE

LICENSE NO

CUST. PICKUP ☐

CUSTOMER NO.

SERVICE CONTRACT

DELIVERY DATE: 09/01/05

DELIVERY MILES: 26

SELLING DEALER NO.

R. O. DATE: 02/07/07

VAN BUREN, AR

COLOR: SUPERIOR BLUE/

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TURBO	MMC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				23,718	27351	CHAD

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X _____

TIME PROMISED: 06:00pm

PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

JOB 1 W 03CVZ **AXLE & DIFFERENTIAL**

CUSTOMER STATES THERE IS A JERKING SENSATION IN THE REAR END

No Problem found-

478

JOB 2 C 28CVZ **PROGRAM INSP.**

PROGRAM INSP.

Completed.

PAGE 1 OF 1

HARD COPY

[redacted]

RHODES CHEVROLET

3800 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

AFTER ALL THESE YEARS . . . STILL THE BEST PLACE TO BUY A CHEVROLET

Service Hours
Mon - Fri 7:30 AM to [redacted]
Sat 9 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE 00CVZ3KSVC	ROTATE TIRES 3000 MILE SERVICE	MI MI		00CVZLOF	LUBE/OIL/FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER #	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/07/07	[redacted]	23718	27351	478	W	03CVZ	AXLE & DIFFERENTIAL
				478	C	28CV2	PROGRAM INSP.
				411	W	97CVZ	RENTAL
01/10/07		22546	34846	471	W	15CVZ	TRIM
				489	C	44CVZ	LUBE, OIL, & FILTER
				489	C	44CVZZ	ROTATE TIRES

SALESPERSON NO. 1000 HOUSE

S E R V I C E

DISPATCH #

VEHICLE I.D. NO. 1GNDS13S852[redacted]

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

PRODUCTION DATE

STOCK NO. [redacted]

LICENSE NO. [redacted]

CUST. PICKUP ☐

CUST [redacted] SERVICE CONTRACT

DELIVERY DATE 09/01/05

DELIVERY MILES 26

SELLING DEALER NO.

P. O. DATE 04/09/07

[redacted]
VAN BUREN, AR [redacted]

COLOR SUPERIOR BLUE/

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO. [redacted]

TURBO	M/MD	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				26,267	474	LARRY BARR

[redacted]

TIME RECEIVED 09:00am DATE/TIME PROMISED 04/09/07 06:00pm PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

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TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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X _____

JOB

1 C 44CVZ **LUBE, OIL, & FILTER**
CUSTOMER REQUESTS LUBE, OIL, AND FILTER CHANGE 11:30
LOF Complete

2 W 11CVZ **DRIVEABILITY**
CUSTOMER STATES VEHICLE IS MAKING A WHINE NOISE WHILE DRIVING
Idler Pulley Bearing Making Noise
Replace Idler Assembly.

CLAIM TYPE	T.C.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR HOURS	OIL	MISC. ITEM	TOTAL	TECH
					489

CLAIM TYPE	T.C.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR HOURS	OIL	MISC. ITEM	TOTAL	TECH
					478

CLAIM TYPE	T.C.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR HOURS	OIL	MISC. ITEM	TOTAL	TECH

CLAIM TYPE	T.C.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR HOURS	OIL	MISC. ITEM	TOTAL	TECH

Reynolds and Reynolds - ERAUTHOSE - 3099923 C (11/02)

[redacted]

STRAIGHT TIME (HOURS)	FLAT RATE		R/O NO. 118242	TIME	OFF
3			OPER. NO. 489		
			EMP. NO.		ON

STRAIGHT TIME (HOURS)	FLAT RATE		R/O NO. 118242	TIME	OFF
6			OPER. NO. 478		
			EMP. NO.		ON

24577/5 (DW)

2800 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

RHODES CHEVROLET

AFTER ALL THESE YEARS . . . STILL THE BEST PLACE TO BUY A CHEVROLET"

[redacted]

Service Hours
Mon - Fri 7:30 AM to 8:[redacted]
Sat 9 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE	ROTATE TIRES	MI		30CVZZMTRANSER	MANUAL TRANS SERV	MI	
30CVZZATRANSER	AUTO TRANS SERV	MI		00CVZLOF	LUBE/OIL/FILTER	MI	
00CVZ3KSVC	3000 MILE SERVICE	MI		00CVZZ45KSVC	45000 MILE SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/19/07	[redacted]	32375	27351	478	W	18CVZ	HEATING AND AIR
				479	W	97CVZ	RENTAL
06/01/07		29579	27351	478	C	44CVZ	LUBE, OIL, & FILTER
				478	W	18CVZ	HEATING AND AIR
				478	W	03CVZ	AXLE & DIFFERENTIAL
				478	W	11CVZ	DRIVEABILITY

SALESPERSON NO. T000 HOUSE

S E R V I C E

STATE REG# 0

DISPATCH #

VIN: 1GNDS13S852[redacted]

YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

PRODUCTION DATE [redacted] ENG NO.

LICENSE NO [redacted]

CUSTOMER [redacted]

DELIVERY DATE 09/01/05

DELIVERY MILES 26

SELLING DEALER NO. IN SERVICE DATE 03/31/08

CUST. PICKUP ☐

[redacted]
VAN BUREN, AR [redacted]

COLOR SUPERIOR BLUE/

CONTRACT NO

EXPIRATION DATE 8/24/10

EXPIRATION MILES 150,000

TAG NO. [redacted]

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				44,806	37178	MICHAEL

[redacted]

TIME/DATE PROMISED 12:36pm 03/31/08 05:30pm PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

RHODES CHEVROLET CO., DISCLAIMER OF WARRANTY - All warranties on these parts are the manufacturers. We [illegible] RHODES CHEVROLET CO. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and in no event shall RHODES CHEVROLET CO. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, RHODES CHEVROLET CO., in no way affects the terms of the manufacturer's warranty.

YOU MAY STRICTLY CASH OR APPROVED CREDIT CARD

I hereby author[redacted] material and agree that you are not responsible for loss or damage to vehicle or attic[redacted] control or for any delays caused by unavailability of parts or delays in parts shipment[redacted] to operate the vehicle herein described on streets, highways or elsewh[redacted] sun to thereby acknowledge and leave vehicle to secure the amount of repairs there[redacted]

[redacted]

JOB

1 C 11CVZ DRIVEABILITY

CUSTOMER STATES VEH WILL START CUTTING OUT WHEN DRIVING OR SETTING

Engine miss #3 cyl. Needs coil pack + 6 plug replaced

Perform diag found ign coil #3 cyl shorted causing no fire #3 cyl.

Replace coil pack #3 cyl and spark plug due to being fuel fouled.

CLAIM TYPE	LOC	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE
O	PB				66

FAILED LABOR OPERATION	LABOR OPERATION HOURS	DIAG.	NET ITEM	LINE TOTAL	TECH
J4345	.8				444

CLAIM TYPE	LOC	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPERATION HOURS	DIAG.	NET ITEM	LINE TOTAL	TECH

CLAIM TYPE	LOC	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPERATION HOURS	DIAG.	NET ITEM	LINE TOTAL	TECH

CLAIM TYPE	LOC	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPERATION HOURS	DIAG.	NET ITEM	LINE TOTAL	TECH

[redacted]

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PAGE 1 OF 1

[redacted]

STRAIGHT TIME (HOURS)		FLAT RATE		R/O NO. 29120	6	TIME	OFF
	8			OPER. NO.			
				EMP. NO. 444			ON

45,84
48,00
93,85
121,10
374,99

1600 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

RHODES CHEVROLET

[redacted]

Service Hours
Mon - Fri 7:30 AM to 5:30
Sat 8 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE	ROTATE TIRES	MI		30CVZZMTRANSERV	MANUAL TRANS SERV	MI	
30CVZZATRANSERV	AUTO TRANS SERV	MI		00CVZLOF	LUBE/OIL/FILTER	MJ	
00CVZ3KSVC	3000 MILE SERVICE	MI		00CVZZ45KSVC	45000 MILE SERVICE	MI	

SERVICE HISTORY

DATE	R[redacted]ER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/31/08	[redacted]	44806	37178	444	W	11CVZ	DRIVEABILITY
07/19/07		32375	27351	478	W	18CVZ	HEATING AND AIR
				479	W	97CVZ	RENTAL
06/01/07		29579	27351	478	C	44CVZ	LUBE, OIL, & FILTER
				478	W	18CVZ	HEATING AND AIR
				478	W	03CVZ	AXLE & DIFFERENTIAL

SALESPERSON NO. 1000 HOUSE SERVICE STATE REG# 0

DISPATCH #

VEHICLE NO. 1GNDS13S852[redacted]

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

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

CUST. PICKUP ☐

[redacted]
VAN BUREN, AR [redacted]
Jones?

CUSTOMER NO. 32465 | SERVICE CONTRACT GMPP 0 | DELIVERY DATE 09/01/05 | DELIVERY MILES 26 | SELLING DEALER NO. | R. O. DATE 04/10/08

COLOR SUPERIOR BLUE/ | CONTRACT NO. | EXPIRATION DATE 08/24/10 | EXPIRATION MILES 68,718 | TAG NO. [redacted]

TURBO	MAKE	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				45,352	37178	MICHAEL

RE [redacted]

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TIME PROMISED 04:20pm | DATE PROMISED 04/10/08 | 05:30pm | PRIORITY

(DRIVE AWAY CASH OR APPROVED CREDIT CARD)

I hereby authorize the repair listed above and agree to pay for the necessary material and agree that you are not responsible for loss or damage to vehicle while in your possession or delays beyond your control or for any delays caused by unavailability of parts or delays in repairing same. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and inspection. The mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

APPOINTMENT ☐ Yes ☒ No

[redacted]

LABOR RATE

[redacted]

JOB

1 C 13CVZ **ENGINE MECHANICAL**
CUSTOMER STATES THAT THE VECHICLE IS RUNNING ROUGH
Cyl #2 misfire, water intrusion on Cyl 2.
TSB 06-06-04-048B Replace AIP seal with updated design REPLACE AIP Seal ✓

2 I 28CVZ **PROGRAM INSP.**
PROGRAM INSP.
Comp

CLAIM TYPE	C/C	PARTS ACCOUNT	FAILED PART NO.	TOTAL PARTS	CODE

FAILED LABOR OPERATION	LABOR HOURS	C/C	NET ITEM	LINE TOTAL	CODE
	0.2h				467

CLAIM TYPE	C/C	PARTS ACCOUNT	FAILED PART NO.	TOTAL PARTS	CODE

FAILED LABOR OPERATION	LABOR HOURS	C/C	NET ITEM	LINE TOTAL	CODE
	N/C				467

CLAIM TYPE	C/C	PARTS ACCOUNT	FAILED PART NO.	TOTAL PARTS	CODE

FAILED LABOR OPERATION	LABOR HOURS	C/C	NET ITEM	LINE TOTAL	CODE

CLAIM TYPE	C/C	PARTS ACCOUNT	FAILED PART NO.	TOTAL PARTS	CODE

FAILED LABOR OPERATION	LABOR HOURS	C/C	NET ITEM	LINE TOTAL	CODE

0101J129392

PAGE 1 OF 1 HARD COPY

[redacted]

The Reynolds and Reynolds Company ERRMAT/2016S (3-00)

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 129392	4	TIME	OFF
2		OPER. NO. 463			
		EMP. NO.			ON

RHODES CHEVROLET

2800 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

After all these years . . . Still the BEST place to buy a CHEVROLET

Service Hours
Mon - Fri 7:30 AM to 5:3
Sat 9 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE	ROTATE TIRES	MI		30CVZZMTRANSER	MANUAL TRANS SERV	MI	
30CVZZATRANSER	AUTO TRANS SERV	MI		00CVZLOF	LUBE/OIL/FILTER	MI	
00CVZ3KSVC	3000 MILE SERVICE	MI		00CVZZ45KSVC	45000 MILE SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/10/08	[redacted]	45352	37178	463	C	13CVZ	ENGINE MECHANICAL
				463	I	28CVZ	PROGRAM INSP.
03/31/08		44806	37178	444	W	11CVZ	DRIVEABILITY
07/19/07		32375	27351	478	W	18CVZ	HEATING AND AIR
				479	W	97CVZ	RENTAL
06/01/07		29579	27351	478	C	44CVZ	LUBE, OIL, & FILTER

SALESPERSON NO. T000 HOUSE **SERVICE** STATE REG# 0

DISPATCH #	VEHICLE V.I.N.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
	1GNDS13S8523[redacted]	05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ		[redacted]		[redacted]

CUST. PICKUP	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
☐	[redacted]	GMPP 0	09/01/05	26		04/18/08

[redacted]
VAN BUREN, AR 7[redacted]

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	T.O. NO.
SUPERIOR BLUE/		08/24/10	68,718	[redacted]

TURBO	MFG.	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				45,431	37178	MICHAEL

[redacted]

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TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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 our control or for day delays caused by unavailability of parts or delays in parts shipment[redacted] employee permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and inspection. An automobile's lien is hereby acknowledged on above vehicle to secure the amount of repairs th[redacted]

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
08:17am 04/18/08	05:30pm	

APPOINTMENT ☐ Yes ☒ No [redacted] LABOR RATE

JOB

1 C* 13CVZ **ENGINE MECHANICAL**

CUSTOMER STATES THAT THE VECHICLE IS STILL MISSING

PO302 cyl. 2 misfire, Swapped #2 and #3 coils and misfire moves to #3 cyl. Ignition coil is bad. Replaced #2 Ign. Coil, No misfire

CLAIM TYPE	C.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE
O	P3				EF

FAILED LABOR OPERATION	LABOR OPERATION	LABOR HOURS	DIAG. TIME	NET TIME	LINE TOTAL	TECH
	34502B					463

Auth B

2 I* 28CVZ **PROGRAM INSP.**

PROGRAM INSP.

CLAIM TYPE	C.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPERATION	LABOR HOURS	DIAG. TIME	NET TIME	LINE TOTAL	TECH
	.1					463

Compl

Replaced coil on the 3 cyl. on 3/31/08 RO# [redacted]

CLAIM TYPE	C.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPERATION	LABOR HOURS	DIAG. TIME	NET TIME	LINE TOTAL	TECH

CLAIM TYPE	C.C.	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPERATION	LABOR HOURS	DIAG. TIME	NET TIME	LINE TOTAL	TECH

[redacted]

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STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO 129620	2	TIME	OFF
9		OPER. NO. 463			
		EMP. NO.			ON

[redacted]

RHODES CHEVROLET

2300 A MA HWY
VAN BUREN, AR 72956
(479) 474-4000

Service Hours
Mon - Fri 7:30 AM to 5:3
Sat. 9 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE	ROTATE TIRES	MI		30CVZZMTRANSERV	MANUAL TRANS SERV	MI	
30CVZZATRANSERV	AUTO TRANS SERV	MI		00CVZLOF	LUBE/OIL/FILTER	MI	
00CVZ3KSVC	3000 MILE SERVICE	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/18/08	[redacted]	45431	37178	463	W	13CVZ	ENGINE MECHANICAL
				463	I	28CVZ	PROGRAM INSP.
04/10/08		45352	37178	463	C	13CVZ	ENGINE MECHANICAL
				463	I	28CVZ	PROGRAM INSP.
03/31/08		44806	37178	444	W	11CVZ	DRIVEABILITY
07/19/07		32375	27351	478	W	18CVZ	HEATING AND AIR

SALESPERSON NO. T000 HOUSE **SERVICE** STATE REG# 0

DISPATCH #

VEHICLE ID NO. 1GNDS13S8523[redacted]

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

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

CUST. PICKUP ☐

[redacted]
VAN BUREN, AR [redacted]

CUSTOM [redacted] SERVICE CONTRACT CMPP 0 | DELIVERY DATE 09/01/05 | DELIVERY MILES 26 | SELLING DEALER NO. | R. O. DATE 06/24/08

COLOR SUPERIOR BLUE/ | CONTRACT NO. | EXPIRATION DATE 08/24/10 | EXPIRATION MILES 68,718 [redacted]

TURBO	MAKE	AIR COND	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				49,216	37871	TOM

RESIDENCE PHONE [redacted] | BUSINESS PHONE

DATE PROMISED 09:08am | DATE/TIME PROMISED 06/24/08 05:30pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

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TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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 our control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X _____

JOB

1 **C** 25CVZ ***4W.D.-FRT AXLE/DIFF.***
CUSTOMER STATES THEY FEEL VIBRATION AFTER TAKING OFF FROM STOP AT NORMAL SPEEDS

2 W 01CVZ ***ACCESSORIES***
CUSTOMER STATES HEAD LIGHTS WOULDNT COME ON EVEN MANUAL
Checked Headlamp Circuits / Checked Power + Ground at Low Beam Replaced Headlamp Switch Headlamp Relay w/ IC Started / Found OK Relay

3 **C** 28CVZ ***PROGRAM INSP.***
PROGRAM INSP.

CLAIM TYPE	CAUSE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAILED CODE

FAILED LABOR OPERATION	CLAIM OPER. HOURS	QUAN.	ITEM	DESCRIPTION	TOTAL

CLAIM TYPE	CAUSE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAILED CODE
		0105			

FAILED LABOR OPERATION	CLAIM OPER. HOURS	QUAN.	ITEM	DESCRIPTION	TOTAL
N2335	.4				40

CLAIM TYPE	CAUSE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAILED CODE

FAILED LABOR OPERATION	CLAIM OPER. HOURS	QUAN.	ITEM	DESCRIPTION	TOTAL

CLAIM TYPE	CAUSE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAILED CODE

FAILED LABOR OPERATION	CLAIM OPER. HOURS	QUAN.	ITEM	DESCRIPTION	TOTAL

CMPP
1-15-16745 - 3728

[redacted]

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[redacted]

The Reynolds and Reynolds Company. ESSENTIALS CDSSER3 G (11/IP)

'08 JUN 26 7:44AM

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 131357	1	TIME	OFF
1 4		OPER. NO. 478			
		EMP. NO.			ON

Make copy after you add certified [illegible]
Send certified copy
Need return receipt requested

Letter to the Manufacturer

IMPORTANT: Send this letter by Certified Mail Return Receipt Requested

Your Name [redacted]
Your Address [redacted] Van Buren, Ar. [redacted]
Your Telephone Numbe [redacted] or [redacted]

Certified Mail Number [redacted]
Name of Manufacturer General Motors
Manufacturers Address P.O. Box 33170
Detroit, Michigan 48232-5170

Dear [redacted]
Mr. Edward J. Peper

I believe that my passenger vehicle is a 'lemon' under the Arkansas New Mo[illegible] Vehicle Quality Assurance Act (Act 297 of 1993). I am hereby making a written demand for relie[illegible] under this Act.

I [purchased a Chevy Trailblazer 2005 on Aug 2005 from Rhodes Chevrolet in Van Buren, Ar. Since bought the vehicle, I have had to return it to the dealership a total of 24 = twenty four times the vehicle was returned to an authorized dealer for repairs] times. My vehicle has been out of service for repairs for a total of calendar days.

My vehicle has been in Rhodes Chevrolet on the following dates for repair of the following defects:

6-24-08 - Drivetrain Vibration
4-18-08 - #3 coil bad
6-24-08 - Head lights
4-10-08 - #2 cyl. missfire
5-31-08 - missfire
7-19-08 - clutch fan
6-1-08 - A/C
6-1-08 - rear end
6-1-08 - Drivability
4-9-08 - idler pulley
2-7-07 - rear end
1-10-07 - trim
1-03-07 - Doors
10-5-06 - Blower motor
10-4-06 - Blower motor
9-27-06 - CD Player
7-17-06 - Alternator
6-9-06 - Head lights
6-2-06 - head lights/lights
4-26-06 - Brake
3-16-06 - alternator
2-9-06 - Brakes
2-9-06 - window

I am currently having the following problems with my vehicle at this time:

1. Transmission is locked up
2. Drivetrain vibration
3. Multiple electrical problems

Since these defects substantially impair the use, value or safety of my vehicle, I am hereby allowing you one final opportunity to repair my vehicle. If repairs are not scheduled within ten (10) days of receipt of this letter or completed within ten (10) days from delivery of the vehicle to you for repair, I am entitled to a replacement vehicle acceptable to me or a refund calculated in accordance with the Arkansas New Motor Vehicle Quality Assurance Act.

I look forward to hearing from you soon. You can reach me during the day at [redacted] and in the evening at [redacted]

Sincerely,

[redacted]

CUSTOMER NAME : [redacted] SERIAL NO. : 1GNDS13S852[redacted]

R.O NO. : [redacted] R.O DATE : 06/24/2008 R.O TYPE : S
MILEAGE : 49216 ADVISOR NO. : 37871

JOB NUMBER : 1 OPERATION 25CVZ OP. DESC. 4W.D.-FRT AXLE/DIFF.
SALE TYPE : C TECHNICIAN NO(S). 478
COMPLAINT : CUSTOMER STATES THEY FEEL VIBRATION AFTER TAKING OFF FROM STOP AT NORMAL SPEEDS
CORRECTION : NO PROBLEM FOUND

JOB NUMBER : 2 OPERATION 01CVZ OP. DESC. ACCESSORIES
SALE TYPE : W TECHNICIAN NO(S). 478
COMPLAINT : CUSTOMER STATES HEAD LIGHTS WOULDNT COME ON EVEN MANUAL
CAUSE : HEADLIGHT RELAY SHORTED
CORRECTION : REPLACED RELAY

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

JOB NUMBER : 3 OPERATION 28CVZ OP. DESC. PROGRAM INSP.
SALE TYPE : I TECHNICIAN NO(S). 478
COMPLAINT : PROGRAM INSP.
CAUSE : PROGRAM INSP.
CORRECTION : PROGRAM INSP.
N/C
ORIGINAL : PROGRAM INSP.
CORRECTION

R.O NO. : [redacted] R.O DATE : 04/18/2008 R.O TYPE : S
MILEAGE : 45431 ADVISOR NO. : 37178

JOB NUMBER : 1 OPERATION 13CVZ OP. DESC. ENGINE MECHANICAL
SALE TYPE : W TECHNICIAN NO(S). 463
COMPLAINT : CUSTOMER STATES THAT THE VECHICLE IS STILL MISSING
CAUSE : P0302 CYL 2 MISSFIRE SWAPPED #2 AND #3 COILS AND MISSFIRE MOVED TO CYL 3 COIL IS BAD
CORRECTION :
REPLACED COIL

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

JOB NUMBER : 2 OPERATION 28CVZ OP. DESC. PROGRAM INSP.
SALE TYPE : I TECHNICIAN NO(S). 463
COMPLAINT : PROGRAM INSP.
CAUSE : PROGRAM INSP.
CORRECTION : PROGRAM INSP.

R.O NO. : [redacted] R.O DATE : 04/10/2008 R.O TYPE : S
MILEAGE : 45352 ADVISOR NO. : 37178

JOB NUMBER : 1 OPERATION 13CVZ OP. DESC. ENGINE MECHANICAL
SALE TYPE : C TECHNICIAN NO(S). 463
COMPLAINT : CUSTOMER STATES THAT THE VECHICLE IS RUNNING ROUGH
CAUSE : CYL #2 MISSFIRE WATER INTRUSION ON CYL 2 TSB 060604048B REPL AIP SEAL WITH UPDATED DESIGN
CORRECTION : REPLACED AIP SEAL

JOB NUMBER : 2 OPERATION 28CVZ OP. DESC. PROGRAM INSP.
SALE TYPE : I TECHNICIAN NO(S). 463
COMPLAINT : PROGRAM INSP.
CAUSE : PROGRAM INSP.
CORRECTION : PROGRAM INSP.
N/C
ORIGINAL : PROGRAM INSP.
CORRECTION

R.O NO. [redacted] R.O DATE : 03/31/2008 R.O TYPE : S
MILEAGE : 44806 ADVISOR NO. : 37178

JOB NUMBER : 1 OPERATION 11CVZ OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 444
COMPLAINT : CUSTOMER STATES VEH WILL START CUTTING OUT WHEN DRIVING OR SETTING
CAUSE : ENGINE MISS CYL 3 NEEDS COIL PACK AND 6 PLUGS
CORRECTION : REPLACED COIL CUST DECLINED PLUGS

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

R.O NO. : [redacted] R.O DATE : 07/19/2007 R.O TYPE : S
MILEAGE : 32375 ADVISOR NO. : 27351

JOB NUMBER : 1 OPERATION 18CVZ OP. DESC. HEATING AND AIR
SALE TYPE : W TECHNICIAN NO(S). 478
COMPLAINT : CUSTOMER STATES THE A/C WILL QUIT COOLING WHILE DRIVNG DOWN THE ROAD AND THEN A LITTLE WHILE LATER START COOLING AGAIN
CAUSE : FOUND COOLING FAN CLUTCH WEAK
CORRECTION : REPLACED THE FAN CLUTCH AND TESTED

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

JOB NUMBER : 2 OPERATION 97CVZ OP. DESC. RENTAL

SALE TYPE : W TECHNICIAN NO(S). 479
CORRECTION : RENTAL

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

R.O NO. : [redacted] R.O DATE : 06/01/2007 R.O TYPE : S
MILEAGE : 29579 ADVISOR NO. : 27351

JOB NUMBER : 1 OPERATION 44CVZ OP. DESC. LUBE, OIL, & FILTER
SALE TYPE : C TECHNICIAN NO(S). 478
COMPLAINT : CUSTOMER REQUESTS LUBE, OIL, AND FILTER CHANGE
CORRECTION : PERFORMED LUBE, OIL, AND FILTER CHANGE

JOB NUMBER : 2 OPERATION 18CVZ OP. DESC. HEATING AND AIR
SALE TYPE : W TECHNICIAN NO(S). 478
COMPLAINT : CUSTOMER STATES A/C IS NOT COOLING RIGHT
CAUSE : FOUND SYSTEM 1/2 LB. LOW
CORRECTION : EVAC AND RECHARED A/C SYSTEM AND ADDED DYE

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

JOB NUMBER : 3 OPERATION 03CVZ OP. DESC. AXLE & DIFFERENTIAL
SALE TYPE : W TECHNICIAN NO(S). 478
COMPLAINT : CUSTOMER STATES THERE IS SLACK IN THE REAR END
CAUSE : R&R REAR COVER AND INSPECTED, NO METAL FOUND
CORRECTION : REINSTALLED COVER AND REFILLED WITH NEW FLUID AND ADDITIVE
AND TESTED TO VERIFY REPAIR

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

JOB NUMBER : 4 OPERATION 11CVZ OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 478
COMPLAINT : CUSTOMER STATES CHECK FOR UPDATES
CAUSE : FOUND PCM UPDATE
CORRECTION : UPDATED PCM

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

R.O NO. : [redacted] R.O DATE : 04/09/2007 R.O TYPE : S
MILEAGE : 26267 ADVISOR NO. : 474

JOB NUMBER : 1 OPERATION 44CVZ OP. DESC. LUBE, OIL, & FILTER
SALE TYPE : C TECHNICIAN NO(S). 489

COMPLAINT : CUSTOMER REQUESTS LUBE, OIL, AND FILTER CHANGE
CORRECTION : PERFORMED LUBE, OIL, AND FILTER CHANGE

JOB NUMBER : 2 OPERATION 11CVZ OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 478
COMPLAINT : CUSTOMER STATES VEHICLE IS MAKING A WHINE NOISE WHILE DRIVING
CAUSE : IDLER PULLEY BEARING IS MAKING NOISE
CORRECTION : REPLACED IDLER ASSEMBLY

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

R.O NO. [redacted] R.O DATE : 02/07/2007 R.O TYPE : S
MILEAGE : 23718 ADVISOR NO. : 27351

JOB NUMBER : 1 OPERATION 03CVZ OP. DESC. AXLE & DIFFERENTIAL
SALE TYPE : W TECHNICIAN NO(S). 478
COMPLAINT : CUSTOMER STATES THERE IS A JERKING SENSATION IN THE REAR END
CAUSE : TEST DROVE NUMEROUS TIMES AND COUND NOT DUPLICATE
CORRECTION : NO PROBLEMS

JOB NUMBER : 2 OPERATION 28CVZ OP. DESC. PROGRAM INSP.
SALE TYPE : C TECHNICIAN NO(S). 478
COMPLAINT : PROGRAM INSP.
CAUSE : PROGRAM INSP.
CORRECTION : PROGRAM INSP.

JOB NUMBER : 3 OPERATION 97CVZ OP. DESC. RENTAL
SALE TYPE : W TECHNICIAN NO(S). 411
COMPLAINT : RENTAL CAR
CORRECTION : RENTAL

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

R.O NO. [redacted] R.O DATE : 01/10/2007 R.O TYPE : S
MILEAGE : 22546 ADVISOR NO. : 34846

JOB NUMBER : 1 OPERATION 15CVZ OP. DESC. TRIM
SALE TYPE : W TECHNICIAN NO(S). 471
COMPLAINT : CUSTOMER STATES NEEDS WINDOW MOLDINGS REPLACED - SOP HERE
CAUSE : DOOR SEALS COLASPED
CORRECTION : REPLACED RIGHT AND LEFT FRONT DOOR SEALS AND RIGHT AND LEFT REAR DOOR SEALS

WARRANTY : CLAIM NO. [redacted] OPERATION NO. C1080 CLAIM NO. OPERATION NO.

JOB NUMBER : 2 OPERATION 44CVZ OP. DESC. LUBE, OIL, & FILTER
SALE TYPE : C TECHNICIAN NO(S). 489
COMPLAINT : CUSTOMER REQUESTS LUBE OIL AND FILTER
CORRECTION : COMPLETE
ORIGINAL : RENTAL CAR
CORRECTION

JOB NUMBER : 3 OPERATION 44CVZZ OP. DESC. ROTATE TIRES
SALE TYPE : C TECHNICIAN NO(S). 489
COMPLAINT : CUSTOMER REQUESTS TIRE ROTATION
CORRECTION : PERFORMED TIRE ROTATION AND CHECKED AIR PRESSURE

JOB NUMBER : 4 OPERATION 97CVZ OP. DESC. RENTAL
SALE TYPE : W TECHNICIAN NO(S). 479
COMPLAINT : RENTAL
CORRECTION : RENTAL

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

R.O NO. : [redacted] R.O DATE : 01/03/2007 R.O TYPE : S
MILEAGE : 22206 ADVISOR NO. : 27351

JOB NUMBER : 1 OPERATION 07CVZ OP. DESC. DOORS&REAR COMPARTMN
SALE TYPE : W TECHNICIAN NO(S). 471
COMPLAINT : CUSTOMER STATES ALL FOUR DOORS HAVE EXCESSIVE WINDNOISE
CAUSE : VERIFIED THE CONCERN
ADJUSTED ALL THE DOORS, TESTED AND NOISE STILL PRESENT
CORRECTION : ORDERED DOOR SEALS

R.O NO. : [redacted] R.O DATE : 10/05/2006 R.O TYPE : S
MILEAGE : 17571 ADVISOR NO. : 34846

JOB NUMBER : 1 OPERATION 18CVZ OP. DESC. HEATING AND AIR
SALE TYPE : W TECHNICIAN NO(S). 471
COMPLAINT : CUSTOMER STATES BLOWER MOTOR INOP
CAUSE : BLOWER MOTOR RESSISTOR AND PLUG IN BURNT
CORRECTION : REPLACE BLOWER MOTOR RESISTOR AND CONNECTOR

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

R.O NO. [redacted] R.O DATE : 10/04/2006 R.O TYPE : S
MILEAGE : 17571 ADVISOR NO. : 34846

JOB NUMBER : 1 OPERATION 18CVZ OP. DESC. HEATING AND AIR
SALE TYPE : W TECHNICIAN NO(S). 34846
COMPLAINT : CUSTOMER STATES BLOWER MOTOR IS INOP
CAUSE : NO PROBLM FOUND AT THIS TIME
CORRECTION : NO PROBLEM FOUND AT THIS TIME

R.O NO. : [redacted] R.O DATE : 09/27/2006 R.O TYPE : S
MILEAGE : 17235 ADVISOR NO. : 34846

JOB NUMBER : 1 OPERATION 01CVZ OP. DESC. ACCESSORIES
SALE TYPE : W TECHNICIAN NO(S). 444
COMPLAINT : CUSTOMER STATES NEEDS CD PLAYER UPDATE
CAUSE : CHECKED AND FOUND RADIO UPDATE FOR CONCERN
CORRECTION : REPROGRAMMED RADIO WITH LATEST UPDATES

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

R.O NO. : [redacted] R.O DATE : 08/26/2006 R.O TYPE : S
MILEAGE : 17224 ADVISOR NO. : 27351

JOB NUMBER : 1 OPERATION 44CVZ OP. DESC. LUBE, OIL, & FILTER
SALE TYPE : C TECHNICIAN NO(S). 489
COMPLAINT : CUSTOMER REQUESTS LUBE, OIL, AND FILTER CHANGE
CORRECTION : PERFORMED LUBE, OIL, AND FILTER CHANGE

JOB NUMBER : 2 OPERATION 44CVZZ OP. DESC. ROTATE TIRES
SALE TYPE : C TECHNICIAN NO(S). 489
COMPLAINT : CUSTOMER REQUESTS TIRE ROTATION
CORRECTION : PERFORMED TIRE ROTATION AND CHECKED AIR PRESSURE

R.O NO. : [redacted] R.O DATE : 07/17/2006 R.O TYPE : S
MILEAGE : 13733 ADVISOR NO. : 34846

JOB NUMBER : 1 OPERATION 08CVZ OP. DESC. ELECTRICAL WORK
SALE TYPE : W TECHNICIAN NO(S). 478
COMPLAINT : CUSTOMER STATES ALT STOPS CHARGING AT TIMES
CORRECTION : NPF

JOB NUMBER : 2 OPERATION 08CVZ1 OP. DESC. ELECTRICAL WORK
SALE TYPE : C TECHNICIAN NO(S). 478
COMPLAINT : CUSTOMER STATES CHIME KEEPS GOING AFTER KEY IS OUT OF IGN.

R.O NO. : [redacted] R.O DATE : 07/07/2006 R.O TYPE : S
MILEAGE : 13431 ADVISOR NO. : 474

JOB NUMBER : 1 OPERATION 44CVZ OP. DESC. LUBE, OIL, & FILTER
SALE TYPE : C TECHNICIAN NO(S). 489
COMPLAINT : CUSTOMER REQUESTS LUBE, OIL, AND FILTER CHANGE
CORRECTION : PERFORMED LUBE, OIL, AND FILTER CHANGE

JOB NUMBER : 2 OPERATION 44CVZZ OP. DESC. ROTATE TIRES
SALE TYPE : C TECHNICIAN NO(S). 489
COMPLAINT : CUSTOMER REQUESTS TIRE ROTATION
CORRECTION : PERFORMED TIRE ROTATION AND CHECKED AIR PRESSURE

R.O NO. : [redacted] R.O DATE : 06/09/2006 R.O TYPE : S
MILEAGE : 12468 ADVISOR NO. : 479

JOB NUMBER : 1 OPERATION 08CVZ OP. DESC. ELECTRICAL WORK
SALE TYPE : W TECHNICIAN NO(S). 471
COMPLAINT : CUSTOMER STATES LOW BEAMS ARE INOP- SOP HERE
CAUSE : BULBS AND SOCKET BURNT
CORRECTION : REPLACED BOTH CONNECTORS AND BULBS
ORIGINAL : REPLACED BULBS AND BOTH RIGHT , LEFT SOCKETS
CORRECTION

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

R.O NO. : [redacted] R.O DATE : 06/02/2006 R.O TYPE : S
MILEAGE : 12261 ADVISOR NO. : 27351

JOB NUMBER : 1 OPERATION 08CVZ OP. DESC. ELECTRICAL WORK
SALE TYPE : C TECHNICIAN NO(S). 444
COMPLAINT : CUSTOMER STATES LOW BEAM CONNECTOR ARE BURNT
CORRECTION : SPECIAL ORDERED CONNECTORS

R.O NO. [redacted] R.O DATE : 04/26/2006 R.O TYPE : S
MILEAGE : 10515 ADVISOR NO. : 479

OB NUMBER : 1 OPERATION 08CVZ OP. DESC. ELECTRICAL WORK
ALE TYPE : W TECHNICIAN NO(S). 471
OMPLAINT : CUSTOMER STATES VEHICLE HAS NO BRAKE LIGHTS
AUSE : CHECKED AND FOUND BRAKE LAMP SWITCH SHORTED

CORRECTION : REPLACED BRAKE LAMP SWITCH

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

[redacted]

R.O NO. : [redacted] R.O DATE : 03/16/2006 R.O TYPE : S
MILEAGE : 6831 ADVISOR NO. : 474

JOB NUMBER : 1 OPERATION 08CVZ OP. DESC. ELECTRICAL WORK
SALE TYPE : W TECHNICIAN NO(S). 439
COMPLAINT : CUSTOMER STATES LIGHT WERE DIMMING AND ALT GAUGE WAS JUMPING
FROM 14 TO 16 VOLTS BACK AND FORTH
CAUSE : LOOSE GROUND
CORRECTION : TIGHTEN GROUND WIRE AN ROAD TESTED VEHICLE
CHARGING SYSTEM IS OK

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

[redacted]

R.O NO. [redacted] R.O DATE : 02/13/2006 R.O TYPE : S
MILEAGE : 5924 ADVISOR NO. : 474

JOB NUMBER : 1 OPERATION 44CVZ OP. DESC. LUBE, OIL, & FILTER
SALE TYPE : I TECHNICIAN NO(S). 480
COMPLAINT : CUSTOMER REQUESTS LUBE, OIL, AND FILTER CHANGE
CORRECTION : PERFORMED LUBE, OIL, AND FILTER CHANGE
(CHARGE TO NC POLICY AS PER JACK AND JEPP-1ST LOF FREE)

R.O NO. [redacted] R.O DATE : 02/09/2006 R.O TYPE : S
MILEAGE : 5816 ADVISOR NO. : 479

JOB NUMBER : 1 OPERATION 04CVZ OP. DESC. BRAKES
SALE TYPE : W TECHNICIAN NO(S). 478
COMPLAINT : CUSTOMER STATES BRAKES MAKES A GRINDING NOISE WHEN APPLIED
AND GOING DOWN A HILL
CAUSE : FRONT AND REAR BRAKES LOOK GOOD
CORRECTION : DEGLAZED PADS AND ROTORS
NO PROBLEM FOUND

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

[redacted]

JOB NUMBER : 2 OPERATION 08CVZ OP. DESC. ELECTRICAL WORK
SALE TYPE : W TECHNICIAN NO(S). 478
COMPLAINT : CUSTOMER STATES PASS WINDOW WILL NOT RAISE ALL THE WAY TO
THE TOP

CAUSE : FOUND WINDOW MOLDING MISALIGNED
CORRECTION : REPAIRED MOLDING

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

R.O NO. [redacted] R.O DATE : 05/16/2005 R.O TYPE : P
MILEAGE : 0 ADVISOR NO. : 401

JOB NUMBER : 1 OPERATION 19CVZ OP. DESC. PDI INSPECTION
SALE TYPE : I TECHNICIAN NO(S). 18729
COMPLAINT : PDI INSPECTION
CORRECTION : PDI COMPLETED

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number | Contract Number

Buyer (and Co-Buyer) Name and address (include county and zip code)	Creditor (Seller name and address)
[redacted] VAN BUREN AR [redacted]	RHODES CHEVROLET 2800 ALMA HWY VAN BUREN AR 72956

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 BLAZER	1GNDS13S852[redacted]	☐ personal, family, or household ☐ agricultural ☐ business ☐

Your trade-in is a: Year 2005 Make CHEVROLET TRU Model EQUINOX

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of $ [illegible] is
[illegible] %	$ [illegible]	$ [illegible]	$ [illegible]	$ [illegible]

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	$ 470.89	Monthly beginning 10/01/2005	

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 $1.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes) $ [illegible] (1)

2 Total downpayment

Gross trade-in $ [illegible] -payoff by seller $ [illegible]

= net trade-in $ [illegible] + cash $ N/A

+ other (describe) N/A $ [illegible] $ [illegible] (2)

3 Unpaid balance of cash price (1 minus 2) $ [illegible] (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 $ [illegible]

B Other Insurance paid to the insurance company $ [illegible]

C Official fees paid to government agencies $ [illegible]

D Government taxes not included in cash price $ N/A

E Government license and/or registration fees

N/A $ N/A

F Government certificate of title fees $ N/A

G **DOCUMENTARY FEE. A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATING TO THE CLOSING OF A SALE. THIS NOTICE IS REQUIRED BY LAW.** $ N/A

H Other charges (Seller must identify who is paid and describe purpose.)

to N/A for N/A $ [illegible]

to N/A for N/A $ [illegible]

N/A [illegible]

Insurance. You may buy the physical damage insurance this contract requires (see below) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the Insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

Premium:

Credit Life $ N/A

Credit Disability $ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.

☐ N/A _____

Type of Insurance Term

Premium $ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

I want the insurance checked above.

X _____

Buyer Signature Date

X _____

Co-Buyer Signature Date

NOTICE IS REQUIRED BY LAW. $ N/A

H Other charges (Seller must identify who is paid and describe purpose.)

to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A

Total other charges and amounts paid to others on your behalf $ N/A (4)

5 Amount financed (3 + 4) $ 30185.75 (5)

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.*

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. The law permits us to buy this insurance because we have a security interest in the vehicle, this contract requires you to maintain insurance to protect our interest, this contract authorizes us to buy this insurance if you fail to provide us evidence that you have the required insurance, and we clearly disclosed these requirements to you.

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 for this insurance will be the premium for the insurance and a finance charge at the Annual Percentage Rate shown above. You agree that we may ask you to pay the charge for this insurance in equal installments with the payments shown on the payment schedule, or at our option, all at once at [redacted]

Buyer Signs X Co-Buyer Signs X

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement betwee[redacted] contract. Any change to the contract must be in writing and we must sign it. No oral changes are binding.

Buyer Signs X Co-Buyer Signs X [redacted]

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

You authorize us to obtain information about you, or the vehicle you are buying, from the state motor vehicle department or other motor vehicle registration authorities.

See back for other important agreements.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the finance charge.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X [redacted] Date 09/01/2005 Co-Buyer Signs X [redacted] Date 09/01/2005

Co-Buyers and [redacted] **son who is responsible for paying the entire debt.** An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X Date Address

Creditor Signs [redacted] Date 09/01/2005 By X [redacted] Title [redacted]

Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 07/28/08
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]
Mailing address: [redacted]
City: Van Buren State: AR Zip code: [redacted]
Day phone: [redacted] Evening phone: Cell phone: [redacted]
Fax: E-mail address [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Trailblazer Year: 2005 Current mileage: 50500
Name(s) that appears on the vehicle title: Rickey Jones/Cheryle Rainwater
Selling dealer/city/state: RHODES CHEVROLET COMPANY, VAN BUREN, AR
Primary Servicing dealer/city/state: RHODES CHEVROLET COMPANY,
Acquired as ☒ new ☐ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no
Purchase/lease date: 09/01/05 9-1-05 Mileage at purchase/lease: 26 miles
First repair attempt date: First repair attempt mileage: 5000
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: 07/01/07
Description of damage: scratch on the rear bumper

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

He wants the manufacturer to buy back the vehicle.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER 1GNDS13S852[redacted]
Lienholder/Leasing Company GMAC **Phone Number** 800-200-4622
Account Number [redacted]

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
vibration when accelerating	Rhodes Chevy	4	6-24-08 49216 2008 7-7-07-23718 July 19 – present time they 6-1-08 - 29579 4-9-07 Still have 26367	yes
transmission locked up	Rhodes Chevy	1	July 19, 2008 – till present time	yes
headlights went out	Rhodes Chevy	2	6-24-08 _ 49216 6-9-06 - 12468 6-2-06 - 12261	no
brake lights went out	Rhodes Chevy	1	4-26-06 – 10515	no
alternator gauge goes up & down, causes headlights to flash	Rhodes Chevy	2	7-17-06 - 13733 3-16-06 - 6831	yes
Engine Misfires [redacted]	Rhodes Chevy	3	4-18-08 - 45431 4-10-08 - 45352 3-31-08 - 44806	no
All Door trim Leaks Air	Rhodes Chevy	2	1-7-07 - 22206 1-10-07 - 22546	yes
air conditioner not cooling	Rhodes Chevrolet	4	6-1-08 - 29579 7-19-08 - 32375 10-4-06 - 17571 10-5-06 - 17571	No

Total days out of service for all problems: Don't Sure approximately 30 plus days

Signature of Titled Owner(s) [redacted] Date 7-29-08

I am submitting this dispute fo[redacted]O 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

General Motors Customer Assistance Center

FAX

To: **Allison Barry**
Company:
Fax: 866-874-5907
Phone:

From: **AVM/Mobility Team**
Fax: 866-430-2718
Phone:
E-mail:

cc:

NOTES:

fax

RHODES CHEVROLET

2800 ALMA HWY, PO BOX 667
VAN BUREN, ARK 72956
PHONE (479) 474-4000 FAX (479) 474-0816

To: Allison
Barry

Tel:

Fax:

From: [redacted]

Date:

Regarding:

PAGES 11

Notes:

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 5, 2008

Ms. Karen Myers
Rhodes Chevrolet
280 Alma Hwy
Van Burn, AR 72957

Re: M[redacted]
Siebel Request: [redacted]
2005 Chevrolet Trailblazer
VIN # 1GNDS13S8523[redacted]

Dear Ms. Karen Myers :

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

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

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

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

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

Sincerely,

Allison Barry
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 41721
FAX# 866-874-5907

Purchase Price (New Unit)	$25,667.88
State Sales Tax	$0.00
Additional Tax	$0.00
Reg./Lic./Title Fees (opt)	$0.00
New Aftermarket Items	$0.00
State Fees	$0.00
Fees	$0.00
Less Dealer Contribution	$0.00
Subtotal	$25,667.88
Trade-In Allowance	$20,987.88
Loan Payoff	$25,505.95
Net Allowance	-$4,518.07
Cash on Delivery (Paid by GM)	$0.00
Total Balance Due	$30,185.95
Amount to Dealer for additional Fees	$0.00
New Vehicle VIN: 1GNDS13S85[redacted]	

Form Rev 6/23/2005

BARS Document Display

2005 TRAILBLAZER LS 2WD
22U SUPERIOR BLUE METALLIC /L6G
28H LIGHT GRAY
ORDER NO. JBPC2B/TRE STOCK NO. 9294
VIN 1GN DS13 S8 52[redacted]

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

POSTED

**********13*17531S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CS15506 TRAILBLAZER LS 2WD	26465.00	23950.83	INVOICE 04/21/05
AP9 CARGO CONVENIENCE NET	30.00	25.80	SHIPPED 04/21/05
C4D GVW RATING - 5550 LBS	N/C	N/C	EXP I/T 05/02/05
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 05/02/05
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	PRC EFF 04/21/05
G80 LOCKING DIFFERENTIAL	270.00	232.20	KEYS S580E S580E
LL8 VORTEC 4200 SFI I6	0.00	0.00	WFP-F QTR OPT-1
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	BANK: GMAC - 008
			CHG-TO 17-531
QNG P235/75R16 FOUR ALL SEASON WOL TIRES	140.00	120.40	
			SHIP WT: 4294
RYJ CARGO SHADE	70.00	60.20	HP: 32.1
UB1 ETR AM/FM STEREO W/CASSETTE, CD, RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)	150.00	129.00	GVWR: 5550
			GAWR.FT: 2950
			GAWR.RR: 3200
U2K XM SATELLITE RADIO - OVER 130 CHNLS OF DIGITAL ENTERTAINMENT. SERVICE FEE EXTRA.1ST 3MOS.INCL	325.00	279.50	GMS: 25742.88
			SUPPLR: 26897.93
			MRM: 29350.00
VHS TRAILER HITCH RECEIVER COVER ***DEALER INSTALLED***	30.00	25.80	NTR: 1/2
			DAN: LSPCK
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C	MEMO 1358.25
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

TOTAL MODEL & OPTIONS	28665.00	25842.83	ACT 237	25667.88
DESTINATION CHARGE	685.00	685.00	H/B 261	859.95
LAM DEALER CONTRIBUTION		143.33	ADV 261	143.33
LAM GROUP CONTRIBUTION		143.33	EXP 65A	143.33
TOTAL	29350.00	26814.49	PAY 310	26814.49

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 25557.56

26814.49
200.00
27,014.49
25,667.88
-1346.61

****

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.

RHODES CHEVROLET COMPANY

REMIT TO GMAC NO. 008
VIN 1GNDS13S852[redacted]
$ 26814.49 INV [redacted]
DUE 05/02/05 DEALER 17-531

RHODES CHEVROLET CO.

VAN BUREN, ARKANSAS [redacted]

"THE SERVICE DEALER"

AUTOMOBILE SALES ORDER

BUYER NAME [redacted] HOME PHO [redacted]

CO-BUYER NAME [redacted] BUS. PHON [redacted]

STREET ADDRES [redacted] TOWN VAN BUREN

STATE AR COUNTY CRAWFORD ZIP CO [redacted] SALESMAN

New X / Used	YEAR	MAKE	MODEL	BODY	SERIAL NUMBER	S
	2005	CHEV	TRAILBLAZER 4DR		1GNDS13S852 [redacted]	[redacted]

AC X / PS X	PB X / PW X	6 Cyl. PS	AUTO X / MAN	BUYER DL / COBUYER DL	MILES
					26

COLOR — TOP / LOWER BLUE — UPHOLSTERY GRAY

REMARKS

TRADE-IN RECORD

MAKE CHEVROLET

YEAR 2005

MODEL EQUINOX COLOR SALSA RED

MILES ACTUAL X / OVER LIMIT

SERIAL NO. 2CNDL23F756[redacted]

PS ☐ PB ☐

PW ☐ PS ☐

AUTO ☐ MAN ☐

RADIO

OTHER

T/I Cyl.

ACV 20987.88

MSRP	$ 29350	00
SELLING PRICE	$	
TRADE ALLOWANCE	$	
Trade Difference	$	
Rebate (-)	$	
	30185	95
SELLING PRICE	25667	88
Trade-In 25505.95	20987	88
Less Pay-off	25505	95
NET ALLOWANCES $	-4518	07
REBATE		
OTHER		
Cash Due on Delivery		
TOTAL DOWN PAYMENT	-4518	07
UNPAID BALANCE	30185	95

Salestax is the responsibility of the customer unless otherwise specified.

SSAN _____

I CERTIFY THAT THE ABOVE INFORMATION IS COMPLETE AND ACCURATE. RHODES CHEVEROLET CO., IS AUTHORIZED TO INVESTIGATE MY CREDIT AND EMPLOYMENT HISTORY AND TO RELEASE INFORMATION ABOUT ITS CREDIT EXPERIENCE WITH ME.

DELIVERY OF THIS AUTOMOBILE IS ACCEPTED BY PURCHASER SUBJECT TO CREDIT APPROVAL BY A FINANCING INSTITUTION AND IN THE EVENT OF A CREDIT REPORT UNACCEPTABLE TO THE FINANCING INSTITUTION, THE PURCHASER WILL RETURN THE AUTOMOBILE HEREIN DESCRIBED IMMEDIATELY TO THE DEALER.

Buyer assumes responsibility for any difference in pay off in excess of amount shown above and will pay such difference in cash on demand. If not so paid, buyer authorizes dealer, at dealer's option, to increase monthly payments of contract balance to cover the difference and finance chargers thereon.

The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantibility or fitness for a particular purpose, and neither assumes or 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.

PAY OFF TO

Name _____

Address _____

City _____ State _____ Zip _____

Acct. # _____ Pay off good till: _____

PAY OFF AMOUNT $

Credit Life _____

A/H _____

GMPP _____

INS AGENT _____ INS CO NAME _____

ADDRESS _____ CITY, ST, ZIP _____

PHONE _____ POLICY _____

DATES: FROM _____ TO _____ COMP DED _____ COLL DED _____

CONFIRMED WITH:

Annual Percentage Rate % _____

Payable as Follows: _____ *monthly Installments*

of $ _____ *each, beginning on the* _____ *day of* _____ 20____

☐ U.C. Warranty _____

THIS ORDER NOT VALID UNLESS SIGNED AND ACCEPTED BY AN OFFICER OF THIS COMPANY.

I hereby agree to purchase [redacted] specified above.

Purchaser's Signature X [redacted] Accepted by Seller: [signature]

Order Date 8/26/05

Delivery Date _____

1677

CERTIFICATE OF ORIGIN FOR A VEHICLE

STREET VAN BUREN AR 72956
26

CHEVROLET F2
7680

GM

[redacted]

DATE
04/21/05

INVOICE NO.
[redacted]

VEHICLE IDENTIFICATION NO.
1GNDS13S8523[redacted]

YEAR
2005

MAKE
CHEVROLET

BODY TYPE
TRAILBLAZER LS 2WD

SHIPPING WEIGHT
4294

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.

17531 JBPC2B

RHODES CHEVROLET COMPANY
PO BOX 667
VAN BUREN AR 72957-0667

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

09/01/2005 09/01/05

****
* THIS VEHICLE*
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *
****

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION

BY: [signature]
(SIGNATURE OF AUTHORIZED REPRESENTATIVE) (AGENT)

[redacted] COCKEYSVILLE MD 21030-8104
DETROIT MI 48243-1114
CITY - STATE

GM 521 REV. 7-95

The 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

NAME OF PURCHASER(S) [redacted]

ADDRESS [redacted] VAN BUREN [redacted]

I certify to the best of [redacted] No Tenths

DEALER RHODES CHEVROLET F261 BY [redacted]
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20___

State of _____

County of _____ Notary Public [redacted]

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

NAME OF PURCHASER(S) _____

ADDRESS _____

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY _____
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20___

State of _____

County of _____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

NAME OF PURCHASER(S) _____

ADDRESS _____

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY _____
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20___

State of _____

County of _____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

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 [redacted] the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading _____ stated is in excess of its mechanical limits ☐ The odometer reading is not the actual mileage

WARNING ODOMETER DISCREPANCY

Signature(s) of Seller(s) [redacted]

Printed Name(s) of Seller(s) Scott Bullock Dealer's No. F261

Date of Statement 09/01/2005 Date of Sale 09/01/05

Signature of Purchaser(s) [redacted]

Printed Name of Purchaser(s) _____

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20___

_____ Notary Public

Company Name (if Applicable) _____

Address of Purchaser(s) _____

State of _____

County of _____

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

1st lien in favor of GMAC

whose address is P.O. BOX 8104 COCKEYSVILLE MD 21030-8104

2nd lien in favor of _____

whose address is _____

GM521 REV. 1-2003

Dealer Confirmation Letter- Trade Repurchase (Customer Participation)

Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610

Phone (800) 231-1841 Diana Lee Ext. 58965

Trade Repurchase Agreement between Chevrolet and its dealer partner Rhodes Chevrolet

Customer's Name: [redacted]
Case Number:

Thank you for assisting Chevrolet in the trade repurchase transaction for our mutual customer.

The dealer will issue a check in the amount of **$4,518.07** to General Motors Corporation in order to obtain free and clear title of original vehicle. Once all of the final repurchase paperwork, including your dealer check, has been sent back to the Reacquired Vehicle Disposition Center (RVDC), General Motors will issue a check in the amount of **$25,505.95** to **GMAC**.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1GNDS13S85[redacted]
New Vehicle Sales Price:	$25,667.88
Used Vehicle Trade Value:	$20,987.88
Customer cost:	$4680.00
Taxes:	N/A
Rebates:	<<Not Applicable>>
Given on old vehicle, good only until <<Date>>:	$25,505.95
Plus title and license fees:	N/A
Miscellaneous State Fees:	N/A
Document Fees:	**<<Not paid by either party>>**
Dealer Processing Fee:	**<<$200 applied as warranty credit via W.I.N.S>>**

As always, **the customer is obligated to make the financial arrangements for the replacement vehicle.** Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle. Also remember, no cash back incentives are to be used on the replacement vehicle. Using the figures above, the customer is responsible for:

Payoff of Original Vehicle:	$25,505.95
Upgrade:	$4,680.00
Total Customer Contribution:	$30,185.95

Rhodes Chevrolet] agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return this agreement along with a signed Bill of Sale to my attention at the following fax # 866-214-0380.

Jack L. Dean General Sales Manager

Rhodes Chevrolet BAC 114218 Management Agent's Signature and Title

Jack L. Dean General Sales Manager

Rhodes Chevrolet BAC 114218 Management Agent's Printed Name and Title

Authorized General Motors BRC Representative Signature

Diana Lee

Authorized General Motors BRC Representative Printed Name

Thank you for assisting **Chevrolet** in this trade repurchase for our mutual customer!

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number Contract Number

Buyer (and Co-Buyer) - Name and address (include county and zip code)	Creditor (Seller name and address)
[redacted] VAN BUREN AR	RHODES CHEVROLET 2800 ALMA HWY VAN BUREN AR 72956

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 BLAZER	1GNDS13S852[redacted]	☐ personal, family, or household ☐ agricultural ☐ business ☐

Your trade-in is a: Year 2005 Make CHEVROLET TRU Model EQUINOX

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of $ 0.00
3.90 %	$ 3718.83	$ 30185.99	$ 33904.82	$ 33904.82

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	$ 470.89	Monthly beginning 10/01/2005	

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 $1.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes)		$ 29185.99
2 Total downpayment		
Gross trade-in $ 25505.96 – payoff by seller $ 25505.96		
= net trade-in $ 0.00 + cash $ N/A		
+ other (describe) N/A	$ N/A	$ 0.00
3 Unpaid balance of cash price (1 minus 2)		$ 29185.99
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):		
A Cost of optional credit insurance paid to the insurance company or companies		
Life $ N/A		
Disability $ N/A	$ N/A	
B Other insurance paid to the insurance company	$ N/A	
C Official fees paid to government agencies	$ N/A	
D Government taxes not included in cash price	$ N/A	
E Government license and/or registration fees		
N/A	$ N/A	
F Government certificate of title fees	$ N/A	
G DOCUMENTARY FEE. A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATING TO THE CLOSING OF A SALE. THIS NOTICE IS REQUIRED BY LAW.	$ N/A	
H Other charges (Seller must identify who is paid and describe purpose.)		
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
Total other charges and amounts paid to others on your behalf	$ N/A	
5 Amount financed (3 + 4)	$ 30185.99	

Insurance. You may buy the physical damage insurance this contract requires (see below) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

Premium:
Credit Life $ N/A
Credit Disability $ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.

☐ N/A Type of Insurance Term N/A

Premium $ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

I want the insurance checked above.

X
Buyer Signature Date

X
Co-Buyer Signature Date

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

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. The law permits us to buy this insurance because we have a security interest in the vehicle; this contract requires you to maintain insurance to protect our interest; this contract authorizes us to buy this insurance if you fail to provide us evidence that you have the required insurance; and we clearly disclosed these requirements to you.

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 for this insurance will be the premium for the insurance and a finance charge at the Annual Percentage Rate shown above. You agree that we may ask you to pay the charge for this insurance in equal installments with the payments shown on the payment schedule, or at our option, all at once at the

Buyer Signs X [redacted] Co-Buyer Signs 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 [redacted]

Buyer Signs X [redacted] Co-Buyer Signs X [redacted]

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them.

5.90 %	$ 3518	$ 30195.95	23904.08	$ 32904.08

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	$ 470.89	Monthly beginning 10/01/2005	

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 $1.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes)			$ 30195.95 (1)
2 Total downpayment			
Gross trade-in $ 25505.95	− payoff by seller $ 25505.95		
= net trade-in $ 0.00	+ cash $ N/A		
+ other (describe) N/A	$ N/A	$ N/A	(2)
3 Unpaid balance of cash price (1 minus 2)			$ 30195.95 (3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):			
A Cost of optional credit insurance paid to the insurance company or companies			
Life	$ N/A		
Disability	$ N/A	$ N/A	
B Other insurance paid to the insurance company		$ N/A	
C Official fees paid to government agencies		$ N/A	
D Government taxes not included in cash price		$ N/A	
E Government license and/or registration fees			
N/A		$ N/A	
F Government certificate of title fees		$ N/A	
G DOCUMENTARY FEE. A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATING TO THE CLOSING OF A SALE. THIS NOTICE IS REQUIRED BY LAW.		$ N/A	
H Other charges (Seller must identify who is paid and describe purpose.)			
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
Total other charges and amounts paid to others on your behalf			$ N/A
5 Amount financed (3 + 4)			$ 30195.95

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

Premium:

Credit Life $ N/A

Credit Disability $ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.

☐ N/A N/A
Type of Insurance Term

Premium $ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

I want the insurance checked above.

X
Buyer Signature Date

X
Co-Buyer Signature Date

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

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. The law permits us to buy this insurance because we have a security interest in the vehicle; this contract requires you to maintain insurance to protect our interest, this contract authorizes us to buy this insurance if you fail to provide us evidence that you have the required insurance, and we clearly disclosed these requirements to you.

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 for this insurance will be the premium for the insurance and a finance charge at the Annual Percentage Rate shown above. You agree to pay the charge for this insurance in equal installments with the payments shown on the payment schedule, or at our option, all at once at

Buyer Signs X [redacted] Co-Buyer Signs 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 we must sign it. No oral changes are binding.

Buyer Signs X [redacted] Co-Buyer Signs X [redacted]

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

You authorize us to obtain information about you, or the vehicle you are buying, from the state motor vehicle department or other motor vehicle registration authorities.

See back for other important agreements.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the finance charge.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely [redacted] signed it.

Buyer Signs X [redacted] Date 09/01/2005 Co-Buyer Signs X [redacted] Date 09/01/2005

Co-Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. [redacted] whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X Date Address [redacted]

Creditor Signs [redacted] Date 09/01/2005 By X [redacted] Title F I

Seller assigns its interest in this contract to: ☐ General Motors Acceptance Corporation (GMAC) ☐ GMAC Automotive Bank ☐ Nuvell Credit Corporation under the terms of Seller's agreement(s) with assignee.

Assigned with recourse			Assigned without recourse or with limited recourse		
Seller	By	Title	RHODES CHEVROLET Seller	By	Title F I

Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

Joe White

RHODES CHEVROLET

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
30CVZROTATE	ROTATE TIRES	MI		30CVZZMTRANS	DMANUAL TRANS SERV	MI	
30CVZATRANS	AUTO TRANS SERV	MI		00CVZLOF	LUBE/OIL/FILTER	MI	
00CVZ30K	30000 MILE SERVICE	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[illegible]	[redacted]	[illegible]	[illegible]	[illegible]	C	28CVZ	[illegible]
					W	00CVZ	ACCESSORIES
					I	28CVZ	MULTIPOINT INSP.
01/16/08	45131	37113	[illegible]	[illegible]	W	13CVZ	ENGINE MECHANICAL
04/10/08	45152	37178	403	[illegible]	I	28CVZ	PROGRAM INSP
					C	13CVZ	ENGINE MECHANICAL

[illegible] HOUSE SERVICE STATE REG# 0

DISPATCH #: [illegible] VEHICLE NO: [illegible] YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/TRAILBLAZ

PRODUCTION DATE: | STOCK NO.: 0294 | LICENSE NO.: [redacted]

CUST PICKUP: [redacted] | CUSTOMER NO.: [redacted] | SERVICE CONTRACT: | DELIVERY DATE: 03/01/05 | DELIVERY MILES: 26 | SELLING DEALER NO: | P.D.I. DATE:

COLOR: SUPERIOR BLUE/ | CONTRACT NO.: | EXPIRATION DATE: [illegible] | EXPIRATION MILES: [illegible] | TAG NO.: [illegible]

TURBO: | MAKE: CVZ | AIR COND.: | P.S.: | TRANS: | MILAGE: [illegible] | ADVISOR NO.: [illegible] | ADVISOR: [illegible]

RO: [redacted]

RHODES CHEVROLET CO. ORIGINAL OF WARRANTY [illegible]

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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 our control or for any delays caused by unavailability of parts or delays in [illegible] 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 inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount

TIME PROMISED: [illegible] | DATE/TIME PROMISED: [illegible] 05:00pm | PRIORITY:

APPOINTMENT: ☐ Yes ☐ No | LABOR RATE: [redacted]

JOB

1 C [illegible] CK NOISE IN DIFF

CUSTOMER STATES REAR END MAKES NOISE WHILE DRIVING

#2 Transmisson wont Shift.

#3 Rental

#4 Tow-In

CLAIM TYPE	CAU	PART COUNT	FAILED PART NO.	TOTAL PARTS	CODE

FAILED LABOR OPERATION	LABOR OPERATION HOURS	TOOL #	NET ITEM	FUNCTIONAL	CAT CODE

CLAIM TYPE	CAU	PART COUNT	FAILED PART NO.	TOTAL PARTS	CODE
C	DN		[illegible]	20bk	

FAILED LABOR OPERATION	LABOR OPERATION HOURS	TOOL #	NET ITEM	LINE TOTAL	CAT CODE
L70C			434.84	32	

CLAIM TYPE	CAU	PART COUNT	FAILED PART NO.	TOTAL PARTS	CODE

FAILED LABOR OPERATION	LABOR OPERATION HOURS	TOOL #	NET ITEM	LINE TOTAL	CAT CODE
[illegible]			9/8		

CLAIM TYPE	CAU	PART COUNT	FAILED PART NO.	TOTAL PARTS	CODE

FAILED LABOR OPERATION	LABOR OPERATION HOURS	TOOL #	NET ITEM	LINE TOTAL	CAT CODE
[illegible]					

The Business and Records Company [illegible]

PAGE 1 OF 1 HARD COPY

2800 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

RHODES CHEVROLET

"After all these years . . . Still the BEST place to buy a CHEVROLET"

Service Hours
Mon - Fri 7:30 AM to 5:30 P
Sat 9 AM to 1 PM

[redacted]

CUSTOMER NO. [redacted]	ADVISOR TOM 37871	TAG NO. 173	INVOICE DATE 07/31/08	INVOICE NO. [redacted]	
[redacted] VAN BUREN, AR [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 49,707	COLOR SUPERIOR BL	STOCK NO. 9294
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZE			DELIVERY DATE 09/01/05	DELIVERY MILES 26
	VEHICLE I.D. NO. 1GNDS13S8523[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 07/10/08	
[redacted]	COMMENTS				

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.435
07/31/2008 WARRANTY NEW CLAIM
1343

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
131798	07/10/2008	1GNDS13S852[redacted]	3	17531	49707	XXX-XX-9064

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	0	OV	1	89037508	2066.40	4A	K7000			1134.84	
LN-TOT: 3201.24	TECH SSN: XXX-XX-8199	AUTH CODE:							AUTH. AUTHOR.:			
2	02	0	MJ				98	Z7906			280.00	
LN-TOT: 280.00	TECH SSN: XXX-XX-8401	AUTH CODE:							AUTH. AUTHOR.:			
3	03	0	MJ				98	T2020			50.00	
LN-TOT: 50.00	TECH SSN: XXX-XX-8199	AUTH CODE:							AUTH. AUTHOR.:			

R.O. TOTAL: 3531.24

Rd 923

For Your Convenience Service Department Hours

Monday thru Friday
7:00AM to 5:30 PM
Saturday
9:00 AM to 1:00 PM

Our goal at Rhodes is to make every customer **"COMPLETELY SATISFIED"** and we sincerely hope all your concerns were met. If for any reason you are not **"COMPLETELY SATISFIED"** contact me so that we can make every effort to resolve your concern. We understand the value of our customers and appreciate that you have chosen us for your automotive needs. We hope that in the future we can be of service again.

Thank You

WE APPRECIATE YOUR BUSINESS!

ACCOUNTING COPY-W

[END OF INVOICE] 04:35pm

Reynolds and Reynolds ERAINTINVE GF638017 Q (11-06)

RHODES CHEVROLET

2800 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4000

"AFTER ALL THESE YEARS . . . STILL THE BEST PLACE TO BUY A CHEVROLET"

Service Hours
Mon - Fri 7:30 AM to 5:3
Sat 9 AM to 1 PM

[redacted]

[redacted]

CUSTOMER [redacted]

[redacted]
VAN BUREN, AR [redacted]

ADVISOR: TOM 37871	TAG NO. 173		INVOICE DATE: 07/31/08	INVOICE NO. [redacted]
LABOR RATE	LICENSE NO.	MILEAGE: 49,707	COLOR: SUPERIOR BL	STOCK NO. 9294
YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZE			DELIVERY DATE: 09/01/05	DELIVERY MILES: 26
VEHICLE I.D. NO.: 1 G N D S 1 3 S 8 5 2 3 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.		R.O. DATE: 07/10/08	

[redacted]

COMMENTS

LABOR & PARTS

J# 1+02CVZ TRANSMISSION HOURS: TECH(S):420 0.00

CUSTOMER STATES TRANSMISSION WONT SHIFT AND WILL ONLY MOVE IN REVERSE
TURBINE SHAFT THROUGH TO PUMP HOUSING, CLUTCHES BURNT
REPLACED WITH SERTA (SUBLET TO CCTRANS)

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1		89037508	TRANS REM 4.003	2176.00	2176.00	2766.40	2766.40
				JOB # 1 COST TOTAL	2176.00			
						JOB # 1 TOTAL PARTS		2766.40
						JOB # 1 TOTAL LABOR & PARTS		2766.40

J# 2+97CVZ RENTAL HOURS: TECH(S):411 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+99CVZ MISC REPAIRS HOURS: TECH(S):420 0.00
TOW-IN
JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	131798A		07/30/08	INSTALL SERTA	434.84
JOB # 2	93463		07/31/08	RENTAL	280.00
JOB # 3	93455		07/21/08	TOW-IN	50.00
				TOTAL - SUBLET	764.84

COMMENTS
883-3720
DELETED OPERATION(S)
03CVZ3 CK NOISE IN DIFF.

TECHNICIAN CERTIFICATION
420 KENYON B PATTON ASE MASTER TECH

R/O TAX 0.00
R/O TOTALS 3531.24

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	3531.24
CLAIM TOTALS	3531.24

APPROVED BY SIGNATURE

For Your Convenience Service Department Hours

Monday thru Friday
7:00AM to 5:30 PM
Saturday
9:00 AM to 1:00 PM

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Thank You

WE APPRECIATE YOUR BUSINESS!

[CONTINUED ON NEXT PAGE] 04:35pm

Reynolds and Reynolds (RAINTNVE 05558017.0 (11/05)

[redacted]
VAN BUREN, AR 72956
(479) 474-[redacted]

Service Hours
Mon - Fri 7:30 AM to 5:30 PM
Sat 8 AM to 1 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE	ROTATE TIRES	MI		30CVZZMTRANS	R/MANUAL TRANS SERV	MI	
30CVZZATRANS	R/AUTO TRANS SERV	MI		00CVZLOF	LUBE/OIL/FILTER	MI	
00CVZ3KSVC	3000 MILE SERVICE	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/21/05	[redacted]	[redacted]	[redacted]	[redacted]	C	35CVZ	W/O-TEFLAKE/DIFF.
					W	CHCVZ	ACCESSORIES
					I	28CVZ	PROGRAM INSP.
04/16/05		45431	[redacted]	[redacted]	W	13CVZ	ENGINE MECHANICAL
					I	28CVZ	PROGRAM INSP.
04/10/05		45352	32178	[redacted]	C	13CVZ	ENGINE MECHANICAL

SALESPERSON NO. 1000 HOUSE **SERVICE** STATE REG# 0

DISPATCH #

VEHICLE ID NO. [redacted]3

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER TRAILBLAZ

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

CUST. PICKUP ☐

[redacted]

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

COLOR SUPERIOR BLUE / | CONTRACT NO | EXPIRATION DATE 06/21/10 | EXPIRATION MILES 68,716 | TAG NO. 173

TURBO	MPG	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZ				45,707	[redacted]	[redacted]

TIME RECEIVED [redacted] | DATE/TIME PROMISED 06/[redacted] 05:30pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE [redacted]

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our 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 purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount

JOB COMMENTS

1 W 33CVZ3 CK NOISE IN DIFF.
CUSTOMER STATES REAR END MAKES NOISE WHILE DRIVING

SEE #2

#2 W Transmisson wont Shift.
Turbine shaft worn through to pump Housing.
Sublet To CC transmissions - Installed SRTA unit

#3 W Rental

#4 W Tow-In

CLAIM TYPE	C-C	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER. HOURS	DED	NET ITEM	LINE TOTAL	TECH

CLAIM TYPE	C-C	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE
	W			2066.40	

FAILED LABOR OPERATION	LABOR OPER. HOURS	DED	NET ITEM	LINE TOTAL	TECH
R&R			434.84	3201.24	

CLAIM TYPE	C-C	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER. HOURS	DED	NET ITEM	LINE TOTAL	TECH

CLAIM TYPE	C-C	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER. HOURS	DED	NET ITEM	LINE TOTAL	TECH

[redacted]

PAGE 1 OF 1 HARD COPY

The Reynolds and Reynolds Company EBANTV014E 6065329.0 (1/02)

2800 ALMA HWY
VAN BUREN, AR 72956
(479) 474-4600

RHODES CHEVROLET

AFTER ALL SALES ARE MADE . . . SELL US BEST USED CAR A CHEVROLET

Service Hours
Mon - Fri 7:30 AM to [redacted]
Sat 8 AM to 1 [redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE	ROTATE TIRES	MI		30CVZZMTRANSERV	MANUAL TRANS SERV	MI	
30CVZZATRANSERV	AUTO TRANS SERV	MI		00CVZLOF	LUBE/OIL/FILTER	MI	
00CVZ3KSVC	3000 MILE SERVICE	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/10/08	[redacted]	49707	37871	420	W	02CVZ	TRANSMISSION
				411	W	97CVZ	RENTAL
				420	W	99CVZ	MISC REPAIRS
06/24/08		49216	37871	478	C	25CVZ	4W.D.-FRT AXLE/DIFF.
				478	W	01CVZ	ACCESSORIES
				478	I	28CVZ	PROGRAM INSP.

SALESPERSON NO. 1000 HOUSE

S E R V I C E

STATE REG# 0

DISPATCH #

VIN: 1GNDS13S8523[redacted]

YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

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

CUST PICKUP ☐

[redacted]

VAN BUREN, AR[redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT [redacted]PP 0 | DELIVERY DATE 09/01/05 | DELIVERY MILES 26 | SELLING DEALER NO | R.O. DATE 08/12/08

COLOR SUPERIOR BLUE/ | CONTRACT NO. | EXPIRATION DATE 08/24/10 | EXPIRATION MILES 68,718 | TAG NO. 173

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR	ADVISOR
	CVZZ				50,956	37871	TOM

RE: [redacted]

TIME 9:36am | DATE 08/12/08 | PROMISED 05:30pm | PRIORITY

APPOINTMENT ☒ Yes ☐ No

LABOR RATE

BLANKET AUTHORITY EACH OR ANY ADDED CREDIT CARD

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 our control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X _____

JOB COMMENTS: RICKY [redacted]

CLAIM TYPE	C C	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER HOURS	DED	NET ITEM	LINE TOTAL	TECH

1 W* 02CVZ ***TRANSMISSION***
CUSTOMER STATES AFTER PUTTING INTO DRIVE IT SPUN TIRES FOR 6 FT

CLAIM TYPE	C C	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER HOURS	DED	NET ITEM	LINE TOTAL	TECH

2 W 13CVZ ***ENGINE MECHANICAL***
CUSTOMER STATES ON 3 OCCASIONS AT 20MPH IT WOULD DIE

CLAIM TYPE	C C	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER HOURS	DED	NET ITEM	LINE TOTAL	TECH

3 Wiring on Radio ost

CLAIM TYPE	C C	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER HOURS	DED	NET ITEM	LINE TOTAL	TECH

4 W Lights on P/S Door Lock/Window Switch ost

CLAIM TYPE	C C	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER HOURS	DED	NET ITEM	LINE TOTAL	TECH

The Reynolds and Reynolds Company (ERA-IN) 01.5 (c) 2005 03 01 00

[redacted] HARD COPY

RHODES CHEVROLET

[redacted]
Service Hours
Mon - Fri 7:30 AM to 6:
Sat 8 AM to 1 PM

ISS 103248 8/22

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20CVZZROTATE	ROTATE TIRES	MI		30CVZZMTRANSERV	MANUAL TRANS SERV	MI	
30CVZZATRANSERV	AUTO TRANS SERV	MI		00CVZLOF	LUBE/OIL/FILTER	MI	
00CVZ3KSVC	3000 MILE SERVICE	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/10/08	[redacted]	49707	37871	420	W	02CVZ	TRANSMISSION
				411	W	97CVZ	RENTAL
				420	W	99CVZ	MISC REPAIRS
06/24/08		49216	37871	478	C	25CVZ	4W.D.-FRT AXLE/DIFF.
				478	W	01CVZ	ACCESSORIES
				478	I	28CVZ	PROGRAM INSP.

SALESPERSON NO. 1000 HOUSE

S E R V I C E

STATE REG# 0

DISPATCH #

VEHICLE S/N NO. 1GNDS13S85[redacted]

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

PRODUCTION DATE [redacted]

LICENSE NO. [redacted]

CUST. PICKUP ☐

[redacted]
VAN BUREN, AR [redacted]

CUSTOMER NO. [redacted]

SERVICE CONTRACT # GMPP 0

DELIVERY DATE 09/01/05

DELIVERY MILES 26

SELLING DEALER NO.

R.O. DATE 08/12/08

COLOR SUPERIOR BLUE/

CONTRACT NO

EXPIRATION DATE 08/24/10

EXPIRATION MILES 68,718

TAG NO. [redacted]

TURBO	MMC	AIR COND.	P.S.	TRANS.	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				50,956	37871	TOM

RO'S [redacted]

TIME PROMISED 11:36am | DATE PROMISED 08/12/08 | 05:30pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

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 our control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

JOB

COMMENTS : RICKY 806-0465

1 W* 02CVZ **TRANSMISSION**
CUSTOMER STATES AFTER PUTTING INTO DRIVE IT SPUN TIRES FOR 6 FT
Could not Duplicate problem
Installed VDR For Customer To Record Data

CLAIM TYPE	C.C.	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER HOURS	QUAN	NET ITEM	LINE TOTAL	TECH
					444

2 W 13CVZ **ENGINE MECHANICAL**
CUSTOMER STATES ON 3 OCCASIONS AT 20MPH IT WOULD DIE
Could not Duplicate problem (see above)

CLAIM TYPE	C.C.	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER HOURS	QUAN	NET ITEM	LINE TOTAL	TECH
					444

3 + W 01CVZ ACCESSORIES
CUSTOMER STATES RADIO LIGHTS BURNT OUT
Indicator lights in buttons are burned out
part # 15295372

.8h OK R0760

CLAIM TYPE	C.C.	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER HOURS	QUAN	NET ITEM	LINE TOTAL	TECH
					463

CLAIM TYPE	C.C.	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE

FAILED LABOR OPERATION	LABOR OPER HOURS	QUAN	NET ITEM	LINE TOTAL	TECH

The Reynolds and Reynolds Company ERA3MTV0145 (05/08/02) © 81162

[CONTINUED ON NEXT PAGE]

[redacted]

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

Customer: [redacted]	**SR #:** [redacted]	**BBB#:** [redacted]

This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	25667.88
MSRP (from BARS Invoice screen)	- 29350.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= -3682.12

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

Section 2

Trade Allowance (from Bill of Sale)	20987.88
Actual Cash Value (ACV) (from ACV Statement)	- 20987.88
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

Section 3

Trade Allowance (from Bill of Sale)	20987.88
Payoff on Trade (from Bill of Sale)	- 25505.95
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	= -4518.07

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	25667.88
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 0.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 4518.07
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 21149.81

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

BBB AUTO LINE

NOTICE OF HEARING/INSPECTION

Date: 08/25/08

Case Number: [redacted]
Customer: [redacted]

Business: Chevrolet
Mfr Info: 1716 AR 1GNDS13S852[redacted]

Arbitrators: Mr. Elton W. Chartrand

Hearing Date, Time, Place: 09/05/08 1:00 pm CT
BBB of Arkansas, Inc.
12521 Kanis Rd.
Little Rock, AR 722110000

Site Phone Number: (501) 664-4888
Site Fax Number: (501) 664-0024

Customer Represented By: ☒ Self ☐ Attorney

Attorney Name:
Attorney Phone Number:
Attorney Fax Number:

Customer Will Participate: ☒ in person ☐ by phone ☐ in writing
Manufacturer Will Participate: ☐ in person ☒ by phone ☐ in writing

INSTRUCTIONS

1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.

BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: [redacted]

Case Number: [redacted]

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: Elton Chartrand

Arbitrator's Occupation:
Retired Manager - formerly w/Levi Strauss. Currently working in mediation/arbitration.

Arbitrator's Biography:
Mr. Chartrand retired from Levi Strauss and Company with twenty years of managerial experience and was certified as an arbitrator for the Better Business Bureau in 1999. Mr. Chartrand has well over one hundred and fifty hours of arbitration and mediation training since beginning his arbitration and mediation career in 1995.

Mr. Chartrand currently arbitrates for the National Center for Dispute Settlement (NCDS) in a five state area performing new car warranty arbitration. He also sits on the State of Arkansas Plumbers and Gas arbitration panel, hearing and ruling on related industry disputes. In addition, Mr. Chartrand is on the active roster for the National Association of Securities Dealers Regulation, Inc. (NASD) and routinely hears industry disputes. He is also an arbitrator in the new home construction sector, hearing and ruling on warranty dispute cases for Construction Arbitration Services Inc. (CAS) in a five state area.

Mr. Chartrand is a court certified mediator for the State of Arkansas; he coordinates the highly successful mediation program for the Pulaski County District Court, serving as a mediator as well. He is a contract mediator for the State of Arkansas Department of Education, the U.S. Postal Service, and the Equal Employment Opportunity Commission (EEOC) Memphis District in Arkansas and Tennessee.

Mr. Chartrand shares his extensive experience as an arbitrator and mediator by serving as an instructor in Advanced Mediation for the University of Mississippi at Oxford in their Continuing Legal Education Department (CLE).

BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: [redacted]

Case Number: [redacted]

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Arbitrator Information

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Arbitrator's Occupation:
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Mr. Chartrand shares his extensive experience as an arbitrator and mediator by serving as an instructor in Advanced Mediation for the University of Mississippi at Oxford in their Continuing Legal Education Department (CLE).

Inspection Report

Customer: [redacted] **Case #:** [redacted]

Manufacturer: Chevrolet

Arbitrator's Name: _____ Date of Inspection: ___/___/___

Location of Inspection: _____

Vehicle Information: Make: _____ Model: _____

Year: _____ Mileage: _____ VIN: _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Parties Present at Inspection: [ ] Technical Adviser [ ] Arbitrator [ ] Customer [ ] Manufacturer

Conditions or Components Inspected:

_____

_____

Was a test drive conducted? [ ] Yes [ ] No How long was the test drive? _____ Minutes

Aftermarket Items to be Removed, If Applicable. (For Example: Cellular Telephone, Modified Wheels):

_____

_____

Exterior

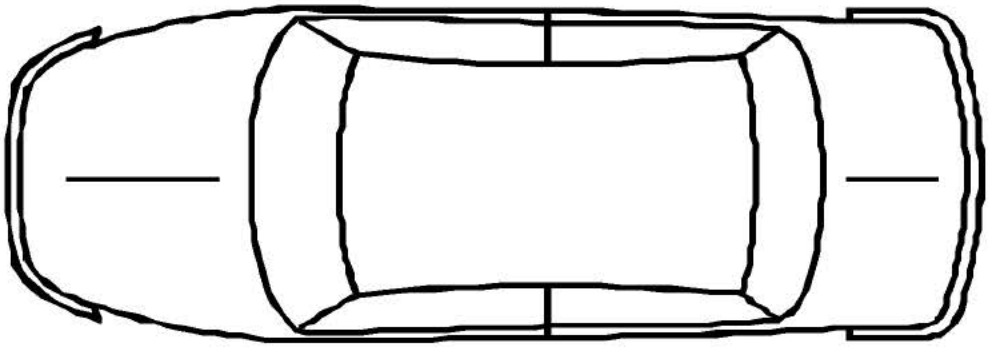
Overall condition of the vehicle's exterior (Rate as "Excellent," "Good," "Fair," or "Poor.") : _____

What damage is beyond normal wear and tear?

_____

_____

Please indicate damage below:



Interior

Overall condition of the vehicle's interior (Rate as "Excellent," "Good," "Fair," or "Poor.") : _____

What damage is beyond normal wear and tear?

_____

_____

BBB AUTO LINE

August 25, 2008

ALISON BARRY
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Re:m03[redacted]vs Chevrolet Motor Division
1GNDS13S852[redacted]

Dear Madam/Sir:

Enclosed are:

* the *Agreement to Arbitrate*;
* Arbitrator Listing Sheet(s);
* a map to the hearing site;
* Hearing Format Outline;
* *Notice of Hearing/Inspection*; and,
* a Technical Expert's Report, if it is applicable to your case.

The purpose of the *Agreement to Arbitrate* is to outline the positions of both parties to the dispute. The *Agreement* is not intended to explain your full position -- you will have that opportunity at the hearing. Please read the *Agreement* carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.

In preparation for your case, you may want to consider the following: 1) for each problem listed on the *Agreement to Arbitrate*, how many times has the vehicle been subject to repair, 2) the total number of days the vehicle has been out of service due to repair, 3) the cause of the problem(s) and whether or not the problem(s) continues to exist, 4) whether the use, value, and/or safety of the vehicle is substantially impaired, 5) whether the vehicle is eligible for relief under your state Lemon Law, and 6) any deduction for reasonable use or damage beyond normal wear and tear.

You must bring TWO copies of all information you plan to present at your hearing; one for the arbitrator and one for the opposing party. Also, if this case involves a repurchase request, please bring a copy of the sales agreement to confirm the purchase price.

If you have any questions, please contact me at 800.334.2406. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Tammy Scaife at Extension 381

Opening Statement

Ensure that you include each of the following points in your opening statement to the parties, and adhere to them throughout the arbitration hearing.

- ☐ Confirm the tape recorder is on and explain to the parties the hearing is being recorded.
- ☐ Welcome the parties and thank them for using arbitration.
- ☐ Administer the *Oaths of Participant*.
- ☐ State you will not disclose details of the case to anyone except, possibly the BBB AUTO LINE staff for administrative purposes.
- ☐ Review the hearing format, which is included in the hearing packet.
- ☐ Explain that you will maintain control of the hearing and that you may curb irrelevant or repetitious testimony.
- ☐ Request the parties agree to demonstrate common courtesy and refrain from interrupting each other during the hearing.
- ☐ Explain you will keep the hearing focused on issues in the *Agreement to Arbitrate*.
- ☐ Explain the decision is conditionally binding, and confirm the parties understand what that means.
- ☐ Read aloud and confirm the *Agreement to Arbitrate*.
- ☐ Explain that no decision will be divulged today, but a written decision will be sent to the parties.

BBB AUTO LINE

Arbitration Hearing Format

Arbitrator's Opening Statement

Parties' Presentations

A. Presentation of consumer's testimony, evidence and witness(es) [20 minutes]
B. Presentation of business' testimony, evidence and witness(es) [20 minutes]

Questioning

A. Questions, comments and rebuttals by consumer [5 minutes]
B. Questions, comments and rebuttals by business [5 minutes]
C. Questions by arbitrator

Inspection

A. Arbitrator instructs parties about inspection/test drive procedures
B. Inspection (and test drive, if necessary)
C. Questions or comments about inspection (and test drive) by consumer [5 minutes]
D. Questions or comments about inspection (and test drive) by business [5 minutes]
E. Questions about inspection (and test drive) by arbitrator

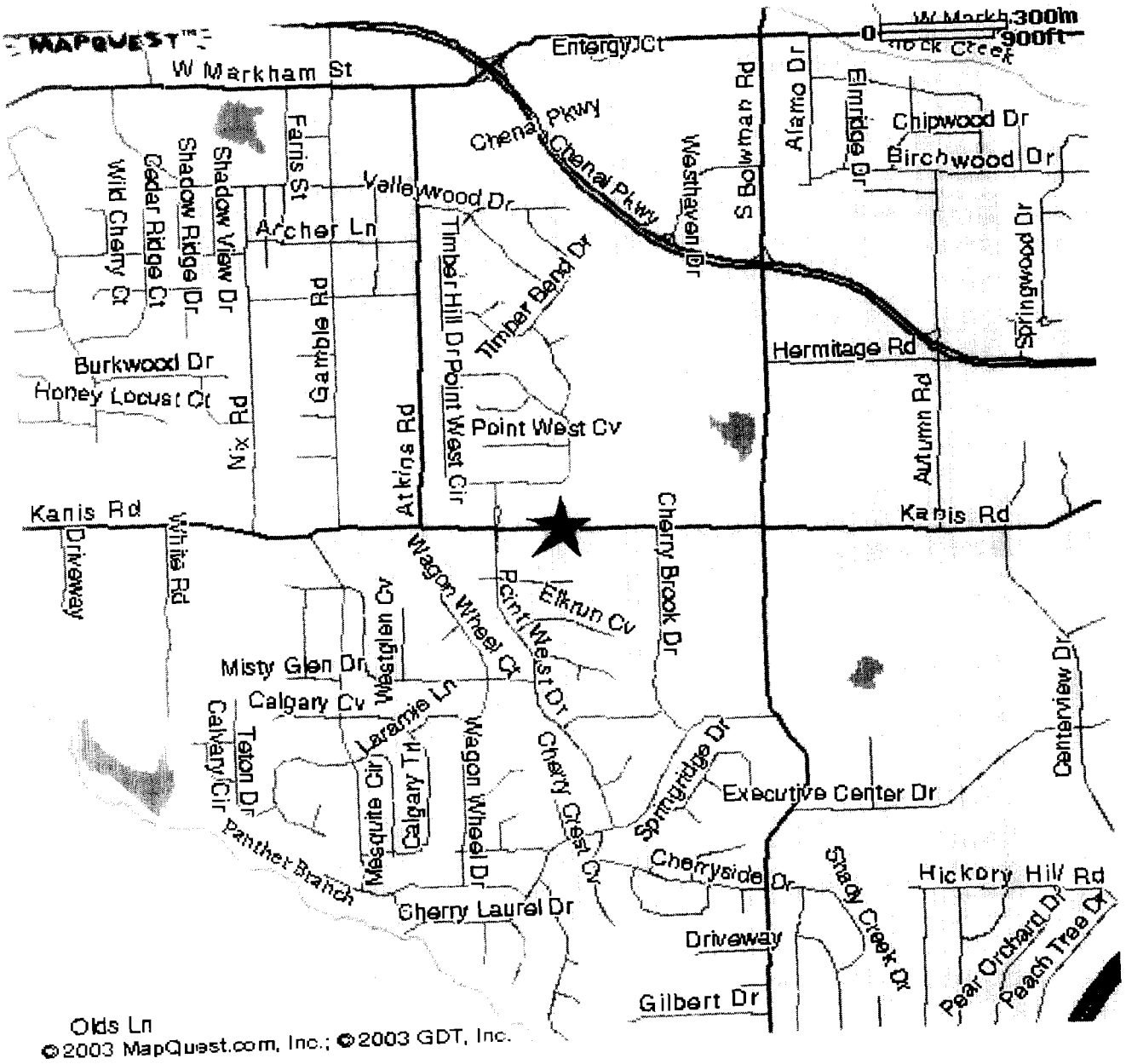
Recess – Arbitrator will take a recess to assess whether more information or evidence may be needed. If a party is participating by telephone, BBB AUTO LINE staff will check to make sure that any faxes from that party have been shared with the other party.

Closing the Hearing

A. Final questions, testimony or evidence by either party [10 minutes]
B. Final questions by arbitrator
C. Closing statement by consumer [5 minutes]
D. Closing statement by business [5 minutes]

BBB of Arkansas
12521 Kanis Rd.
Little Rock, AR 72211
(501)664-4888

DIRECTIONS



HSB 0935 - 03/20/03

2005 TRAILBLAZER LS 2WD
22U SUPERIOR BLUE METALLIC /L6G
28H LIGHT GRAY
ORDER NO. JBPC2B/TRE STOCK NO.
VIN 1GN DS13 S8 5233[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1[redacted]6
**********13*17531S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CS15506 TRAILBLAZER LS 2WD	26465.00	23950.83	INVOICE 04/21/05
AP9 CARGO CONVENIENCE NET	30.00	25.80	SHIPPED 04/21/05
C4D GVW RATING - 5550 LBS	N/C	N/C	EXP I/T 05/02/05
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 05/02/05
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	PRC EFF 04/21/05
G80 LOCKING DIFFERENTIAL	270.00	232.20	KEYS S580E S580E
LL8 VORTEC 4200 SFI I6	0.00	0.00	WFP-F QTR OPT-1
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	BANK: GMAC - 008 CHG-TO 17-531
QNG P235/75R16 FOUR ALL SEASON WOL TIRES	140.00	120.40	SHIP WT: 4294
RYJ CARGO SHADE	70.00	60.20	HP: 32.1
UB1 ETR AM/FM STEREO W/CASSETTE, CD, RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)	150.00	129.00	GVWR: 5550 GAWR.FT: 2950 GAWR.RR: 3200
U2K XM SATELLITE RADIO - OVER 130 CHNLS OF DIGITAL ENTERTAINMENT. SERVICE FEE EXTRA.1ST 3MOS.INCL	325.00	279.50	GMS: 25742.88 SUPPLR: 26897.93 MRM: 29350.00
VHS TRAILER HITCH RECEIVER COVER ***DEALER INSTALLED***	30.00	25.80	NTR: 1/2 DAN: LSPCK
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C	MEMO 1358.25
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

TOTAL MODEL & OPTIONS	28665.00	25842.83	ACT 237 25667.88
DESTINATION CHARGE	685.00	685.00	H/B 261 859.95
LAM DEALER CONTRIBUTION		143.33	ADV 261 143.33
LAM GROUP CONTRIBUTION		143.33	EXP 65A 143.33
TOTAL	29350.00	26814.49	PAY 310 26814.49

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 25557.56

****

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.

RHODES CHEVROLET COMPANY

REMIT TO GMAC NO. 008
VIN 1GNDS13S852[redacted]
$ 26814.49 INV 1[redacted]
DUE 05/02/05 DEALER 17-531

Privileged and Confidential Information

CASE ASSESSMENT

By: Allison Barry State: AR

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

Vehicle ID No.: 1GNDS13S85[redacted] In Service Date: 9/1/2005 Vehicle is: New BAC Code: 114218

Year, Make & Model: 2005 Chevrolet Trailblazer
Mileage at Time of BBB Filing (50,500)

Lien holder: GMAC☐ X
DVM Name: Doug Sedgwick
Phone/Cell Number: 417.224.0632
Svc Mgr Name: Ken Patton

Sale Type: Purchase ☐ X
CAM Name: Larry Shields
Phone Number: 972.443.2901

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. IF **YES** PLEASE INCLUDE TAC # AND EXPLANATION TAC WAS INVOLVED. IF TAC HAS

IF TAC **HAS NOT BEEN** CONTACTED WHY NOT__Concerns have all been unable to duplicate or have been repaired

☐ **Door Trim-leaks air**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/3/07	[redacted]	1	22206	Cs: all four doors have excessive wind noise -**SOP** order door seals -adj doors did not stop
1/10/07		7	22546	CS: needs window molding replaced -sop in -door seals collapsed -replaced right and left front door seals -replaced right and left rear door seals

2/9/06	10413 0	*		CS: passenger window will not rise all the way to the top. -found pass window molding mis-aligned -removed door panel and repaired window molding

A/C- not cool air

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/4/06	[redacted]	2	17571	Cs: blower motor is inoperative -No problem found
10/5/06		2	17571	CS: blower motor inoperative -blower resistor and plug in burnt -replace blower resistor and connector
6/1/07		5	29579	Cs: ac not cooling right -checked a/c operation power a/c -a little low on p? -evacuated and recharged a/c and checked ok
7/19/07		6	32375	Cs: a/c will quit cooling while driving down the road and then a little later will start cooling again -found cooling fan clutch weak at times -replaced cooling fan clutch and tested ok

☐ **Axle and differential-Rear end slack and vibration**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/7/07	[redacted]	4	23718	Cs: there is a jerking sensation in the rear end -no problem found
4/9/07		3	26267	Cs: veh makes whine noise while driving -idler pulley bearing making noise -replace idler assembly
4/16/07		*	29579	CS: there is slack in rear end -Rand K rear diff columns -inspected and no metal found -reinstalled cover and filtered with new fluid and additional testing o.k
6/24/08		4	49216	CS: they feel vibration after taking off from stop at normal speeds

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

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

Has the vehicle ever been involved in a accident N
Did you confirm your answer with the customer Y

Are there any Aftermarket Modifications to the Vehicle N

Have you confirm this with the customer Y
List:

Was a Trade Repurchase offered to the N
(A Trade Repurchase is to be offered as a settlement before a Straight can be considered)
Date authorized by the DVM/CAM _____

☐ **Other-Acceleration**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				No Ro's to date on this concern

☐ **Other-Transmission-lock up**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/10/08	[redacted]	22	49,707	CS: transmission wont shift and will only move in reverse Turbine shaft through to pump housing, clutches burnt -replaced with setra unit -tow in
7/12/08			50,956	**FRA** CS: after putting into drive it spun tires for 6ft -could not duplicate problem -installed VDR for customer to record data

☐ **Other- headlights/taillights-went out**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/16/06	[redacted]	*	6831	Cs: lights were dimming and alt gauge was jumping from 14/16 volts back and forth -tighten ground front of console -test drove
4/26/06		1	10515	CS: veh has no brake lights -no output out of brake light switch -replace brake light switch
6/2/06		1	12261	Cs: low beam connector is burnt **-SOP** 2-88987884 connectors
6/9/06		4	12468	Cs: low beams are inoperative -bulbs and connectors burnt -replace right and left low beam bulbs and connectors -sop put in
6/24/08		*	49216	CS: headlights wouldn't come on even manual' - checked headlamps circuits/checked power and ground at headlamp switch /ok/ - found low beam headlamp replay shorted - replaced relay

☐ **other-**Alternator- gauge

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/16/06	[redacted]	5	6831	Cs: lights were dimming and alt gauge was jumping from 14/16 volts back and forth -tighten ground front of console -test drove
7/17/06		3	137333	CS: alternator stops charging at times -no problem found

☐ **Other-**Engine-misfires

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/1/07	[redacted]	*	29579	Found ****for PCM and reprogrammed PCM
3/31/08		2	44806	Cs: veh will start cutting out when driving or setting - engine miss #3 cyl needs coil pack and 6 plugs replaced - perform diag found ign coil #3 cyl shorted causing no fire #3 cyl - replaced coil pack #3 cyl and spark plg due to being fuel fouled
4/10/08		7	45352	- Cs: states that the veh running rough - Cyl #2 misfire water intrusion on cyl2 - TSB 0606040488 replaced AIP seal with updated design - Replaced AIP seal
4/18/08		1	45431	CS: veh is still missing -PO302 cyl 2 misfire, swapped #2 and #3 coils and misfire moves to #3 , ignition coil is bad -replaced #2 ignition coil no misfire
7/12/08		*	50,956	**FRA** CS: on 3 occasions at 20mph it would die -could not duplicate problem -installed VDR for customer to record data

☐ **Other -Brakes (NOT ON CCF)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/9/06	[redacted]	7	5816	CS: Brakes makes a grinding noise when applied and going down hill -Checked front and rear brakes/ok/ -cleaned front and rear brakes - deglased rotors and pads -no problem found

☐ **Other-**Electrical- ignition **(NOT ON CCF)**

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

7/17/06	[redacted]	*	137333	CS: chime keeps going after key is out of ignition -no problem found

☐ **Other-**Electrical- Radio lights burnt out **(NOT ON CCF)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/17/06	[redacted]	*	137333	**FRA** CS: radio lights burnt out -indicator lights in buttons are burnt out -part #15295372

☐ **Other-**Electrical- door lock lights burnt out **(NOT ON CCF)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/17/06	[redacted]	*	137333	**FRA** CS: door locks lights burnt out -indicator lights in buttons are burnt out -part #15295372

☐ **Other-**Accessories- CD player **(NOT ON CCF)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/26/06	[redacted]	2	17235	Cs: Cd player will not take CD's -reprogram radio for CD player will not load or eject Cd

☐ Other

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

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: **not eligible** customer must file with BBB within 12/12

Lemon Law Repurchase/Replacement: **eligible** Customer has filed within 2 yrs following the first reported nonconformity (3 repairs PLUS FRA) and (5 or more attempts on separate occasions, to repair

GM Program Summary Repairs/Reimbursement for past repairs: **not eligible** customer must file with BBB while in Bumper to Bumper

THE STATE LEMON LAW READS:

Days out of service: 30+
Repairs 3 plus a final repair attempt OR 5 or more
Time period 24 / 24
Does Lemon Law state nonconformity must continue to exist? N

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

Number of repair attempts in the presumption period:

4 headlamp/taillight
2 alternator
1 engine
2 trim
5 A/C

Not on CCF as follows:
1 brake
1 window
1 ignition
1cd
3 rear end

Total days out of service during the presumption period: 37 +(16 not on CCF)
Total days out of service during customer's ownership: 53

Vehicle Meets Presumption of Lemon Law YES

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

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

Cust sts: lost confidence with vehicle, will only be happy with buy back. Customer was offered olc 1500 and feels this is a slap in the face

DVM sts: At this time we are unable to dupliate

SVM sts: was unaware that customer did had concerns with transmission

CRS Rationale: FRA arrived Aug 8. It appears (at this time) that only the rear end concerns are a current issue in regards to all that BBB says is eligible. Customer meets presumpstion

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law
FRA

Repeat concerns over life of veh

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law
Out of b2b

Most concerns have been fixed

Decision reached by CRS: Arbitrate case: ☐ Settle case: ☐

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.**

Privileged and Confidential Information

CASE ASSESSMENT

By: Allison Barry State: AR

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

Vehicle ID No.: 1GNDS13S8523[redacted]

In Service Date: 9/1/2005

Vehicle is: New

BAC Code: 114218

Year, Make & Model: 2005 Chevrolet Trailblazer
Mileage at Time of BBB Filing (50,500)

Lien holder: GMAC☐ X Other☐: {Name}

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

DVM Name: Doug Sedgwick
Phone/Cell Number: 417.224.0632
Svc Mgr Name: Ken Patton

CAM Name: Larry Shields
Phone Number: 972.443.2901

VEHICLE REPAIR HISTORY

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

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HAS TAC BEEN CONTACTED FOR SERVICE HISTORY Y. IF **YES** PLEASE INCLUDE TAC # AND EXPLANATION TAC WAS INVOLVED. IF TAC HAS

IF TAC **HAS NOT BEEN** CONTACTED WHY NOT__Concerns have all been unable to duplicate or have been repaired

☐ **Door Trim-leaks air**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/3/07	[redacted]	1	22206	Cs: all four doors have excessive wind noise -**SOP** order door seals -adj doors did not stop
1/10/07		7	22546	CS: needs window molding replaced -sop in -door seals collapsed -replaced right and left front door seals -replaced right and left rear door seals

A/C- not cool air

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/4/06	[redacted]	2	17571	Cs: blower motor is inoperative -No problem found
10/5/06		2	17571	CS: blower motor inoperative -blower resistor and plug in burnt -replace blower resistor and connector
6/1/07		5	29579	Cs: ac not cooling right -checked a/c operation power a/c -a little low on p? -evacuated and recharged a/c and checked ok
7/19/07		6	32375	Cs: a/c will quit cooling while driving down the road and then a little later will start cooling again -found cooling fan clutch weak at times -replaced cooling fan clutch and tested ok

☐ **Axle and differential-Rear end slack and vibration**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/7/07	[redacted]	4	23718	Cs: there is a jerking sensation in the rear end -no problem found
4/9/07		3	26267	Cs: veh makes whine noise while driving -idler pulley bearing making noise -replace idler assembly
4/16/07		*	29579	CS: there is slack in rear end -Rand K rear diff columns -inspected and no metal found -reinstalled cover and filtered with new fluid and additional testing o.k
6/24/08		4	49216	CS: they feel vibration after taking off from stop at normal speeds

☐ {Symptom}

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

☐ {Symptom}

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

☐ {Symptom}

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

☐ {Symptom}

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

☐ {Symptom}

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

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

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

Has the vehicle ever been involved in a accident N
Did you confirm your answer with the customer Y

Are there any Aftermarket Modifications to the Vehicle N
Have you confirm this with the customer Y
List:

Was a Trade Repurchase offered to the N
(A Trade Repurchase is to be offered as a settlement before a Straight can be considered)
Date authorized by the DVM/CAM _____

☐ **Other-Acceleration**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				No Ro's to date on this concern

☐ **Other-Transmission-lock up**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/10/08	[redacted]	22		-tow in Noise while driving -transmission won't shift

☐ **Other- headlights/taillights-went out**

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

3/16/06	[redacted]	*	6831	Cs: lights were dimming and alt gauge was jumping from 14/16 volts back and forth -tighten ground front of console -test drove
4/26/06		1	10515	CS: veh has no brake lights -no output out of brake light switch -replace brake light switch
6/2/06		1	12261	Cs: low beam connector is burnt **-SOP** 2-88987884 connectors
6/9/06		4	12468	Cs: low beams are inoperative -bulbs and connectors burnt -replace right and left low beam bulbs and connectors -sop put in
6/24/08		*	49216	CS: headlights wouldn't come on even manual' - checked headlamps circuits/checked power and ground at headlamp switch /ok/ - found low beam headlamp replay shorted - replaced relay

☐ **other-**Alternator- gauge

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/16/06	[redacted]	5	6831	Cs: lights were dimming and alt gauge was jumping from 14/16 volts back and forth -tighten ground front of console -test drove
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☐ **Other-**Engine-misfires

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/1/07	[redacted]	*	29579	Found ****for PCM and reprogrammed PCM
3/31/08		2	44806	Cs: veh will start cutting out when driving or setting - engine miss #3 cyl needs coil pack and 6 plugs replaced - perform diag found ign coil #3 cyl shorted causing no fire #3 cyl - replaced coil pack #3 cyl and spark plg due to being fuel fouled
4/10/08		7	45352	- Cs: states that the veh running rough - Cyl #2 misfire water intrusion on cyl2 - TSB 0606040488 replaced AIP seal with updated design - Replaced AIP seal
4/18/08		1	45431	CS: veh is still missing -PO302 cyl 2 misfire, swapped #2 and #3 coils and misfire moves to #3 , ignition coil is bad -replaced #2 ignition coil no misfire

☐ **Other -Brakes (NOT ON CCF)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/9/06	[redacted]	7	5816	CS: Brakes makes a grinding noise when applied and going down hill -Checked front and rear brakes/ok/ -cleaned front and rear brakes - deglased rotors and pads -no problem found

☐ **Other-Electrical-window (NOT ON CCF)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/9/06	[redacted]	*	5816	CS: passenger window will not rise all the way to the top. -found pass window molding mis-aligned -removed door panel and repaired window molding

☐ **Other-Electrical- ignition (NOT ON CCF)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/17/06	[redacted]	*	137333	CS: chime keeps going after key is out of ignition -no problem found

☐ **Other-Accessories- CD player (NOT ON CCF)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/26/06	[redacted]	2	17235	Cs: Cd player will not take CD's -reprogram radio for CD player will not load or eject Cd

☐ Other

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

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: **not eligible** customer must file with BBB within 12/12

Lemon Law Repurchase/Replacement: **eligible** Customer has filed within 2 yrs following the first reported nonconformity (3 repairs PLUS FRA) and (5 or more attempts on separate occasions, to repair

GM Program Summary Repairs/Reimbursement for past repairs: **not eligible** customer must file with BBB while in Bumper to Bumper

THE STATE LEMON LAW READS:

Days out of service: 30+
Repairs 3 plus a final repair attempt OR 5 or more
Time period 24 / 24
Does Lemon Law state nonconformity must continue to exist? N

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

Number of repair attempts in the presumption period:

4 headlamp/taillight
2 alternator
1 engine
2 trim
5 A/C

Not on CCF as follows:
1 brake
1 window
1 ignition
1cd
3 rear end

Total days out of service during the presumption period: 37 +(16 not on CCF)
Total days out of service during customer's ownership: 53

Vehicle Meets Presumption of Lemon Law YES

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

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

Cust sts: lost confidence with vehicle, will only be happy with buy back. Customer was offered olc 1500 and feels this is a slap in the face

DVM sts: At this time we are unable to dupliate

SVM sts: was unaware that customer did had concerns with transmission

CRS Rationale: FRA arrived Aug 8. It appears (at this time) that only the rear end concerns are a current issue in regards to all that BBB says is eligible. Customer meets presumpstion

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law
FRA

Repeat concerns over life of veh

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law
Out of b2b

Most concerns have been fixed

Decision reached by CRS: Arbitrate case: ☐ Settle case: ☐

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.**

Privileged and Confidential Information

CASE ASSESSMENT

By: Allison Barry State:AR

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

Vehicle ID No.: 1GNDS13S85[redacted]

In Service Date: 9/1/2005

Vehicle is: new/

BAC Code: 114218

Year, Make & Model: 2005 Chevrolet Trailblazer

Vehicle Purchased Used on: NA

Mileage at Time of BBB Filing (50,500

Lien holder: GMAC☐ Other☐: {Name}

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

DVM Name: Doug Sedwick
Phone/Cell Number: 417.224.0632
Svc Mgr Name: Ken Patton

CAM Name: Larry Shields
Phone Number: 972.443.2901

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.

☐ **Acceleration**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				No Ro's to date on this concern

☐ **Transmission-lock up**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/10/08	1[redacted]8	22		-tow in Noise while driving -transmission won't shift

☐ **headlights/taillights-went out**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/16/06	[redacted]	*	6831	Cs: lights were dimming and alt gauge was jumping from 14/16 volts back and forth -tighten ground front of console -test drove
4/26/06		1	10515	CS: veh has no brake lights -no output out of brake light switch

				-replace brake light switch
6/2/06	[redacted]	1	12261	Cs: low beam connector is burnt -**SOP** 2-88987884 connectors
6/9/06		4	12468	Cs: low beams are inoperative -bulbs and connectors burnt -replace right and left low beam bulbs and connectors -sop put in
6/24/08		*	49216	CS: headlights wouldn't come on even manual' - checked headlamps circuits/checked power and ground at headlamp switch /ok/ - found low beam headlamp replay shorted - replaced relay

☐ Alternator- gauge }

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/16/06	[redacted]	5	6831	Cs: lights were dimming and alt gauge was jumping from 14/16 volts back and forth -tighten ground front of console -test drove
7/17/06		3	137333	CS: alternator stops charging at times -no problem found

☐ Engine-misfires

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/1/07	[redacted]	*	29579	Found ****for PCM and reprogrammed PCM
3/31/08		2	44806	Cs: veh will start cutting out when driving or setting - engine miss #3 cyl needs coil pack and 6 plugs replaced - perform diag found ign coil #3 cyl shorted causing no fire #3 cyl - replaced coil pack #3 cyl and spark plg due to being fuel fouled
4/10/08	[redacted]	7	45352	- Cs: states that the veh running rough - Cyl #2 misfire water intrusion on cyl2 - TSB 0606040488 replaced AIP seal with updated design - Replaced AIP seal
4/18/08		1	45431	CS: veh is still missing -PO302 cyl 2 misfire, swapped #2 and #3 coils and misfire moves to #3 , ignition coil is bad -replaced #2 ignition coil no misfire

☐ **Door Trim-leaks air (Eligible per BBB)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/3/07	[redacted]	1	22206	Cs: all four doors have excessive wind noise -**SOP** order door seals

				-adj doors did not stop
1/10/07	[redacted]	7	22546	CS: needs window molding replaced -sop in -door seals collapsed -replaced right and left front door seals -replaced right and left rear door seals

☐ **A/C- not cool air (Eligible per BBB)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/4/06	[redacted]	2	17571	Cs: blower motor is inoperative -No problem found
10/5/06		2	17571	CS: blower motor inoperative -blower resistor and plug in burnt -replace blower resistor and connector
6/1/07		5	29579	Cs: ac not cooling right -checked a/c operation power a/c -a little low on p? -evacuated and recharged a/c and checked ok
7/19/07		6	32375	Cs: a/c will quit cooling while driving down the road and then a little later will start cooling again -found cooling fan clutch weak at times -replaced cooling fan clutch and tested ok

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

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

Has the vehicle ever been involved in a accident N
Did you confirm your answer with the customer Y
What type of damage was sustained (example front end collision)

_____

Are the RO's attached if the vehicle was in an accident N

Are there any Aftermarket Modifications to the Vehicle N
Have you confirm this with the customer Y
List:

☐ **Brakes**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/9/06	[redacted]	7	5816	CS: Brakes makes a grinding noise when applied and going down hill -Checked front and rear brakes/ok/ -cleaned front and rear brakes - deglased rotors and pads -no problem found

☐ Electrical-window (Eligible per BBB)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/9/06	[redacted]	*	5816	CS: passenger window will not rise all the way to the top. -found pass window molding mis-aligned -removed door panel and repaired window molding

☐ Electrical- ignition

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/17/06	[redacted]	*	137333	CS: chime keeps going after key is out of ignition -no problem found

☐ **Accessories- CD player (eligible per BBB)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/26/06	[redacted]	2	17235	Cs: Cd player will not take CD's -reprogram radio for CD player will not load or eject Cd

☐ **Axle and differential-Rear end slack (eligible per BBB)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/7/07	[redacted]	4	23718	Cs: there is a jerking sensation in the rear end -no problem found
4/9/07		3	26267	Cs: veh makes whine noise while driving -idler pulley bearing making noise -replace idler assembley
4/16/07		*	29579	CS: there is slack in rear end -Rand K rear diff comums -inspected and no metal found -reinstalled cover and filtered with new fluid and additional testing o.k
6/24/08		4	49216	CS: they feel vibration after taking off from stop at normal speeds

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: **not eligible** customer must file with BBB within 12/12

Lemon Law Repurchase/Replacement: **eligible** Customer has filed within 2 yrs following the first reported nonconformity (3 repairs PLUS FRA) and (5 or more attempts on separate occasions, to repair

GM Program Summary Repairs/Reimbursement for past repairs: **not eligible** customer must file with BBB while in Bumper to Bumper

THE STATE LEMON LAW READS:

Days out of service 30+
Repairs : 3 attempts PLUS a final repair attempt *OR* 5 or more
Time period 24/24
Does Lemon Law state nonconformity must continue to exist? N

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

Number of repair attempts in the presumption period:	**4 headlamp/taillight** **2 alternator** **1 engine** **2 trim** **4 A/C** **1 brake** **1 window** **1 ignition** **1cd** **3 rear end**
Total days out of service during the presumption period:	53
Total days out of service during customer's ownership:	91

Vehicle Meets Presumption of Lemon Law YES

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

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

Cust sts: lost confidence with vehicle, will only be happy with buy back. Customer was offered olc 1500 and feels this is a slap in the face

DVM sts: awating info from DVM

SVM sts: was unaware that customer did had concerns.

CRS Rationale: FRA arrived Aug 8. It appears (at this time) that only the rear end concerns are a current issue in regards to all that BBB says is eligible. Customer meets presumpstion

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law
FRA

Repeat concerns over life of veh

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law
Out of b2b

Most concerns have been fixed

Decision reached by CRS: Arbitrate case: ☐ Settle case: ☐

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.**

BBB AUTO LINE

September 12, 2008
Re:m04 [redacted] vs Chevrolet Motor Division
1GNDS13S85[redacted]

ALISON BARRY
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Dear Madam/Sir:

Enclosed is the arbitrator's *Decision* and *Reasons for Decision* for your case.

The customer has been sent an *Acceptance/Rejection Form* and has 14 days to return the form to the BBB AUTO LINE. For good cause the BBB AUTO LINE may extend this time frame. We will notify you as soon as we know whether the customer has accepted or rejected the *Decision*.

If you have any questions about the decision or if I may be of service to you, please feel free to call me at 800.334.2406.

Sincerely,

Tammy Scaife at Extension 381

ACCEPTANCE OR REJECTION OF DECISION

Date: 09/12/08 Case Number: [redacted]

Customer: R[redacted]s State: AR

Business: Chevrolet

Mfr-Info: 1716 AR 1GNDS13S852[redacted]

Enclosed is the Arbitration decision in your case. We hope you have found the efforts of our staff and the volunteer arbitrator(s) to be satisfactory. Please call us if you have any questions about the decision.

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

Note: If this form is not received at the CBBB office within 14 days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest you call your case specialist to confirm receipt.

Please check one of the following.

_____ I ACCEPT THE ARBITRATION DECISION. I understand this means:

* the business will be legally bound to abide by this decision; and,
* I, too, will be legally bound, which means I give up any right to sue the business in court on any claim that has been resolved at the arbitration hearing, unless the business fails to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.

_____ I REJECT THE ARBITRATION DECISION. I understand this means:

* I may pursue other legal remedies under state or federal law;
* depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil court action relating to any matter considered in this arbitration hearing;
* the business will not be obligated to perform any part of the decision; and,
* this will end Better Business Bureau involvement in my case.

Signature(s) of Titled Owner(s): _____

Date: _____

Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

Denial Decision

Submitted Date: 09/10/08
CHV0845604
VIN: 1GNDS13S8523[redacted]
Custome[redacted] Hearing Date: 09/05/08
Arbitrator: Elton W. Chartrand

Question 1

The customer's request (listed below) is denied.

Denied

CAS[redacted]
Arbitrator: Elton W. Chartrand

Customer: Mr[redacted]
Date: 09/10/08

[redacted]

Reasons for Decision

Submitted Date: 09/10/08

[redacted]

VIN: 1GNDS13S8523[redacted]

Customer: Mr [redacted] Hearing Date: 09/05/08

Arbitrator: Elton W. Chartrand

Question 1

It is determined that a { Please list below } decision is a fair resolution of this dispute.

Denied

b For the following reasons, the decision listed above is a fair resolution of this dispute. (If relevant, explain how lemon law standards apply to the facts in this case)

It should be noted that the only non-conformity being arbitrated at this time are the followed, 1) vibration when accelerating, 2) all door trim leaks air, 3) air conditioner not cooling. The reason for this is that the vehicle was purchased September 1, 2005, and it has 52,057 miles on it at the time of the hearing.

The Customer stated that they have had numerous problems with the vehicle but that at this time the main concerns are the vibration, the air leaks and the A/C not cooling. The Customers never thought their concerns would come this far, they always thought that they would be fixed and for that reason they said they did not file sooner. They also stated that time got away and they just never got around to it. The Customer said they have had a lot of problem with the vehicle and things just seem to keep going wrong. They feel they have put up with a lot of inconvenience and now have no faith in the vehicle every running properly. The Customer wants the Manufacturer to re-purchase the vehicle at this time.

The Manufacturer was represented by Christine Putman, Doug Sedgwich, and Ken Patton all by speaker phone.

The Manufacturer stated that the vehicle had some concerns and those concerns were repaired. They stated that the vehicle has had only three repairs for the issues stated in the agreement to arbitrate and has been out of service only seventeen (17) days. The Manufacturer does not feel the vehicle has had excessive repairs nor has it been out of service an unreasonable number of days. The Manufacturer also stated that with the mileage on the vehicle it is evident that use and safety has not been an issue.

The Manufacturer request a denial of the Customers claim.

As there was no other evidence to present an inspection and test drive of the vehicle was performed. The current mileage is 52,057. The inspection of the vehicle did disclose that the Customer has rain guides on all windows. During the test drive there were no non-conformities noted.

Question 2

If awarding a repurchase/replacement, identify the problem(s) upon which the award is based and the number of repair attempts for each problem.

Question 3

Please indicate the cumulative number of days the vehicle was out of service for all problems

17

Question 4

Was final notice given? (Yes / No / Not Applicable)

Yes

Question 5

Please identify the mileage on the vehicle at the time of the hearing/inspection:

52,057

CASE: [redacted]
Arbitrator: Elton W. Chartrand

Customer: [redacted]
Date: 09/10/08

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 5, 2008

Ms. Karen Myers
Rhodes Chevrolet
280 Alma Hwy
Van Burn, AR 72957

Re: Mr. [redacted]
Siebel Request: [redacted]
2005 Chevrolet Trailblazer
VIN # 1GNDS13S8523[redacted]

Dear Ms. Karen Myers :

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

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

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

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

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

Sincerely,

Allison Barry
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 41721
FAX# 866-874-5907

BBB AUTO LINE

MANUFACTURER RESPONSE FORM

Case Number: [redacted]
Customer Name: [redacted]
VIN: 1GNDS13S852[redacted]

Start Date: 08/04/08
State: AR
Probable Hearing Location: Little Rock

This claim is ☐ IN Warranty ☐ OUT of Warranty
Has the customer contacted you regarding the claim? ☒ YES ☐ NO
Is the VIN listed above correct? ☐ YES ☐ NO
If you checked NO, please indicate the correct VIN: _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
Customer Contact Info:

SETTLEMENT INFORMATION
What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer? ☐ YES ☐ NO
If you checked YES, please indicate the customer's response below:
☐ The customer accepted the offer on ____/____/____
☐ The customer rejected the offer on ____/____/____
☐ The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed**? Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION
Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

List the amount of any over allowance/negative equity: $_____
I will participate ☐ By phone ☐ In person ☐ In writing
Return this form as soon as possible
To: Completed by: _____ Date: ___/___/___
BBB AUTO LINE Future contact: _____
Fax: 703.247.9700 Phone: _____ Fax: _____

Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

BBB AUTO LINE

August 5, 2008

ALISON BARRY
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Re:m09[redacted] vs Chevrolet Motor Division
1GNDS13S852[redacted]

Dear Madam/Sir:

The customer listed above has completed the *Customer Claim Form* (*CCF*), and the case is officially open in the BBB AUTO LINE program. Enclosed you will find an updated *CCF* and any support documentation provided by the customer. Please note that for Florida and California cases and cases opened via mail, support documentation may not have been supplied by the customer. When received, this information will be forwarded to you under separate cover.

Please review the customer's claim and submit any documentation you may have pertaining to this claim as soon as possible. We will contact you within the next couple of days to discuss the claim, explain our telephone settlement efforts, which we may utilize prior to arbitration and offer our assistance in the settlement process. If you resolve the dispute, or if you believe that any portion of claim is not eligible for arbitration, please contact me at 800.334.2406.

Thank you for your active participation in the BBB AUTO LINE program.

Sincerely,

Tammy Scaife at Extension 381

Privileged and Confidential Information

CASE ASSESSMENT

By: Allison Barry State:AR

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

Vehicle ID No: 1GNDS13S85[redacted] In Service Date: 9/1/2005 Vehicle is: new/ BAC Code: 114218

Year, Make & Model: 2005 Chevrolet Trailblazer Vehicle Purchased Used on: NA
Mileage at Time of BBB Filing (50,500

Lien holder: GMAC☐ x Other☐: {Name} Sale Type: Purchase ☐ x Lease☐ Other☐ : {Type}

DVM Name: Doug Sedwick
Phone/Cell Number: 417.224.0632
Svc Mgr Name: Ken Patton

CAM Name: Larry Shields
Phone Number: 972.443.2901

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.

☐ **Acceleration**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				No Ro's to date on this concern

☐ **Transmission-lock up**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/10/08	[redacted]	22		-tow in Noise while driving -transmission won't shift

☐ **headlights/taillights-went out**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/16/06	[redacted]	*	6831	Cs: lights were dimming and alt gauge was jumping from 14/16 volts back and forth -tighten ground front of console -test drove
4/26/06		1	10515	CS: veh has no brake lights -no output out of brake light switch

				-replace brake light switch
6/2/06	[redacted]	1	12261	Cs: low beam connector is burnt -**SOP** 2-88987884 connectors
6/9/06		4	12468	Cs: low beams are inoperative -bulbs and connectors burnt -replace right and left low beam bulbs and connectors -sop put in
6/24/08		*	49216	CS: headlights wouldn't come on even manual' - checked headlamps circuits/checked power and ground at headlamp switch /ok/ - found low beam headlamp replay shorted - replaced relay

☐ Alternator- gauge

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/16/06	[redacted]	5	6831	Cs: lights were dimming and alt gauge was jumping from 14/16 volts back and forth -tighten ground front of console -test drove
7/17/06		3	137333	CS: alternator stops charging at times -no problem found

☐ Engine-misfires

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/1/07	[redacted]	*	29579	Found ****for PCM and reprogrammed PCM
3/31/08		2	44806	Cs: veh will start cutting out when driving or setting - engine miss #3 cyl needs coil pack and 6 plugs replaced - perform diag found ign coil #3 cyl shorted causing no fire #3 cyl - replaced coil pack #3 cyl and spark plg due to being fuel fouled
4/10/08		7	45352	- Cs: states that the veh running rough - Cyl #2 misfire water intrusion on cyl2 - TSB 0606040488 replaced AIP seal with updated design - Replaced AIP seal
4/18/08		1	45431	CS: veh is still missing -PO302 cyl 2 misfire, swapped #2 and #3 coils and misfire moves to #3 , ignition coil is bad -replaced #2 ignition coil no misfire

☐ **Door Trim-leaks air (Eligible per BBB)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/3/07	[redacted]	1	22206	Cs: all four doors have excessive wind noise -**SOP** order door seals

				-adj doors did not stop
1/10/07	115424	7	22546	CS: needs window molding replaced -sop in -door seals collapsed -replaced right and left front door seals -replaced right and left rear door seals

☐ **A/C- not cool air (Eligible per BBB)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/4/06	[redacted]	2	17571	Cs: blower motor is inoperative -No problem found
10/5/06		2	17571	CS: blower motor inoperative -blower resistor and plug in burnt -replace blower resistor and connector
6/1/07		5	29579	Cs: ac not cooling right -checked a/c operation power a/c -a little low on p? -evacuated and recharged a/c and checked ok
7/19/07		6	32375	Cs: a/c will quit cooling while driving down the road and then a little later will start cooling again -found cooling fan clutch weak at times -replaced cooling fan clutch and tested ok

☐ Brakes **(NOT ON CCF)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/9/06	[redacted]	7	5816	CS: Brakes makes a grinding noise when applied and going down hill -Checked front and rear brakes/ok/ -cleaned front and rear brakes - deglased rotors and pads -no problem found

☐ Electrical-window **(NOT ON CCF)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/9/06	[redacted]	*	5816	CS: passenger window will not rise all the way to the top. -found pass window molding mis-aligned -removed door panel and repaired window molding

☐ Electrical- ignition **(NOT ON CCF)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/17/06	[redacted]	*	137333	CS: chime keeps going after key is out of ignition -no problem found

☐ Accessories- CD player **(NOT ON CCF)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/26/06	[redacted]	2	17235	Cs: Cd player will not take CD's -reprogram radio for CD player will not load or eject Cd

☐ Axle and differential-Rear end slack **(NOT ON CCF)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/7/07	[redacted]	4	23718	Cs: there is a jerking sensation in the rear end -no problem found
4/9/07		3	26267	Cs: veh makes whine noise while driving -idler pulley bearing making noise -replace idler assembley
4/16/07		*	29579	CS: there is slack in rear end -Rand K rear diff comums -inspected and no metal found -reinstalled cover and filtered with new fluid and additional testing o.k
6/24/08		4	49216	CS: they feel vibration after taking off from stop at normal speeds

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

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

Has the vehicle ever been involved in a accident N
Did you confirm your answer with the customer Y
What type of damage was sustained (example front end collision)

Are the RO's attached if the vehicle was in an accident N

Are there any Aftermarket Modifications to the Vehicle N
Have you confirm this with the customer Y
List:

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: **not eligible** customer must file with BBB within 12/12

Lemon Law Repurchase/Replacement: **eligible** Customer has filed within 2 yrs following the first reported nonconformity (3 repairs PLUS FRA) and (5 or more attempts on separate occasions, to repair

GM Program Summary Repairs/Reimbursement for past repairs: **not eligible** customer must file with BBB while in Bumper to Bumper

THE STATE LEMON LAW READS:

Days out of service 30+
Repairs : 3 attempts PLUS a final repair attempt *OR* 5 or more
Time period 24/24
Does Lemon Law state nonconformity must continue to exist? N

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

Number of repair attempts in the presumption period:

4 headlamp/taillight
2 alternator
1 engine
2 trim
5 A/C

Not on CCF as follows:
1 brake
1 window
1 ignition
1cd
3 rear end

Total days out of service during the presumption period: 37 +(16 not on CCF)
Total days out of service during customer's ownership: 53

Vehicle Meets Presumption of Lemon Law YES

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

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

Cust sts: lost confidence with vehicle, will only be happy with buy back. Customer was offered olc 1500 and feels this is a slap in the face

DVM sts: At this time we are unable to dupliate

SVM sts: was unaware that customer did had concerns with transmission

CRS Rationale: FRA arrived Aug 8. It appears (at this time) that only the rear end concerns are a current issue in regards to all that BBB says is eligible. Customer meets presumpstion

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law
FRA

Repeat concerns over life of veh

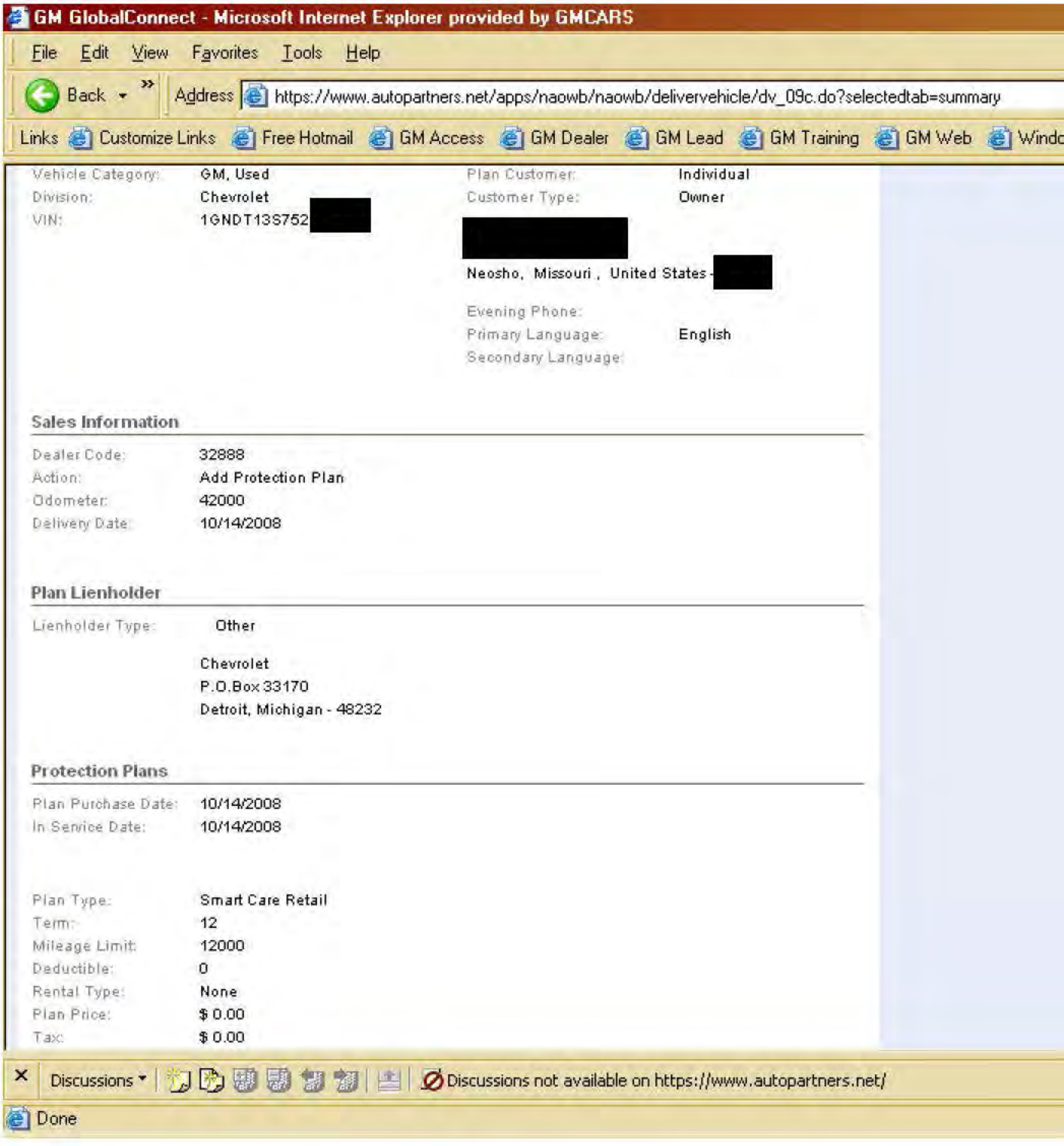
What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law
Out of b2b

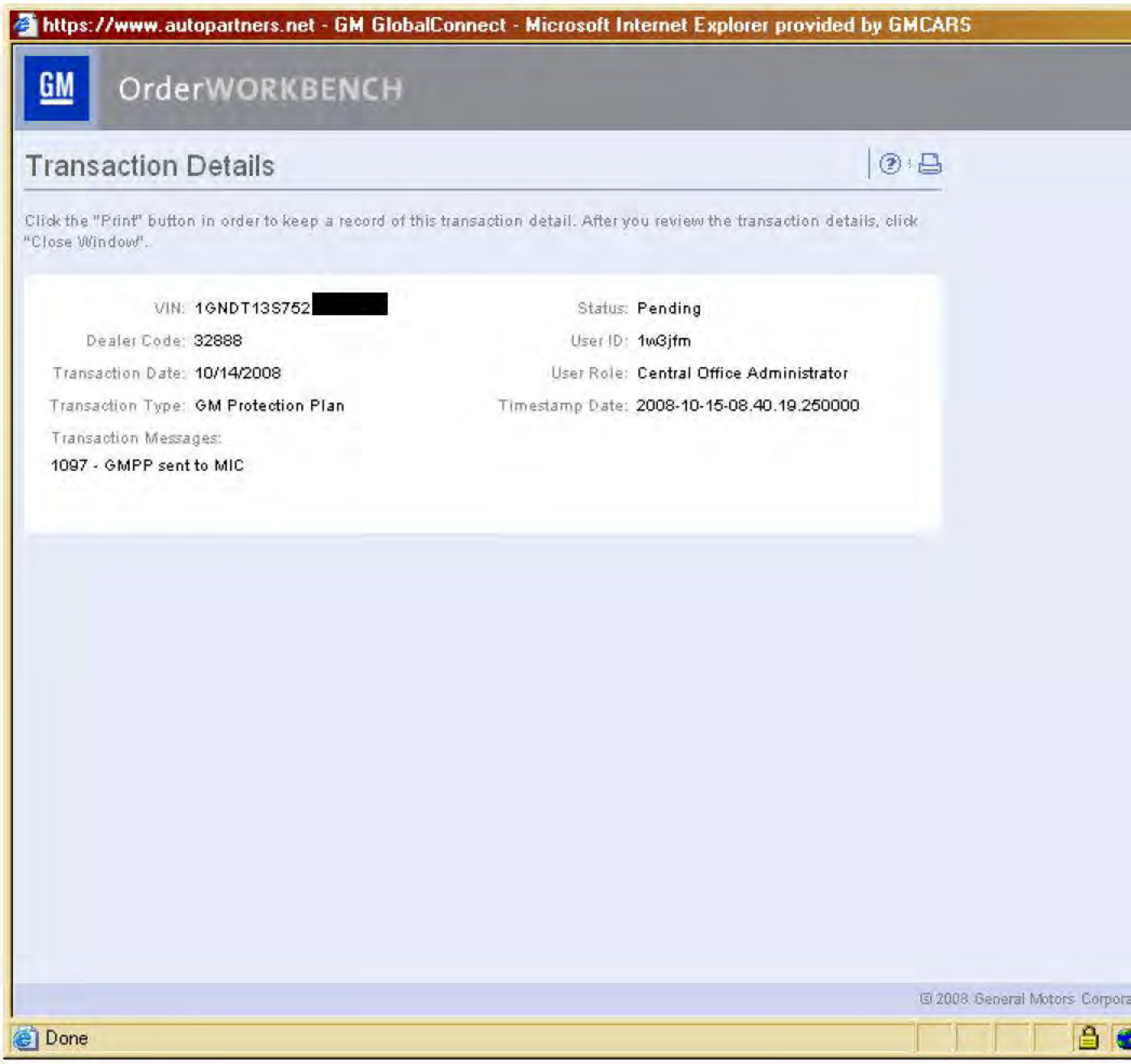
Most concerns have been fixed

Decision reached by CRS: Arbitrate case: ☐ Settle case: ☐

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
Address https://www.autopartners.net/apps/naowb/naowb/delivervehicle/dv_09c.do?selectedtab=summary
Links Customize Links Free Hotmail GM Access GM Dealer GM Lead GM Training GM Web
Vehicle Category: GM, Used
Division: Chevrolet
VIN: 1GNDT13S752
Plan Customer: Individual
Customer Type: Owner
Neosho, Missouri , United States -
Evening Phone:
Primary Language: English
Secondary Language:
Sales Information
Dealer Code: 32888
Action: Add Protection Plan
Odometer: 42000
Delivery Date: 10/14/2008
Plan Lienholder
Lienholder Type: Other
Chevrolet
P.O.Box 33170
Detroit, Michigan - 48232
Protection Plans
Plan Purchase Date: 10/14/2008
In Service Date: 10/14/2008
Plan Type: Smart Care Retail
Term: 12
Mileage Limit: 12000
Deductible: 0
Rental Type: None
Plan Price: $ 0.00
Tax: $ 0.00
Discussions
Discussions not available on https://www.autopartners.net/
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: 1GNDT13S752[redacted]
Dealer Code: 32888
Transaction Date: 10/14/2008
Transaction Type: GM Protection Plan
Transaction Messages:
1097 - GMPP sent to MIC
Status: Pending
User ID: 1w3jfm
User Role: Central Office Administrator
Timestamp Date: 2008-10-15-08.40.19.250000
© 2008 General Motors Corpora
Done

December 13, 2017

[redacted]
Neosho, MO 6[redacted]

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

Dear Mr. [redacted]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S752[redacted] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on October 14, 2008 and ending on October 14, 2009 and begins with 42,000 and ends with 54,000 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.

December 13, 2017

Gary Moon
1516 Hilldale Dr
Neosho, MO 64850-1357

Service Request: [redacted]
[redacted]: Hardy Mendez

Dear Gary Moon:

We would like to discuss your request for assistance regarding your 2005 Chevrolet TrailBlazer, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Chevrolet Customer Assistance Center

[redacted]

[redacted]

Losada Auto

LOSADA AUTO TRUCK INC.
[redacted]
VENTAS - REPUESTOS - SERVICIO: (787) 785-2190
TOLL FREE 1-800 [redacted]
www.losadaauto.com

INVOICE

PAGE 1

BAYAMON, PR [redacted]
HOME: [redacted] BUS:
CELL: [redacted]

SERVICE ADVISOR: 2677 JOEL ANDUJAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	P. DUE	TAG
PLATEAD/67	05	GMC ENVOY	1GKDS13S85[redacted]	[redacted]	17779/17775		[redacted]

DEL. DATE	INVOICE DATE	WARR. EXP.	PROMISED	P.O. NO.	SUBL.	PAYMENT	INT. RATE
24SEP05 0D	24SEP2006 16:42	11FEB08			83.19	CASH	22FEB08

R.O. OPENED	READY	OPTIONS	STK: [redacted]	VIN: 40502	ENG: L6S	TRN: A	AXLE: P

17:05 31JAN08 16:52 22FEB08

LINE	DECODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

[illegible] UNIDAD TIENE CASO EN GM 71-595654497)
CAUSE: SE ENCONTRO RELEY AIR PUMP LLENO AGUA SENSOR DE OXIGENO CON LECTURA ERRONEA Y PCM CON PERDIDA COMUNICACION INTERNA
J6372 SENSOR, OXYGEN (ENGINE CONTROL) REPLACE
2646 GARCIA, HECTOR LIC#: 21466
MAZDA, 6.5D
1 12586996 SENSOR (N/C)
PC: 6M (N/C)
PART#: 12586996
COUNT: 1
CLAIM TYPE:
AUTH CODE:
PJ
J6360 POWERTRAIN CONTROL MODULE, REPLACEMENT
2646 GARCIA, HECTOR LIC#: 21466
MAZDA, 6.5D
1 15319851 RELAY (N/C)
2 12574976 PCM (N/C)
PC: 7W
PART#: 12574976
COUNT: 2
CLAIM TYPE:
AUTH CODE: E
PJ

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

17779 SE ENCONTRO RELAY AIR PUMP LLENO AGUA SENSOR DE OXIGENO CON LECTURA ERRONEA Y PCM CON PERDIDA COMUNICACION INTERNA SE PROCEDIO A REMPLAZAR RELAY AIR PUMP, SENSOR OXIGENO DEL MANIFOLD Y PCM AUTORIZADO POR JUAN TIRU#FACTURA#12020478 EL SENSOR-SEGN EL DIAGNOSTICO RECIENTE RECOMIENDO REMPLAZAR EL ECM SE DETERMINO POR LOS DOCUMENTOS

[illegible] GARANTIZARA LAS REPARACIONES QUE SE EFECTUEN NI TAMPOCO LOS MATERIALES Y PIEZAS QUE SE UTILICEN EN LAS MISMAS, POR UN PERIODO DE 30 DIAS O MIL CINCO MILLAS NO QUE ESTEN PUESTOS EXCEPTO EN EL CASO DE LAS MISMAS PUEDAN ESTAR CUBIERTAS POR GARANTIA DE FABRICA. NINGUNA REPARACION ELECTRICA EFECTUADA EN TODO TRABAJO SE BALANCEA LAS ALINEACIONES DE RUEDAS SON RECIBIDO DE CORRIDA, GOMAS DE FUNDICION Y HOJAS DE LIMPIA PARABRISAS NO RECIBE EL VEHICULO EN VIENE CONDICIONES CON LAS REPARACIONES REALIZADAS

X _____ / / /

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

	TOTAL AUTO
LABOR	
PIEZAS	
GAS, ACEITE	
SUBLET	
MISC.	
TOTAL	
TOTAL A PAGAR	

[illegible]

[redacted]

[redacted]

Losada Auto

LOSADA AUTO TRUCK INC.
P.O. BOX [redacted], BAYAMON, P.R. 0[redacted]
VENTAS - PIEZAS - SERVICIO (787) [redacted]
TOLL FREE: 1-800-[redacted]
www.[redacted]

[redacted]

BAYAMON, PR [redacted]
HOME: [redacted] BUS:
CELL: [redacted]

INVOICE

PAGE 2

SERVICE ADVISOR: 2677 JOEL ANDUJAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
PLATEAD/67	05	GMC ENVOY	1GKDS13S523[redacted]	[redacted]	17779/17779		[redacted]

INV. DATE	PROM. DATE	WARR. EXP	PROMISED	RO NO.	RATE	PAYMENT	INV. DATE
24SEP05 DD		24SEP2006	16:42 11FEB08		81.19 CASH		27FEB08

RO OPENED	READY	OPTIONS:	SER#[redacted]	DLR: 40802	ENG: LL8	TRN: A	AXLE: F
17:05 31JAN08	16:52 27FEB08						

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
ID: 1A6924[illegible]						

***

[redacted]

[redacted]

INVOICE

Losada Auto

LOSADA AUTO TRUCK INC
P.O. BOX 1085, SAHUARITA, AZ. 85629-1085
SALES - REPAIR - SERVICE (520) 762-0190
TOLL FREE: 1-800-991-9782
www.losadatrucks.com

[redacted]

BAYAMON, PR

NOMBRE: [redacted] BUS:

CELL: 787-315-5134

SERVICE ADVISOR: 2577 JOEL ANDUJAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
PLATEAD/67	05	GMC SAVOY	1GCDE1 [redacted]	[redacted]	17779/177		[redacted]

SER. DATE	PROM. DATE	TIME CAT.	PROMISED	TO	DATE	PAYMENT	INV.
24SEP05 DD	24SEP2008	16:42 11 FEB08			23.19	CASH	22 FEB08

RO OPENED	READY	OPTIONS	STK: [redacted]	DIR: 40602	ENG: LL8	TRN: X	ATT: S
17:05 31 JAN08	16:52 22 FEB08						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
17779 SE ENCONTRO RELAY DE HEAD LAMP CON CORTE Y EMS PERDIDA.							
COMUNICACION SE PROCEDIO A REEMPLAZAR RELAY DE HEAD LAMP Y BCM							
AUTORIZADO JUAN RIVERA CASO POR GM TECNICAL ASISTANCE 10156152 MR. BRIANS							
RCOMENDO PIT4491B HEADLAMP FLICKER MOMENTARILY DIM SE LE VERIFICO							
GRACIAS EL SISTEMA ELECTRICO Y SE LE REMPLAZO EL BODY CONTROL MODULE							
CODE -13S5- JUAN RIVERA							
C INSPECCION GM GOODYEAR							
MA22 INSPECCION GM GOODYEAR							
2646 GARCIA, HECTOR LIC#: 21466							
CPL2 C.00						0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE $:							0.00
17779 SE REALIZO INSPECCION							
D QUALITY CONTROL							
CAUSE: QUALITY GR							
Q QUALITY							
2651 CP37 0.00						0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE $:							0.00
17779 QUALITY OK							
E** ALQUILER DE AUTO CON CARGO A GM IMPALA 2005 SERIE 4P200651							
TARJETA FOX 255							
CAUSE: DESDE 02/06/08 HASTA 02/22/08							
EZ90C ALQUILER MAS DE 6 DIAS.							
3209WA296 0.00							(N/C)
CUBE AUTO PRESTADO POR							
MA25a							(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE $:							0.00

AUTORIZO QUE LOSADA AUTO TRUCK INC. EFECTUE LAS REPARACIONES QUE SE INDICAN, ASI COMO LOS MATERIALES Y PIEZAS QUE SE UTILICEN EN LAS MISMAS, POR LOS PERIODOS DE 30 DIAS O MIL (1,000) MILLAS, LO QUE OCURRA PRIMERO EXCEPTO EN EL CASO DE LAS GARANTIAS REMANENTES, QUE NO CONTIENEN GARANTIA. TODA REPARACION ELECTRICA CONTENIDA, SE TIENE TRABAJO DE BALANCE Y/O ALINEAMIENTO DE RUEDAS, REEMPLAZO DE ROSARIO, BOMBAS DE RADIADORES, Y HOJAS DE LIMPIA PARABRISA NO SE INCLUYE EL VEHICULO ES DUEÑO CONFORME CON LAS REPARACIONES EFECTUADAS.

X _____

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

	TODO ARTO
LABOR	
PIEZAS	
GAS, ACEITE	
SUBLET	
MISC.	
TOTAL	
TOTAL A PAGAR	

CHEVROLET GMC CHEVROLET BUICK

5

[redacted]

INVOICE

Losada Auto

LOSADA AUTO TRUCK INC.
P.O. BOX 3158, BAYAMON, PR. 00960-3158
VENTAS - PIEZAS - SERVICIO (787) 785-7750
TOLL FREE 1-800-981-4788
www.losadatruck.com

[redacted]
BAYAMON, PR
HOME: [redacted]
CELL: 76[redacted]

PAGE 4

SERVICE ADVISOR: 2677 JOEL ANDUJAR

COLOR	TAG	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	O/M	TAX
PLATEAD/67	05	GMC ENVOY	1GKDS13S5523[redacted]	[redacted]	17779/177'9		[redacted]

INVOICE DATE	PROMISE DATE	WARR/PP	PROMISED	RO#	RATE	PAYMENT	MILEAGE OUT
24SEP05 DD	24SEP2006	16:42	11FEB09		83.19	CASH	027FEB09

SVC OPENED READY OPTIONS STK: 7435U DLR: 40862 ENG TYP TRN: A A/C P

17:05 31JAN08 16:52 22FEB08

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
L7715	DSSDE	027	06/03	ESTM	C7/22/08		

****

AGENTE QUE SUSCRIBE AUTO TRUCK INC. GARANTIZARA LAS REPARACIONES QUE SE EFECTUARON, ASI COMO LOS MATERIALES Y PIEZAS QUE SE UTILIZARON EN LAS MISMAS, POR UN PERIODO DE 90 DIAS O 3,000 MILLAS, LO QUE OCURRA PRIMERO, EXCEPTO EN EL CASO DE LAS SIGUIENTES NOMENCLATURAS: ALINEACION, BALANCE, VOLANTE, ALINEAMIENTO DE CORREA, BOMBAS DE GASOLINA, Y LIQUIDO DE LIMPIA PARABRISA. NO REPONDE EL VEHICULO EN DONDE SE HAYAN EFECTUADO ESTAS REPARACIONES MENCIONADAS.

X _____ _____

	TOTAL PARTS
LABOR	0.00
PIEZAS	0.00
GAS, ACEITE	0.00
TAXABLE	0.00
MISC.	0.00
TOTAL	0.00
	0.00
	0.00
TOTAL A PAGAR	0.00

#. NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

CHEVROLET PONTIAC Oldsmobile BUICK GMC

[redacted]

[redacted]

INVOICE

Losada Auto

LOSADA AUTO TRUCK INC.
P.O. BOX 5138, BAYAMON, PR. 00960-5138
VENTAS - RENTAS - SERVICIO (787) 798-7070
TOLL FREE: 1-800-981-9758
www.losadatrucks.com

[redacted]
BAYAMON, PR 00956
HOME: [redacted] US:
CELL: [redacted]

PAGE 1

SERVICE ADVISOR: 2677 JOEL ANDUJAR

						LICENSE	MILEAGE IN	MILEAGE OUT
PLATHEAD/67 05	GMC ENVOY		1GKDS135552[redacted]	[redacted]	[redacted]		17717/177.7	[redacted]
JOB DATE	PROD DATE	WARR EXP	PROMISED	PO#			COMPLETE	DELIVERY DATE
24SEP05 00	24SEP2006 16:12		25JAN08			03.19	CAGE	29JAN08
JOB PROMISED	READY		OPTIONS:	STK:7456C	DLR:40602	ENG:LLS	TRN:A	AXLE
11:56 21JAN08	16:37 29JAN08							

LINE	OPCODE	TECH	TYPE	HOURS				NET	TOTAL
A	CHEV	CLIENTE INDICA UNIDAD TIENE LUZ DE CHECK ENGINE ENCENDIDA							
CAUSE: SE ENCONTRO CODIGO P0410 ENCONTRANDOSE AIR VALVUE TRANCADA									
	J5038	SOLENOID, SECONDARY AIR INJECTION CONTROL VALVE - REPLACE							
		2646 GARCIA, HECTOR LIC#: 21466							
		WA294 0.00							(N/C)
	1	25756[redacted] VALVE							(N/C)
	25001	FREIGHTS EXPENSES							
		2646 GARCIA, HECTOR LIC#: 21466							
		WA294 0.00							(N/C)
	1	ELEC2 BLADES							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:			0.00

17717 SE ENCONTRO CODIGO P0410 ENCONTRANDOSE AIR VALVUE TRANCADA SE PROCEDIO A REEMPLAZAR AIR VALVUE DEL MOTOR SE PROBO TODO OK

****

B W CLIENTE INDICA UNIDAD POR LAS MANANAS Y CUANDO VA EN ALTA LAS RPM'S BAJAN Y SUBEN Y LAS REVOLUCIONES BAJAN MUCHO

CAUSE: SE ENCONTRO THOTTER BODY CON EXESIVO CARBON

	J5480	THROTTLE BODY CLEAN							
		2646 GARCIA, HECTOR LIC#: 21466							
		WA294 0.30							(N/C)
	PC:	SC:	PART#:	COUNT:	0				
	CLAIM TYPE:								
	AUTH CODE:								
	EJ								
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:			0.00

17717 SE ENCONTRO THOTTER BODY CON EXESIVO CARBON SE PROCEDIO A HACER LIMPIEZA THOTTER BODY Y PROGRAMACION

****

C INSPECCION GM GOODWRENCH

AUTHO QUE LOSADA AUTO TRUCK INC., EFECTUARA LAS REPARACIONES QUE SE ESPECIFICAN, ASI COMO LOS MATERIALES Y PIEZAS QUE SE UTILICEN EN LAS MISMAS, PARA LO CUAL TENDRA UN PERIODO DE 30 DIAS O MIL (1,000) MILLAS, LO QUE OCURRA PRIMERO, EXCEPTO EN EL CASO DE LAS SIGUIENTES REPARACIONES QUE NO CONLLEVAN GARANTIAS: (1) TODA REPARACION ELECTRICA EFECTUADA, (2) TUBOS DE RADIADORES, Y MICAS DE LUCES, (3) ALINEAMIENTO DE GOMAS (4) DIFERENCIAL DE CORONAS, SUMAS DE RADIADORES, Y MICAS DE LUCES PARABRISAS, NO NOS HACEMOS EL VENDEDOR DE PIEZAS CONSIDERADAS CON LAS CARACTERISTICAS SIGUIENTES.

X _____ / / /
FIRMA DEL CLIENTE FECHA

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

	TOTAL NETO
LABOR	
PIEZAS	
CAR. AGENTS	
SUBLET	
MISC	
TOTAL	
TOTAL A PAGAR	

PONTIAC OLDSMOBILE BUICK GMC

[redacted]

[redacted]

INVOICE

Losada Auto

LOSADA AUTO TRUCK INC.
P.O. BOX 3168 BAYAMON, P.R. 00960-3168
VENTAS - PARTES - SERVICIO (787) 786-9000
TOLL FREE: 1-800-981-8780
www.losadatruck.com

[redacted]
BAYAMON, PR [redacted]
HOM[redacted]US:
CELL [redacted]

PAGE 2

SERVICE ADVISOR: 2677 JOEL ANDUJAR

COLOR	TRUCK	MAKE/MODEL	VIN	ENGINE	MILEAGE IN	OUT	TAG
PLATEAD/67	05	GMC ENVOY	1GKDS13S5 2[redacted]	[redacted]	17717/177:7		[redacted]

DEL DATE	PROM. DATE	WARR. EXP.	PROMISED	TO WE	AUTHOR	INV.
24SEP08 DD		24SEP2006 16:12 25JAN08		82.19 CASH	25JAN08	

ARR. SCHED.	ENERGY	OPTION: STK# [redacted] DLR 40892 ENG LL8 TRN A 4[illegible]

11:56 25JAN08 16:37 29JAN08

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
MAEZ INSPECCION GM GOODWRENCH						
2648 GARCIA, HECTOR LIC#: 21466						
	CRLZ		0.00		0.00	0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE C:			0.00
17717 SE REALIZO INSPECCION						
**********						
D QUALITY CONTROL						
Q QUALITY						
	1370 CRLZ	0.00		0.00		0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE C:			0.00
17717 QUALITY OK						
**********						

ACEPTO QUE LOSADA AUTO TRUCK INC. GAYAMONTANA LAS REPARACIONES QUE SE ESPECIFICAN, ASI COMO LOS MATERIALES O PIEZAS QUE SE UTILIZARON, EN LAS MISMAS, POR UN PERIODO DE 30 DIAS O 3M (1,000) MILLAS, LO QUE OCURRA PRIMERO, EXCEPTO EN EL CASO DE LAS BOMBAS DE INYECCIONES, QUE LO CUBRIRAN GARANTIA DE FABRICA. ESTA GARANTIA NO CUBRE: (1) TODO TRABAJO DE BALANCEO Y/O ALINEAMIENTO DE CUALQUIER CLASE, DESGASTE DE CUBIERTAS, RAYAS DE RADIADORES Y HOJAS DE PINTURA RAYADAS. LAS PIEZAS EN EL VEHICULO SON PIEZAS CONSECUENTES CON LAS REPARACIONES REALIZADAS.

X _____ _____

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

	TOTAL NETO
LABOR	0.00
PIEZAS	0.00
CAT. ACEITE	0.00
MISCELANEOS	0.00
MISC.	0.00
TOTAL	0.00
	0.00
	0.00
TOTAL A PAGAR	0.00

CHEVROLET PONTIAC Oldsmobile BUICK GMC

[illegible]

[redacted]

[redacted]

INVOICE

PAGE 1

Losada Auto

LOSADA AUTO TRUCK INC.
TUC. INDUS. CRIM. BAYAMON, PR. 00 960-2156
VENTAS - PIEZAS - SERVICIO (787) 785-9190
TOLL FREE: 1-800-981-9766
www.losadaauto.com

[redacted]
BAYAMON, PR 00[redacted]
HOME: [redacted] US:
CELL:

SERVICE ADVISOR: 2677 JOEL ANDUJAR

SALE	CODE	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
PLATEAD/67	05	GMC ETVDV	1GKDS13S5235[redacted]	[redacted]	17693/176'13		[redacted]

DEL DATE	PROD DATE	WARR EX	PROMISED	PO NO	RATE	PAYMENT	INV DATE
24SEP05	05	24SEP2006	08:00 09FLR08	[redacted]	83.19	CASH	14JAN08

P	PRO NUMBER	READY	OPTIONS:	STK [redacted]	COLOR: 40802	ENG: LLE	TRN: A	AXL: P

11:23 09JAN08 13:30 14JAN08

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CAMBIO DE ACEITE Y FILTRO DEL MOTOR							
	MA01 CAMBIO DE ACEITE Y FILTRO DEL MOTOR							
		2646	GARCIA,HECTOR	LIC#: 21466				
		CPL2	0.17				6.71	6.71
	1	25017342	FILTER			10.55	4.49	4.49
	7	12345615	OIL1CKJ0C			3.75	3.75	26.25
PARTS:	30.74	LABOR:	6.71	OTHER:	0.00	TOTAL LINE C=		37.45

17693 SE REALIZO ACEITE Y FILTRO MOTOR

****

B INSPECCION GM GOODWRENCH

MA22 INSPECCION GM GOODWRENCH

		2646	GARCIA,HECTOR	LIC#: 21466				
		CPL2	0.00				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C=		0.00

17693 SE REALIZO INSPECCION

****

C CODE: CLIENTE INDICA UNIDAD EN OCASIONES PRENDE LA LUZ DE CHECK ENGINE Y PASAN VARIOS DIAS Y LAS APAGA

CAUSE: SE ENCONTRO CODIGO P0410 AIR PUMP LLENO DE AGUA

J6050 PUMP, SECONDARY AIR INJECTION - REPLACE

		2646	GARCIA,HECTOR	LIC#: 21466				
		WA294	0.80					(M/C)
	1	12574279	PUMP					(M/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C=		0.00

17693 SE ENCONTRO CODIGO P0410 AIR PUMP LLENO DE AGUA SE PROCEDIO A REMEDIAZAR AIR PUMP SECONDARY SE PRUEBA TODO OK

****

D CLIENTE INDICA UNIDAD EN OCASIONES EL A/C TIRA CHICA CUESTA

CAUSE: SE ENCONTRO BOLETIN GM 99-01-39-003

CORR: SE HIZO ORDEN DE PIEZAS

2646 GARCIA,HECTOR LIC#: 21466

ACUERDO CON LOSADA AUTO TRUCK INC. GARANTIZAMOS LAS REPARACIONES QUE SE INDICAMOS, ASI COMO LOS MATERIALES Y PIEZAS QUE SE UTILIZARON EN LAS MISMAS POR UN PERIODO DE 30 DIAS O MIL (1,000) MILLAS, LO QUE OCURRA PRIMERO, EXCEPTO EN EL CASO DE LAS SIGUIENTES REPARACIONES QUE NO CONLLEVAN GARANTIA: [illegible] ESTAS REPARACIONES, ESPECIFICA INSTALACION DE TODO TRABAJO DE BALANCE, TIPO ALINEACIONES DE DIRECCION (A MENOS QUE SEAN ADQUIRIDAS), O MIENTRAS SE TENGA RAZONABLES DE RECHAZO EL VEHICULO EN BUENAS CONDICIONES CON LAS REPARACIONES REALIZADAS.

X _____ / / /

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

	TOTAL VENTA
LABOR	
PIEZAS	
GAS, ACEITE	
SUBLET	
MISC.	
TOTAL	
TOTAL A PAGAR	

CHEVROLET PONTIAC OLDSMOBILE BUICK GMC

[redacted]

[redacted]

INVOICE

Losada Auto

LOSADA AUTO TRUCK INC.
[redacted]
VENTAS · PIEZAS · SERVICIO: (787) 788-9180
TOLL FREE: 1-800-981-9750

[redacted]

BAYAMON, PR
HOME: [redacted] BUS:
CELL: [redacted]

PAGE 2

SERVICE ADVSOR: 2677 JOEL ANDUJAR

STOCK	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
PLATEAD/67	DS	GMC ENVOY	1GXDS13S5Y2[redacted]	[redacted]	17693/17693		[redacted]

RO#	DATE	PROM. DATE	PAID	RO	PROMISED	AT NO	RATE	PAYMENT	TAG EXP.
24SEP05	00		24SEP2005	08:00	09FEB06		83.19	CASH	14JAN06

PROM. COMMIT	READY	OPTIONS	STK# [redacted]	DLR# 40502	ENG: LX8	TRN: A	MILE: P
11:23 05JAN06	13:00 14JAN06						

LINE	OPCODE	TECH	TYPE	HOURS			LIST	NET	TOTAL
			CPL2:	0.00				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:			0.00

17692 SE ENCONTRO BOLETIN GM 99-01-39-003A SE ORDENO PIEZA

E CPL2/ CLIENTE SOLICITA ESTIMADO DE PADS (ESTIMADO PRIMERO)
912 CLIENTE NO AUTORIZO ESTIMADO
2646 GARCIA, HECTOR LIC#: 21465
CPL2: 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

17693 CLIENTE NO AUTORIZO

F QUALITY CONTROL
Q QUALITY
1370 CPL2 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

17693 QUALITY OK

G ALQUILER DE AUTO CON CARGOS A GM MALIBU MAX 2005 SERIE 1G4HP54851
TABILLA FDX-256
CAUSE: DESDE 01/09/06 HASTA 01/14/06
27905 COURTESY TRANSPORTATION
320 RACINE 0.00 (R/C)
FC: PART#: COUNT:
CDAIM TYPE:
AUTH CODE:

SUBL RENTA DE AUTO 90%
RACK (R/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

17692 DESDE 01/09/06 HASTA 01/14/06

ACEPTO QUE LOSADA AUTO TRUCK INC. GARANTIZARA LAS REPARACIONES QUE SE EFECTUEN EN EL EQUIPO LAS CUALES SE DESCRIBEN EN LAS HOJAS DE TRABAJO DE 30 DIAS O 50 MIL (1,000) MILLAS. (2) QUE ACEPTA PAGAR, EXCEPTO EN EL CASO DE LAS REPARACIONES GARANTIZADAS, QUE NO CUBRE NI GARANTIZA. (3) ESTA FACTURA INCLUYE PIEZAS, MANO DE OBRA, TRABAJO DE SUBCONTRATO Y MATERIALES. (4) TODO TRABAJO DE SUBCONTRATO NO MENCIONADO EN ESTA FACTURA SERA COBRADO POR SEPARADO. (5) EL USO DE LA UNIDAD DE CORTESIA, GOMAS DE PARACHOQUES Y RODAS NO CUBIERTAS POR LA GARANTIA. (6) EL VEHICULO SE RETIRARA DENTRO DE LOS 10 DIAS DE NOTIFICADO QUE LAS REPARACIONES ESTABAN TERMINADAS.

X _____ _____ _____
FIRMA FECHA

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

	TOTAL NETO
LABOR	6.71
PIEZAS	30.74
GAS, ACEITE	0.00
SUBLET	0.00
MISC	0.00
TOTAL	37.45
	0.00
	2.62
TOTAL A PAGAR	40.07

CHEVROLET PONTIAC OLDSMOBILE BUICK GMC

[redacted]

[redacted]

"INVOICE"

DUPLICATE 1
PAGE 1

Losada Auto

LOSADA AUTO TRUCK INC.
P.O. BOX 3158, BAYAMON, P.R. 00960-3158
VENTAS - PIEZAS - SERVICIO (787) 785-8190
TOLL FREE 1-800-981-9760
www.losadatruck.com

[redacted]
BAYAMON, PR [redacted]
HOME: [redacted] BUS:
CELL: [redacted]

SERVICE ADVISOR: 2677 JOEL ANDUJAR

CLASS	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
PLATRAD/67	05	GMC ENVOY	1GKDS13S552 [redacted]	[redacted]	14988/14988		[redacted]

INV. DATE	PROD. DATE	WARR. EXP.	PO NUMBER	RO NO.	DATE	PAYMENT	DLV. DATE
24SEP07 DD		24SEP2008	10:42 08OCT07		80.71	CASH	08OCT07

RO OPENED	READY	OPTIONS:	STK: [redacted]	DLR: 47810Z	ENG: LYE	TRN: A	XL: P

17:02 01OCT07 15:39 04OCT07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	W	CLIENTE TRAIGA UNIDAD TIENE LUZ DE CHECK ENGINE ENCENDIDA					

CAUSE: P0340 Y P0171

24350 SENSOR, CAMSHAFT POSITION REPLACE
2929 SANCHEZ, WILBERM LIC#: 5175
WA294 0.50
1 12584079 SENSOR (N/C)
PCV SC (N/C)
PART#: 12584079
COUNT: 1
CLAIM TYPE:
AUTH CODE:
PJ

1698M POWERTRAIN CONTROL MODULE, ENGINE
REPROGRAMMING WITH SPS
2929 SANCHEZ, WILBERM LIC#: 5175
WA294 0.40 (N/C)
PCV SC PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
PJ

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

14988 P0340 Y P0171 CASO NUMERO 1362633.62 TRAIGA CAM SENSOR Y SU
REPROGRAMO PCM CLAIM CODE 10288

B QUALITY CONTROL
Q QUALITY
2189 CPLT 0.00 0.00 0.00

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

14988 QUALITY OK

	TOTAL SALE
LABOR	
PIEZAS	
GAS, ACEITE	
SUBLET	
MISC	
TOTAL	
TOTAL A PAGAR	

ACEPTO QUE LOSADA AUTO TRUCK INC. GARANTIZARA LAS REPARACIONES QUE SE ESPECIFICAN, ASI COMO LOS MATERIALES Y PIEZAS QUE SE UTILIZARON EN LAS MISMAS, POR UN PERIODO DE 30 DIAS O 2K CLIENTE MILLAS, LO QUE OCURRA PRIMERO, EXCEPTO EN EL CASO DE LAS SIGUIENTES REPARACIONES, QUE NO CONTIENEN GARANTIA: TODAS REPARACIONES CUBIERTAS GARANTIAS DEL VENDEDOR ORIGINAL, BALANCEO DE NEUMATICOS, ALINEAMIENTO DE GOMAS, CAMBIO DE NEUMATICOS, Y PIEZAS DE LIMPIA PARABRISAS NO INCLUIDO EN VEHICULO EN NUEVAS CONDICIONES CON LAS REPARACIONES SEÑALADAS

X _____ _____
Firma / Conforme Fecha

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

CHEVROLET PONTIAC OLDSMOBILE BUICK GMC

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

Losada Auto

LOSADA AUTO TRUCK INC.
P.O. BOX 3186, BAYAMON, PR 00960-3186
VENTAS - PIEZAS - SERVICIO (787) 785-9190
TOLL FREE 1-800-981-9560
www.losadatruck.com

[redacted]
BAYAMON, PR [redacted]
HOME:
CELL: [redacted]

SERVICE ADVISOR: 2677 JOSE L. ANDUJAR

COLOR	TRIM	MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
PLATEAD/67 05		GMC ENVOY	1GKDS13S55[redacted]	[redacted]	149R8/149[redacted]	[redacted]

DEL. DATE	PICK UP DATE	WARR. EXP.	PROMISED	P.O. NUMBER	PAYMENT	INV. DATE
26SEP05 DD		26SEP2006	10:42 D80CT07	[redacted]	80.71 CASH	04OCT07

RO. OPENED	READY	OPTIONS	STK: [redacted] 40802 ENG: [redacted] TRN: A
17:02 01OCT07	16:59 04OCT07		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C**	ALQUILER DE AUTO CON CARGOS A GM MASTERCARD SEGUN [illegible] TARJETA						
	POR-756						
CAUSE: DESDE 10/02/07 HASTA 10/04/07							
	27901 COURTESY TRANSPORTATION FOR 1 DAY						
	YZ09WA2P4 C.00						M/C
SUBL AUTO RENTADO POR							

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

11988 DESDE 10/02/07 HASTA 10/04/07

ACEPTO QUE LOSADA AUTO TRUCK INC., GARANTIZARA LAS REPARACIONES QUE SE EFECTUARAN, DE ACUERDO CON LAS CONDICIONES Y TERMINOS QUE SE DISCRIMINAN EN LAS NOTAS QUE EN REVERSO DE ESTA ORDEN SE INCLUYEN. LAS DE OTRA MANERA, EXCEPTO EN CASOS DE LAS SIGUIENTES EXCEPCIONES: (1) NO SE CONCEDERAN GARANTIAS EN MANO DE OBRA, REPARACION, INSTALACION, INSTALADA (2) TODO TRABAJO DE BALANCEO NO INCLUIDO EN ESTAS (3) ASIENTOS DE CUERO, CAMARA DE RADIADOR Y PIEZAS DE LIMPIA PARABRISAS REMPLAZADO EN VEHICULO EN BUENAS CONDICIONES CON LAS REPARACIONES REQUERIDAS.

X _____ Firma _____ Fecha

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

	TOTAL AMT.
LABOR	0.00
PIEZAS	0.00
GAS, ACEITE	0.00
TIRES	0.00
MISC.	0.00
TOTAL	0.00
	0.00
	0.00
TOTAL A PAGAR	0.00

PONTIAC GMC

[illegible]

[redacted]

INVOICE

Losada Auto

LOSADA AUTO TRUCK INC.
P.O. BOX 8138, BAYAMON, P.R. 00960-8138
VENTAS - PARTES - SERVICIO (787) 788-8160
TOLL FREE 1-800-981-6760
www.losadatruck.com

PAGE 1

BAYAMON [redacted]
HOME [redacted] BUS:
CELL

SERVICE ADVISOR: 2677 JOSE ANDUJAR

PLATEAD/67	05	GMC ENVOY	1GKDS13S552 [redacted]	[redacted]		14805/14305	[redacted]	
24SEP05	08	24SEP2006	09:50	01CCC07		80.72	CASH	25SEP07

OPTIONS: STTG74360 DLR:40802 ENG:L2K TRN:A EXL:F

14:31 20SEP07 16:20 25SEP07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A W CLIENTE INDICA UNIDAD TIENE LIQUIDO EN EL PISO
CAUSE: SE ENCONTRO LEAK ACEITE AREA TIMING COVER
POSSIBLE COVER AND/OR GASKET NEEDS REPLACE
2646 GARCIA,HECTOR LIC#: 21466
WAR94 0.8C (N/C)
1 12378521 SEALANT (N/C)
PC: CHAK
PART#: 12378521
COUNT: 1
CLAIM TYPE:
AUTH CODE:
BJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL DUE $: 0.00

14805 SE ENCONTRO LEAK ACEITE AREA TIMING COVER SE PROCEDIO A SACAR EJE CLUTCH DAMPER CRANK DE MOTOR COMPRESOR BOMBA AGUA BOMBA P/S PARA PODER SACAR TIMING COVER Y PROCEDER A SELLER TIMING COVER SE DESCARGO SISTEMA CON 1.85 LBS GAS Y SE CARGO CON 1.87 LBS GAS

A W CLIENTE INDICA UNIDAD CUANDO PONE LOS SEGUROS NO LOS CONE
CAUSE: SE ENCONTRO ACTUADOR DE PUERTA COOPER TRANCADO
B426) FRONT SIDE DOOR LOCK REPLACEMENT LEFT SIDE
2646 GARCIA,HECTOR LIC#: 21466
WS294 0.8C (N/C)
1 15116507 LOCK ASM (N/C)
PC: 6C
PART#: 15116507
COUNT: 1
CLAIM TYPE:
AUTH CODE:
BJ

ACEPTO QUE MOTOR AUTO TRUCK INC. GARANTICE LAS REPARACIONES QUE SE EFECTUARON, ASI COMO LOS MATERIALES Y PIEZAS QUE ME SUMINISTRO Y QUE RESULTEN SER DE MI COMPLETO AGRADO, NO OBSTANTE LA GARANTIA ESCRITA PREVIAMENTE. EN EL CASO DE LAS REFERIDAS REPARACIONES, QUE NO CUBRAN GARANTIA, LAS PODRA REALIZAR UNICAMENTE EL TALLER AUTORIZADO. NO ACEPTAMOS NI RECONOCEMOS RECLAMACIONES DE COBROS, CARGOS DESCONOCIDOS Y MENOS SI DICHA TRANSACCION NO REUNIERE EL VOLUMEN EN SUMAS CONFORME CON LAS APROBACIONES REALIZADAS.

X _____ _____ _____
FIRMA FECHA HORA

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

	TOTAL NETO
LABOR	
PIEZAS	
GAS, ACEITE	
SUBLET	
MISC.	
TOTAL	
TOTAL A PAGAR	

CHEVROLET PONTIAC Oldsmobile BUICK GMC

13

[redacted]

[redacted]

"INVOICE"

Losada Auto

LOSADA AUTO TRUCK INC.
[redacted]
VENTAS - PIEZAS - SERVICIO (787) [redacted]
[redacted]

PAGE 2

BAYAMON PR [redacted]
HOME: [redacted] BUS:
CELL:

SERVICE ADVISOR: 2677 JOEL ANDUJAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
PLATEAD/67	05	GMC ENVOY	1GKDS13S552[redacted]	[redacted]	148C5/14805		[redacted]

DEL DATE	AUTH	DATE	PROMISED	BY	RATE	PAYMENT	INV
24SEP05 DD		24SEP2006 09:00 01OCT07			80.71	CASH	25SEP07

RO OPENED: BRANCH: OPTIONS: STK: [redacted] DIR: 40802 ENG: LL8 TRN: A PAINT

14:31 20SEP07 16:20 25SEP07

LINE OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE $: 0.00

14805 SE ENCONTRO ACTUADOR DE PUERTA CHOFER TRANCADO SE PROCEDIO A
REEMPLAZAR CERRADURA LADO CHOFER SE PROBO TODO OK

****

C 1 CLIENTE INDICA UNIDAD SIENTE ACELERA Y SE APAGA
CAUSA: SE ENCONTRO CODIGO P0123 SE REALIZO TABLA ENCONTRANDOSE THROTHER
BODY TRANCADO
J5496 BODY UNIT, THROTTLE REPLACE
2646 GARCIA, HECTOR LIC#: 21666
WA294 0.70 (X/C)
BC: BC
PARTS: 12566580
COUNT: 1
CLAIM TYPE:
AUTH CODE:
BJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE $: 0.00

14805 SE ENCONTRO CODIGO P0123 SE REALIZO TABLA ENCONTRANDOSE THROTHER
BODY TRANCADO SE PROCEDIO A REEMPLAZAR THROTHER BODY SE PROBO TODO OK

****

D INSPECCION GM GOODWRENCH
MAZ INSPECCION GM GOODWRENCH
2646 GARCIA, HECTOR LIC#: 21666
CEL2 0.00 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE $: 0.00

LORDS SE REALIZO INSPECCION

****

ACEPTO QUE LOSADA AUTO TRUCK INC. EJECUTARA LAS REPARACIONES QUE SE DETALLAN EN ESTA ORDEN DE REPARACION Y AUTORIZO QUE SEAN EJECUTADAS EN LAS MISMAS, POR UN PRECIO DE $0.00 O MAS DE ACUERDO A LAS TARIFAS VIGENTES AL MOMENTO DE SER REALIZADAS. ASIMISMO, AUTORIZO QUE SEAN REMOVIDAS Y REEMPLAZADAS LAS PIEZAS QUE SEAN NECESARIAS PARA LA EJECUCION DE LAS REPARACIONES AUTORIZADAS. ESTAS NO CONTIENEN GARANTIAS. NO SE ASUMEN RESPONSABILIDADES POR DAÑOS A (1) TODO TIPO DE VALORES Y/O ACCESORIOS DE ROPAS EN LA UNIDAD DE CORREO, ROPAS DE ALMACENAJE Y ROPAS DE ARTES PARTICULARES. (2) ACCESORIOS DEL VEHICULO NO DIRECTAMENTE CON LAS REPARACIONES REALIZADAS.

X [redacted]

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

	TOTAL NETO
LABOR	
PIEZAS	
MAT. ACEITE	
SUBLET	
MISC.	
TOTAL	
TOTAL A PAGAR	

CHEVROLET PONTIAC Oldsmobile BUICK GMC

[redacted]

INVOICE

Losada Auto

LOSADA AUTO TRUCK INC.
[redacted]
TOLL FREE: 1-800-981-2787

[redacted]
BAYAMON, PR
HOME: [redacted] BUS:
CELL: [redacted]

SERVICE ADVISOR: 2677 JOEL ANDUJAR

COLOR	YEAR	MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
PLATEAD/67	05	GMC ENVOY	1GKDS13S552[redacted]	[redacted]	148003	148005

P/U DATE	P/U TIME	WORK ORDER	PROMISED	P.O. NO.	TOTAL	TAX
24SEP05 DO		24SEP2006	09:00 01OCT07		80.71 CASH	25SEP07

B.O. DRIVER: READY: OPTIONS: STK: [redacted] DLR: 40902 REG: LLS TRN: A TAX: P

14:31 20SEP07 26:20 25SEP07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	QUALITY CONTROL						
	Q QUALITY						
		2189 CPLZ: 0.00				0.00	0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE 1: 0.00

****

[redacted] AUTO TRUCK INC. GARANTIZARA LAS REPARACIONES QUE SE EFECTUARON, ASI COMO LOS MATERIALES Y PIEZAS QUE SE UTILICEN EN LAS MISMAS, POR LOS PERIODOS DE UN MES O 500 MILLAS, LO QUE OCURRA PRIMERO, EXCEPTO EN EL CASO DE LAS PIEZAS ELECTRONICAS, QUE NO CONLLEVAN GARANTIA. (1) ESTA GARANTIA NO INCLUYE PIEZAS ELECTRONICAS, (2) TODO TRABAJO DE BALANCE Y/O ALINEAMIENTO DE GOMAS, (3) REEMPLAZO DE GOMAS, CAMARAS O RADIADORES Y (4) DAÑOS DE ANTES O DESPUES DE HABERSE EFECTUADO LAS REPARACIONES ORIGINALES. ESTA GARANTIA ES VALIDA SOLAMENTE SI EL VEHICULO ES UTILIZADO EN CONDICIONES NORMALES Y CUMPLE CON LAS RECOMENDACIONES DEL FABRICANTE.

X _____

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

	TOTAL NETO
LABOR	0.00
PIEZAS	0.00
CAM. ACEITE	0.00
SUBTOT	0.00
TAX	0.00
TOTAL	0.00
	0.00
	0.00
TOTAL A PAGAR	0.00

CHEVROLET PONTIAC Oldsmobile BUICK GMC

[redacted]

[redacted]

INVOY CE

Losada Auto

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P.O. BOX 3158, BAYAMON, P.R. 00960-3158
VENTAS - PIEZAS - SERVICIO (787) 785-5190
TOLL FREE: 1-800-981-9760
www.losadaauto.com

[redacted]
BAYAMON, PR [redacted] EJ3:
PHONE: [redacted]
CELL:

PAGE 1

SERVICE ADVISOR: 2677 JOEL ANDUJAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
PLATRAD/67	05	GMC ENVOY	1GKDS13S5[redacted]	[redacted]	14722/14722	[redacted]

P/U DATE	PROD. DATE	WARR. EXP.	PROMISED	RO NO.	SALES	PAYMENT	IN DATE
24SEP05 DD		24SEP2006	07:18 24SEP07		60.71 CARS		17SEP07

RO OPENED: READY OPTIONS: STK [redacted] ENG: LIF TRN: A AXLE P

16:51 13SEP07 15:43 17SEP07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CAMBIO DE ACEITE Y FILTRO DEL MOTOR						
	MA01 CAMBIO DE ACEITE Y FILTRO DEL MOTOR						
	2646 GARCIA, HECTOR LIC#: 21466						
		CPL2	0.17		5.71		6.71
	7 12345616 CILINDRO				3.75		3.75
PARTS:	30.74 LABOR:	6.71	OTHER:	0.00	TOTAL LINE A:		37.45
14722 SE REALIZO CAMBIO ACEITE Y FILTRO MOTOR							
B	INSPECCION EN GOODYEAR						
	MA22 INSPECCION en GOODYEAR						
	2646 GARCIA, HECTOR LIC#: 21466						
		CPL2	0.00		0.00		0.00
PARTS:	0.00 LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:		0.00
14722 SE REALIZO INSPECCION							
C	W/ CLIENTE INDICA UNIDAD NO COGE EL SEGURO DE LA PUERTA DEL CHOFER SE						
	NO ES CON FT REEPER						
	998 NO TROUBLE FOUND						
	2646 GARCIA, HECTOR LIC#: 21466						
		CPL2	0.00		0.00		0.00
PARTS:	0.00 LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:		0.00
14722 NO MOSTRO CONDICION MOMENTO PRUEBA							
D	W CLIENTE INDICA UNIDAD SE QUEDO CON LA ALARMA DE LA PUERTA ABIERTA						
	ACTIVADA						
	998 NO TROUBLE FOUND						
	2646 GARCIA, HECTOR LIC#: 21466						
		CPL2	0.00		0.00		0.00
PARTS:	0.00 LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:		0.00

ACEITO QUE LOSADA AUTO TRUCK INC. GARANTIZARA LAS REPARACIONES QUE SE EFECTUEN, ASI COMO LAS PIEZAS Y UNIDAD QUE SE UTILICEN EN LAS MISMAS POR UN PERIODO DE 90 DIAS O 3,000 MILLAS, LO QUE OCURRA PRIMERO, EXCEPTO EN EL CASO DE LAS SIGUIENTES REPARACIONES QUE NO CONSIENTEN GARANTIA (1) TODA REPARACION ELECTRICA DETALLADA (2) TODO TRABAJO DE ENGRASE, (3) ALINEAMIENTO DE GOMAS (4) BALANCEO DE GOMAS, (5) CAMBIO DE BUJIAS, (6) TODO TRABAJO DE ENGRASE, (7) ALINEAMIENTO DE GOMAS (8) BALANCEO DE GOMAS, (9) CAMBIO DE BUJIAS, (10) TODO TRABAJO DE ENGRASE, (11) ALINEAMIENTO DE GOMAS (12) BALANCEO DE GOMAS, (13) CAMBIO DE BUJIAS,

[redacted] [redacted]

[redacted]

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BAYAMON PR [redacted]
NOMBRE [redacted] US.
CELL: [redacted]

SERVICE ADVISOR: 2677 JOEL SANJUAN

CLIENTE	DATA	MAKE/MODEL		MOTOR	MILEAGE IN	MILEAGE OUT
PLATEAD/67	05	GMC ENVOY	1GKDS13S552 [redacted]		14722/14	22

CAR DATE	READY DATE	WORK ORD	PROMISED	P.O. NO.	SALE	PAYMENT	INV. TOTAL
24SEP05 DD	24SEP2006	07:18	24SEP07	[redacted]	80.71	CASE	1 SEP07

RO OPENED	READY	OPTIONS:	STK: [redacted]	COLOR: 40602	ENGINE: LL8	TRANS: A	MILES: P
16:51 13SEP07	15:43 17SEP07						

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
14722	NO NOSTIC COND.CION MOMENTO PRUEBA							

E QUALITY CONTROL
CAUSE: QUALITY OK
CORRECTION: QUALITY
PARTS: 2189 CPL2 0.00 0.00 0.00
LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00 0.00

14722 QUALITY OK

ACEPTO QUE LOSADA AUTO TRUCK INC. EFECTUARA LAS REPARACIONES QUE SE ESPECIFICAN AL REVERSO DE ESTA FACTURA Y AUTORIZO QUE SE UTILICEN EN LAS MISMAS PIEZAS NUEVAS O RECONSTRUIDAS QUE LOSADA AUTO TRUCK INC. DISPONGA. LA GARANTIA DE LAS PIEZAS ES DE 90 DIAS O MAS (VER ABAJO), LA QUE OFRECE EL FABRICANTE, EXCEPTO EN EL CASO DE LAS SIGUIENTES RECLAMACIONES, QUE NO CUBRIRA LA GARANTIA: NINGUNA RECLAMACION SOBRE PIEZAS ENTREGADAS DESPUES DE TREINTA (30) DIAS DESDE LA FECHA DE ESTA FACTURA. NINGUNA RECLAMACION SOBRE PIEZAS INSTALADAS EN TALLERES DE TERCEROS SIN AUTORIZACION DE LOSADA AUTO TRUCK INC. NINGUNA RECLAMACION SOBRE PIEZAS QUE HAYAN SIDO ALTERADAS O MODIFICADAS. NINGUNA RECLAMACION SOBRE PIEZAS QUE HAYAN SIDO SOMETIDAS A MAL USO, NEGLIGENCIA O ACCIDENTE. NINGUNA RECLAMACION SOBRE PIEZAS QUE HAYAN SIDO SOMETIDAS A CARGAS EXCESIVAS. NINGUNA RECLAMACION SOBRE PIEZAS QUE HAYAN SIDO SOMETIDAS A CONDICIONES DE OPERACION ANORMALES

[redacted]

[redacted]

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TOLL FREE 1-800-981-0787
www.losadaauto.com

[redacted]

PAGE 1

BAYAMON, PR [redacted] BUS:
CELL [redacted]

SERVICE ADVISOR: 2677 JOEL ANDUJAR

V. NUMBER	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	CASE
PLATEAD/67 OS		GMC ENVOY	1GKDS13S552[redacted]	[redacted]	142[redacted]/142[redacted]		[redacted]

DEL DATE	PROM DATE	WARR NO	PROMISED	PO #	AUTO	PAYMENT	INV DATE
24SEP05 DD			24SEP2006 15:18 17AUG07		80.71	CASH	14AUG07

RO OPENED	RETD	OPTIONS	STK # [redacted]	DLR# 40802 ENG: LL8 TRN: A R
16:59 13AUG07	15:00 14AUG07			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A 9 CLIENTE INDICA UNIDAD TIENE RUIDO EN EL GUIA (PIEZA VENDIDA)
CAUSE: SE ENCONTRO COLUMNA DEL GUIA CON RUIDO EXESIVO
REMOVER COLUMN ASSEMBLY, STEERING RELEASE
2646 GARCIA, HECTOR LIC#: 21466
MA29A 1.20
1 8896534 COLUMN (M/C)
PC: 2E (N/C)
PART#: 88665341
COUNT: 1
CLAIM TYPE:
SUPP CODE:
PJ

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

14265 SE ENCONTRO COLUMNA DEL GUIA CON RUIDO EXESIVO SE PROCEDIO A REEMPLAZAR COLUMNA DEL GUIA SE PROBO TODO OK

B CUST/ CLIENTE INDICA UNIDAD EL A/C SUELE A HUMEDAD
999 NO TROUBLE FOUND
2646 GARCIA, HECTOR LIC#: 21466
CPDJ 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

14265 NO CONDICION

C QUALITY CONTROL
CAUSE: QUALITY OK
Q QUALITY
CPDJ 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

14265 QUALITY OK

ACEPTO QUE LOSADA AUTO TRUCK INC. CARGUE/ABONE LAS REPARACIONES QUE SE VERIFICARON ASI COMO LOS MATERIALES Y PIEZAS QUE SE UTILIZARON EN LAS MISMAS, POR UN TERMINO DE 90 DIAS O MIL (1,000) MILLAS, LO QUE OCURRA PRIMERO, EXCEPTO EN EL CASO DE LOS SIGUIENTES RENGLONES, LOS CUALES TIENEN: (1) UNA LIMITACION ESPECIAL, (2) INSTALADA, (3) TODOS TRABAJOS DE BALANCE, (4) ALINEAMIENTO DE GOMAS, (5) LIMPIADO DE CERRADO, CHEQUEO DE BATERIA Y NIVELES DE LLENADO VARIABLES. (6) RECIBIDO EL VEHICULO EN DIFERENTES CONDICIONES CON LAS REPARACIONES SEÑALADAS.

X _____

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

CHEVROLET PONTIAC OLDSMOBILE BUICK GMC

	TOTAL PRICE
LABOR	0.00
PIEZAS	0.00
GAS, ACEITE	0.00
SUBLET	0.00
MISC	0.00
TOTAL	0.00
	0.00
	0.00
TOTAL A PAGAR	0.00

[redacted]

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

Losada Auto

LOSADA AUTO TRUCK INC.
[redacted]
TOLL FREE: 1-800-961-0760

DATSON [redacted]
ZONE: [redacted] AUS:
CELL:

SERVICE ADVISOR: 2077 CORL ANDUJAR

CUSTOMER	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT	TAG
PLATEAD/67	05	GMC ENVOY	1GKDS13S523 [redacted]	[redacted]	14056	14056	[redacted]

REC. DATE	PROM. DATE	WARR. EXP.	PROMISED	PO NO.	TOTAL	PAYMENT	INV. DATE
24SEP05 DD			24SEP2006 07:24 07AUG07		80.71	CASH	01AUG07

REC OPENED READY OPTIONS: STR [redacted] DLR: 40802 ENG: LL8 TRN: A AXL: F

08:22 01AUG07 13:31 01AUG07

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A RUCLIENTE REGRESA RUIDO EN EL AREA DEL GUIA AL PASAR CORRIENDO IRREGULAR						
CAUSE: SE ENCONTRO SHAFT DE ABAJO CON RUIDO EXESIVO						
E7700 SHAFT, STEERING INTERMEDIATE REPLACE						
	2646 GARCIA,HECTOR TECH: 21466					
	WA294 5.40					(N/C)
1 15455707 SHAFT						(NO CHG)
FC: 1B						
PART#: 15455707						
COUNT: 1						
CLAIM TYPE:						
AUTH CODE:						
MS						
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:						0.00
14056 SE ENCONTRO SHAFT DE ABAJO CON RUIDO EXESIVO SE PROCEDIO A REMPLAZAR SHAFT SE PRUEBA TODO NORMAL						
**********						
B INSPECCION GM GOODWRENCH						
MAZZ INSPECCION GM GOODWRENCH						
	2646 GARCIA,HECTOR TECH: 21466					
	CHLZ 0.00				0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:						0.00
14056 SE REALIZO INSPECCION						
**********						
C QUALITY CONTROL						
Q QUALITY						
	2182 CHLZ 0.00				0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:						0.00
14056						

[redacted] AUTO TRUCK INC. GARANTIZA LAS REPARACIONES QUE SE EFECTUARON AL CARRO LOS MATERIALES Y PIEZAS QUE SE UTILIZARON EN LAS MISMAS, POR UN PERIODO DE 90 DIAS O 3,000 MILLAS, LO QUE OCURRA PRIMERO, EXCEPTO EN EL CASO DE LAS SIGUIENTES REPARACIONES, QUE NO CONTIENEN GARANTIA: (1) TODA REPARACION EFECTUADA DESPUES DE TRANSCURRIDO UN PERIODO DE GARANTIA NO MENOR DE 12 MESES O 12,000 MILLAS, LO QUE OCURRA PRIMERO; (2) CUALQUIER REPARACION EFECTUADA DESPUES DE HABERSE VENCIDO LA GARANTIA DE FABRICA; (3) REPARACIONES EFECTUADAS EN MOTORES RECONSTRUIDOS CON LAS ESPECIFICACIONES ORIGINALES.

X _____

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

	FACTURA/NETO
LABOR	0.00
PIEZAS	0.00
GAS, ACEITE	0.00
SUBAST	0.00
MISC.	0.00
TOTAL	0.00
	0.00
	0.00
TOTAL A PAGAR	0.00

[redacted]

[redacted]

"INVOICE"

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PAGE 1

BAYAMON, PR [redacted]

HOME: [redacted] US1
CELL: [redacted]

SERVICE ADVISOR: 2677 JOEL ANDUJAR

CODE	SALE	NAME/MODEL	V	VIN	LICENSE	MILEAGE IN	OUT	TAG
PLATEAU/67	05	GMC ENVOY		1GKDS13S552[redacted]	[redacted]	13993/13993		[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISE	PO NO	RATE	PAYMENT	INV DATE
24SEP05 DD		24SEP2006	WAR# 0L8UG07		80.71	CASH	30JUL07

R.O. OPENED: [redacted] OPTION: [redacted] STK# [redacted] VLN 40802 ENG: LL8 TRN: A AXL: P

07:30 30JUL07 16:57 30JUL07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A/W CLIENTE INDICA UNIDAD AL A/C CON OLOR A HUMEDAD
CAUSE: SE ENCONTRO LEAK AGUA CASE DE EVAPORADOR HACIA DENTRO UNIDAD
PROVOCANDO DICHA CONDICION
D2109 HEATER/AIR DISTRIBUTION CASE, PASSENGER
COMPARTMENT (A/C CONDITIONING MODULE) REMOVE
REPLACE
2646 GARCIA, HECTOR LIC#: 21466
WA294 4.70 (N/C)
1 12345141 ADHESIVE (N/C)
FC: LEAKS
PART#: 12345141
COUNT: 1
CLAIM TYPE:
AUTH CODE:
PO:

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

13993 SE ENCONTRO LEAK AGUA CASE DE EVAPORADOR HACIA DENTRO UNIDAD
PROCEDIMOS DICHA CONDICION SE PROCEDIO A SACAR CASE PARA PODER SACAR
CASE DE EVAPORADOR Y PROCEDER A LIMPIARLO Y SELLARLO SE INSTALO TODO
PERA ATRAS SE PROBO TODO OK SE DESCARGO SISTEMA CON 1.85 LBS Y SE CARGO
SISTEMA CON 1.87 LBS

3 W CLIENTE INDICA UNIDAD CON RUIDO EN EL AREA DEL GUIA
CAUSE: SE ENCONTRO SHAFT CON JUEGO EXCESIVO
E7700 SHAFT, STEERING INTERMEDIATE REPLACE
2646 GARCIA, HECTOR LIC#: 21466
WA294 0.50 (N/C)
1 15206668 SHAFT (N/C)
FC: IE
PART#: 15206668
COUNT: 1

[redacted]

AUTO LOSADA AUTO TRUCK, INC. GARANTIZA LAS REPARACIONES QUE SE EFECTUARON ASI COMO LOS MATERIALES Y PIEZAS QUE SE UTILIZARON EN LAS MISMAS, POR UN PERIODO DE 30 DIAS O 3,000 MILLAS, LO QUE OCURRA PRIMERO, EXCEPTO EN EL CASO DE LAS PIEZAS REMANUFACTURADAS, QUE NO CONLLEVAN GARANTIA (1) TODA REPARACION ELECTRICA, ENTONADA, (2) TODO TRABAJO EN GARANTIA QUE REQUIERA EL REMOVER O REMPLAZAR EL TECHO, CORAZA DE EVAPORADOR Y MODULO AC LLEVA GARANTIA DE 12 MESES O 12,000 MILLAS LO QUE OCURRA PRIMERO. CONDICIONADO CON LAS EXCEPCIONES PREVISTAS.

X _____ / / FECHA

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

LABOR	
PIEZAS	
GAS, ACEITE	
SUBLET	
MISC.	
TOTAL	
TOTAL A PAGAR	

[redacted]

[redacted]

[redacted]

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PAGE 2

BAYAMON, PR [redacted]
HOME: [redacted] BUS:
CELL: [redacted]

SERVICE ADVISOR: 2677 JOEL ANDUJAR

CCODE	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
PLATEAD/67	05	GMC ENVOY	1GKDS13655[redacted]	[redacted]	39582/139613		[redacted]

DEL DATE	PROMISED	PO NO.	RATE	PAYMENT
24SEP05 DC	24SEP2005 WAIT 01AUG07		80.71 CASH	30JUL07

WAS OPENED: OPTIONS: ST[redacted]RU 4.2L I6 SFI VIN 2 ENGINE

07:30 30JUL07 16:51 30JUL07

LINE	CPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	CLAIM TYPE:						
	AUTH CODE:						
	NS						

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE $: 0.00

13993 SE ENCONTRO SHAFT CON JUEGO EXESIVO SE PROCEDIO A REEMPLAZAR
SHAFT SE PROBO TODO OK

****

CINSPECCION EN GOODWRENCH
MA22 INSPECCION EN GOODWRENCH
2645 GARCIA,HECTOR TECH: 21466
CPL2 0.00 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE $: 0.00

13998 SE REALIZO INSPECCION

****

ACEPTO QUE LOSADA AUTO TRUCK INC., GARANTIZARA LAS REPARACIONES QUE SE EFECTUARAN, AL COBRO POR PARTES Y PIEZAS QUE SE UTILICEN EN LAS MISMAS, POR UN PERIODO DE 30 DIAS O MIL (1,000) MILLAS, LO QUE OCURRA PRIMERO, EXCEPTO EN EL CASO DE LAS SIGUIENTES REPARACIONES, QUE NO CONLLEVAN GARANTIA: TODA REPARACION ELECTRICA INSTALADA, LA MISMA TENDRA UN BALANCE DE ALINEAMIENTO DE 90 DIAS O 3,000 MILLAS, CUALQUIERA QUE OCURRA PRIMERO. CAMBIO DE ACEITE Y FILTRO DE LUBRICANTES, NO ESTARAN EN EFECTO EN LUGARES CONDICIONES CON LAS RESTRICCIONES SEÑALADAS.

X _____ / / _____

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (ORDEN DE COMPRA)

	TAXABLE AMOUNT
LABOR	0.00
PIEZAS	0.00
GAS, ACEITE	0.00
SUBLET	0.00
MISC	0.00
TOTAL	0.00
	0.00
	0.00
TOTAL A PAGAR	0.00

CHEVROLET PONTIAC OLDSMOBILE BUICK GMC

[redacted]

[redacted]

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BAYAMON, PR [redacted]
NOMB[redacted]US:
CELL[redacted]

SERVICE ADVISOR: 2677 JOEL ANDUJAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TYPE	TAG
PLATEAD/67	05	GMC ENVOY	1GKDS13S652[redacted]	[redacted]	12560/12550		[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	SO NO.	RATE	PAYMENT	INV DATE
24SEP05 DD	16SEP2005	WAIT 21MAY07			80.71	CASH	15MAY07

TAG OPENED	READY	OPTIONS:	STK [redacted]	ALLS: 40652	ENGINE	TRANS	AXLE
11:27 15MAY07	15:51 15MAY07						

LINE	OPCODE	WCH	TYPE	HOURS	LIST	NET	TOTAL
A	CAMBIO DE ACEITE Y FILTRO DEL MOTOR						
	MA01 CAMBIO DE ACEITE Y FILTRO DEL MOTOR						
	2646 GARCIA, HECTOR LIC#: 21466						
			CRLT	0.17		6.71	6.71
	12345678 OIL10W30Q				3.75	3.75	26.25
	PARTS: 30.74 LABOR: 6.75 OTHER: 0.00					TOTAL LINE A:	27.49

12560 SE REALIZO ACEITE Y FILTRO MOTOR

****

EL CLIENTE INDICA UNIDAD TIENE SUMIDO AL ACELERAR
CAUSE: SE ENCONTRO PULLEY RUIDOSO Y BOMBA AGUA CON RUIDO EXESIVO

J3490 PUMP ASY/OR GASKET, COOLANT REPLACE
2646 GARCIA, HECTOR LIC#: 21466
WA294 2.40
1 24576957 W-PUMP (N/C)
1 12377813 COOLANT (N/C)
FC: 2E
PART#: 24576957
COUNT: 3
CLAIM TYPE:
AUTH CODE:
NS

J0690 PULLEY, ACCESSORY DRIVE BELT IDLER REPLACE
2646 GARCIA, HECTOR LIC#: 21466
WA294 0.60
1 24577615 PULLEY (N/C)
FC: 2E
PART#: 24577615
COUNT: 1
CLAIM TYPE:
AUTH CODE:
NS

ACEPTO QUE LOSADA AUTO TRUCK INC. GARANTIZARA LAS REPARACIONES QUE SE EFECTUARON, ASI COMO LOS MATERIALES Y PIEZAS QUE SE UTILICEN, POR UN PERIODO DE 30 DIAS O 1,500 MILLAS, LO QUE OCURRA PRIMERO, EXCEPTO EN EL CASO DE LAS PIEZAS LLAMADAS "GOMAS" QUE NO SE GARANTIZAN EXPRESO (1) TODA RECLAMACION RELACIONADA CON PIEZAS O TRABAJOS SE HAGAN Y/O ALINEAMIENTO DE GOMAS (2) LEVANTAR EL CARRO, GOMAS DE LUBRICANTE Y HOJAS DE LIMPIA PARABRISAS NO SEGUROS AL VEHICULO EN MALAS CONDICIONES CON LAS REPARACIONES REALIZADAS.

X _____ / / /
FIRMA VEHICULO FECHA

	TOTAL VENTA
LABOR	
PIEZAS	
Gas. ACEITE	
PUBLIST	
MISC.	
TOTAL	
TOTAL A PAGAR	

NOTA: NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

CHEVROLET PONTIAC OLDSMOBILE BUICK CADILLAC GMC

[redacted]

[redacted]

PLATEAD/67	05	GMC ENVOY		1GKDS13S652[redacted]	[redacted]		12550/125[redacted]	0	[redacted]
24SEP05 DD		24SEP2006	WAIT 21MAY07			80.71	CASH	15MAY07	

STK: [redacted] DLR: 40802 ENG: LL8 TRN: A AXL: P

11:27 15MAY07 15:51 15MAY07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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

12550 SE ENCONTRO PULLEY RUIDOSO Y BOMBA AGUA CON RULDO EXESIVO SE PROCEDIO A REEMPLAZAR BOMBA AGUA Y REEMPLAZAR PULLEY MUERTO CODE-2007- JUAN RIVERA

C W CLIENTE INDICA UNIDAD TIENE RUIDO EN EL AREA AL SUBIR EL CRISTAL LADO DEL PASAJERO DELANTERO
CAUSE: SE ENCONTRO REGULADOR PUERTA PASAJERO TRANCANDOSE
CO182 REGULATOR, FRONT DOOR WINDOW RIGHT POWER
RER OR REPLACE
7646 CANCIA, HECTOR 21466
WA294 0.50 (N/C)
1 15893283 R-REGULATOR (N/C)
FU 6C
PARTS: 15893283
COUNT: 1
CLAIM TYPE:
AUTH CODE:
FC:

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

12550 SE ENCONTRO REGULADOR PUERTA PASAJERO TRANCANDOSE SE PROCEDIO A REEMPLAZAR REGULADOR PUERTA PASAJERO DELANTERO

****

INSPECTION GM GOODWRENCH
WA22 INSPECTION GM GOODWRENCH
7646 CANCIA, HECTOR 21466
CPL2 0.00 0.00 0.00

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

AUTHORIZACION DE TRABAJO: AUTORIZO EL TRABAJO ARRIBA DESCRITO Y ACEPTO LAS CONDICIONES AL REVERSO. ESTIMO QUE EL VEHICULO ESTARA LISTO EL 15MAY07 A LAS 15:51. ESTOY CONSCIENTE DE QUE ESTA ESTIMACION ES SOLAMENTE UNA APROXIMACION Y NO UNA GARANTIA. ACEPTO PAGAR LOS CARGOS ADICIONALES QUE RESULTEN DE TRABAJO ADICIONAL AUTORIZADO POR MI.

X [redacted]

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

	TOTAL NETO
LABOR	
PIEZAS	
MISC.	
SUBLET	
MISC	
TOTAL	
TOTAL A PAGAR	

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

Losada Auto

LOSADA AUTO TALLER INC
P.O. BOX 3158, BAYAMON, P.R. 00958-3158
VENTAS PIEZAS - SERVICIO (787) 786-0190
TOLL FREE 1-800-253-9788
www.losadaauto.com

BAYAMON, PR [redacted]
NOMBRE: [redacted] US:

SERVICE ADVISOR: 2308 LUIS M MENDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
PLATEAD/67	05	GMC ENVOY	1GKDS13S523[redacted]	[redacted]	5219/5219	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISE	RO NO	RATE	PAYMENT	INV DATE
24SEP05 00		24SEP2006	17:00 27MAR06		77.81	CASH	10APR06

RO OPENED: READY: OPTIONS: STK [redacted] DLR 40902 ENGINE VIN A RVI D

07:30 27MAR06 09:32 30APR06

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A VD W CLIENTE INFORMA CORROCION EN FRAME ASIENTO DEL CHOFER Y TORNILLOS

CAUSE: CORROCION

C6061 ADJUSTER ASSEMBLY, FRONT SEAT POWER BUCKET
SEAT DRIVER R&R OR REPLACE
2209 WA294 1.20 (N/C)
1 [redacted] ADJUSTER (N/C)
PC: 1P
PARTS: [redacted]
COUNT: 1
CLAIM TYPE:
AUTH CODE:
VD

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

6219 SE VERIFICO Y SE ENCONTRO FRAME DEL ASIENTO DEL CHOFER CON CORROCION SE SACO RUTADA Y SE REEMPLAZO FRAME COMPLETO ELECTRICO DEL ASIENTO DEL CHOFER SE COLOCO EN SU LUGAR EL ASIENTO

B VD W CLIENTE INFORMA CORROCION EN FRAME ASIENTO DEL PASAJERO Y TORNILLOS

991 SE HIZO ORDEN DE PIEZA
2209 CPL2 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

6219 PIEZA PEDIDA REGULAR

C CAMBIO DE ACEITE Y FILTRO DEL MOTOR

MAN1 CAMBIO DE ACEITE Y FILTRO DEL MOTOR
2209 CPL2 0.20 6.71 6.71
[redacted] FILTER 5.42 5.42 5.42
[redacted] 1.75 1.75 12.25

[illegible] QUE LOSADA AUTO TALLER INC. GARANTIZARA LAS REPARACIONES QUE SE EFECTUARON, ASI COMO LOS MATERIALES Y PIEZAS QUE SE UTILIZARON EN LAS MISMAS, POR UN PERIODO DE 30 DIAS O MIL (1,000) MILLAS, LO QUE OCURRA PRIMERO EXCEPTO EN EL CASO DE LAS SIGUIENTES REPARACIONES, QUE NO GARANTIZAN GARANTIA [illegible] TOMA ELECTRICA INSTALADA (3) TIENE GARANTIA DE FABRICA, NO GARANTIZAMOS DE DAÑOS [illegible] REPARACION NO CUBIERTAS, GOMAS DE VENTANAS, Y MOLDE DE CHAPA PARABRISAS. LO ENVUELTO EN ESTE DOCUMENTO [illegible] SISTEMA CONFORMES CON LAS REPARACIONES REALIZADAS.

X _____ / / /
FIRMA FECHA

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

LABOR	
PIEZAS	
GAS, ACEITE	
SUBLET	
MISC.	
TOTAL	
TOTAL A	

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

Losada Auto

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VENTAS - PARTES - SERVICIO (787) 798-8000
TOLL FREE: (800-981-2763
www.losadaauto.com

BAYAMON, PR[redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 2309 LUIS A NIEVES

DOOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
PLATEAD/67	05	GMC ENVOY	1GKDS13S552[redacted]	[redacted]	6219/6219	[redacted]

ORD DATE	PROM. DATE	WARR. EXP.	PROMISED	RO NO.	RATE	PAYMENT	INV. DATE
24SEP05 DD		24SEP2006	17:00 27MAR06		77.91	CASH	20APR06

W.I. TIME	FINISH	OPTIONS	STR[redacted]	DLR# 90502	ENG: LL8	TRN: A	AXL: F
07:30 27MAR06	08:02 20APR06						

LINE	OPCODE	TECH	TYPE	HOURS			LIST	NET	TOTAL
PARTS:	0.00	LABOR:		0.00	OTHER:	0.00	TOTAL LINE $:		26.95

6219 SE REALIZO CAMBIO DE A/F DE MOTOR

D ROTACION DE GOMAS
MALA ROTACION DE GOMAS

PARTS: 0.00 LABOR: 15.95 OTHER: 0.00 TOTAL LINE $: 15.95

6219 SE REALIZO ROTACION DE GOMAS

E** VI W CLIENTE INFORMA PINTURA OPACA EN PUERTA DEL CHOPER
CAUSE:
A1137 DOOR, FRONT (ABOVE BREAK LINE)
PRIMER/CLEAR COAT RIGHT
3209WA294 0.00 (N/C)

SUBL BRILLO DE LAS CUATRO PUERTAS
WA294 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE $: 0.00

F** VI W CLIENTE INFORMA PINTURA OPACA EN PUERTA TRASERA LEQ
CAUSE:
A1135 DOOR, FRONT (ABOVE BREAK LINE) COLOR/CLEAR COAT RIGHT
3209WA294 0.00 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE $: 0.00

G** VI W CLIENTE INFORMA PINTURA OPACA EN PUERTA DERECHA DELANTERA

ACEPTO QUE LOSADA AUTO TRUCK INC., GARANTIZARA LAS REPARACIONES QUE SE EFECTUARON AL COSTO DE MATERIALES Y PIEZAS QUE SE UTILIZARON EN LAS MISMAS, POR UN PERIODO DE 30 DIAS O MIL (1000) MILLAS, LO QUE OCURRA PRIMERO EXCEPTO EN EL CASO DE LAS SIGUIENTES REPARACIONES QUE NO CUBRIRAN NINGUNA GARANTIA: (1) MANO DE OBRA, REPARACION, INSTALACION, O TODO TRABAJO DE BALANCE Y/O ALINEAMIENTO DE GOMAS, (2) REEMPLAZO DE GOMAS, GOMAS DE REPUESTOS, Y HOJAS DE LIMPIA PARABRISAS. ME RECIBIDO EL VEHICULO EN IGUALES CONDICIONES CON LAS REPARACIONES REALIZADAS.

X [redacted]

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

CHEVROLET PONTIAC OLDSMOBILE BUICK GMC

	TOTAL DATO
LABOR	
PARTS	
GAS, ACEITE	
SUBLET	
MISC.	
TOTAL	
TOTAL A PAGAR	

[redacted]

[redacted]

[redacted]

BAYAMON, PR [redacted]
HOME: [redacted] BUS:

Losada Auto

LOSADA AUTO TRUCK INC.
[redacted]
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TOLL FREE: 1-800-[redacted]
www.losadaauto.com

INVOICE

DUPLICATE 1
PAGE 3

SERVICE ADVISOR: 2308 LUIS H NIEVES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
PLATEAD/67	05	GMC ENVOY	1GKDS13S655[redacted]	[redacted]	6219/ 219	[redacted]

DEL. DATE	PROM. DATE	WARR. EXP.	PROMISED	P/U	PAYMENT	INV. DATE
24SEP06 DD		24SEP2006	17:00 27MAR06	77.81	CASH	30APR06

ED. OPENED	READY	OPTIONS: STK [redacted] DLR: 40602 ENG: LS6 TRN: A AXL: P
07:30 27MAR06	08:02 20APR06	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CAUSE:							
	A1434			DOOR, REAR (ABOVE SIDE MOLDING) COLOR/CLEAR COAT RIGHT			
				3209WA294 0.00			(M/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE $: 0.00							
*****							
** VI W CLIENTE INFORMA PINTURA OPACA EN PUERTA TRASERA DERECHA							
CAUSE:							
	A1435			DOOR, REAR (ABOVE SIDE MOLDING) COLOR/CLEAR COAT LEFT			
				3209WA294 0.00			(M/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE $: 0.00							

ACEPTO QUE LOSADA AUTO TRUCK INC. GARANTICE LAS REPARACIONES QUE SE EFECTUARON, MIS OTROS USOS MAZDANES Y PIEZAS QUE SE UTILIZARON EN LAS MISMAS, POR UN PERIODO DE 30 DIAS O MIL (1,000) MILLAS (1) QUE OCURRA PRIMERO EXCEPTO EN EL CASO DE LAS SIGUIENTES REPARACIONES QUE NO CUBRIMOS GARANTIA (1) PINTURA (2) REPARACION ELECTRICA OPCIONALES (3) SERVICIO NORMAL DE BALANCE Y/O ALINEAMIENTO (4) CUALQUIER OTRO REPARACION DE CARROCERIA, CORNAR DE RADIADORES, Y PIEZAS DE LOMRA PARABRISAS. HE RECIBIDO EL VEHICULO EN PERFECTAS CONDICIONES CON LAS REPARACIONES DESCRITAS.

X _____ / / /
USER'S SIGNATURE DATE

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

	TOTAL TOTAL
LABOR	22.66
PARTS	19.95
OIL, ACEITE	0.00
SUPLIES	0.00
MISC	0.00
TOTAL	42.61
	0.00
	0.00
TOTAL A PAGAR	42.61

CHEVROLET PONTIAC OLDSMOBILE BUICK CADILLAC GMC

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[redacted]

[redacted]

INVOICE

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LOSADA AUTO TRUCK INC.
P.O. BOX [redacted] SAN JUAN, P.R. [redacted]
VENTAS - PIEZAS - SERVICIO (787) [redacted]
TOLL FREE: 1-800-[redacted]
www.losadaauto.com

HAYAMON, PR [redacted]
DONE: [redacted] RUB:

SERVICE ADVISOR: 2308 LUIS R NIEVES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
PLATEAD/07	05	GMC ENVOY	1GKDS13S552[redacted]	[redacted]	6421/6421	[redacted]

ORIG. DATE	PROD. DATE	WARR. EXP.	PROMISED	RO #	R.O. TYPE	PAYMENT	INV. #
24SEP05 DD		24SEP2006	17:00 07APR06	[redacted]	77.81	CASH	07APR06

R.O. OPENED	READY	OPTIONS:	STK# [redacted]	CYL: 6	ENG: 4.2L	TRANS:	AXLE: P
17:00 06APR06	17:09 07APR06						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	VCM CURRENTLY ENFORMA CNTRD PRESNT DTC CHECK ENGINE						
	36354 POWERTRAIN CONTROL MODULE ENGINE						
	REPROGRAMING WITH SPS						
	2239WA294	0.70					(N/C)

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

6421, SE HIZO UNA REPROGRAMACION AL PCM

****

ACEPTO QUE LOSADA AUTO TRUCK INC., GARANTIZARA LAS REPARACIONES QUE SE EFECTUARON, ASI COMO LOS MATERIALES Y PIEZAS QUE SE UTILIZARON EN LAS MISMAS, POR UN PERIODO DE 30 DIAS O MIL (1,000) MILLAS, LO QUE OCURRA PRIMERO, EXCEPTO EN EL CASO DE LAS SIGUIENTES REPARACIONES QUE NO ESTARAN GARANTIZADAS: (1) VIDA UTIL DE BATERIA, BATERIAS (2) TRABAJO DE BALANCE DE ALINEAMIENTO DE DOBLE, (3) REEMPLAZO DE BANDAS, GOMAS DE RADIADORES, Y MANGAS DE CERRA TRANSMISAS. HE RECIBIDO EL VEHICULO EN PERFECTAS CONDICIONES CON LAS REPARACIONES DETALLADAS.

X _____ / / /
(Firma) (Fecha)

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

	TOTAL PARTS
LABOR	0.00
PIEZAS	0.00
GAS, ACEITE	0.00
SUBLET	0.00
MISC.	0.00
TOTAL	0.00
	0.00
	0.00
TOTAL A PAGAR	0.00

CHEVROLET PONTIAC OLDSMOBILE BUICK GMC

[redacted]

[redacted]

INVOICE

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VENTAS · TIENDAS · SERVICIO (787) 785-9190
TOLL FREE 1-800-GMC-9788
www.losadaauto.com

BAYAMON, P[redacted]
PHONE: [redacted] BUS.

PAGE 1

SERVICE ADVISOR: 3109 HENRY KNIGHT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
PLATEAD/67	05	GMC ENVOY	1GKDS13S552[redacted]	[redacted]	5336/5336	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
24SEP05 DD	24SEP2006	WAIT 02MAR06			77.01	CASH	02MAR06

RO OPENED	READY	OPTIONS:	ST[redacted]	DLR:40802	ENG:LL8	TRN:1	AXLE:F
11:28 02MAR06	14:55 02MAR06						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CLIENTE INDICA ENTRE ATIENDE RUIDO EN TREN DELANTERO						
CAUSE: F							
	E2147 LINK OR BUSHINGS, FRONT STABILIZER SHAFT AT CONTROL ARM BOTH R&R OR REPLACE						
	22099294 0.60						(N/C)
	1 2-15102674 LINK						(N/C)
	1 2-15102674 LINK						(N/C)
	FC: 2B						
	PARTS: 15102674						
	COUNT: 2						
	CLAIM TYPE:						
	AUTH CODE:						
	NS						

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

5336 SE VERIFICO Y SE ENCONTRO JUEGO EXETIVO AREA DE LOS LINK DELANTEROS, SE REEMPLAZARON LOS LINK DELANTEROS.

****

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B	CLIENTE INDICA UNIDAD TIENE RUIDO EN TREN TRASERO						
CAUSE: F							
	E2127 LINK ASSEMBLY, REAR STABILIZER SHAFT BOTH REPLACE						
	22099294 0.60						(N/C)
	1 89050102 LINK						(N/C)
	1 89050102 LINK						(N/C)
	FC: 2B						
	PARTS: 89050102						
	COUNT: 2						
	CLAIM TYPE:						
	AUTH CODE:						
	NS						

ACEPTO QUE MOTOR AUTO TRUCK INC. GARANTIZARA LAS REPARACIONES QUE SE EFECTUARON, AS COMO LOS MATERIALES Y PIEZAS QUE SE UTILIZARON EN LAS MISMAS, POR UN TERMINO DE 30 DIAS O 600 (SEIS MIL) MILLAS, LO QUE OCURRA PRIMERO, CONTADO EN EL DIA DE LA ENTREGA DE LAS REPARACIONES, QUE NO CONLLEVAN GARANTIA (1) UNA SEPARACION ELECTRICA INSTALADA, (2) EL USO TRAJO DE MANERA NO ADECUADAMENTE DE ESTAS (3) MATERIALES DE CONSUMO, COMO LA BATERIAS, Y PIEZAS DE DESGASTE NORMAL. RECIBO EL VEHICULO EN BUENAS CONDICIONES CON LAS REPARACIONES TERMINADAS.

X _____ / / /
(SIGNATURE) (DATE)

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

	TOTAL PARTS
LABOR	
TIRES	
CIAL ACEITE	
SUBLET	
MISC	
TOTAL	
TOTAL A PAGAR	

[redacted]

[redacted]

INVOICE

Losada Auto

LOSADA AUTO TRUCK INC.
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VENTAS - PARTES - SERVICIO: (787) 785-9190
TOLL FREE 1-800-981-9780

[redacted]

BAYAMON, PR 00956
HOME: [redacted] BUS:

PAGE 2

SERVICE ADVISOR: 3109 HENRY KNIGHT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	KEY OUT	TAG
PLATEAD/67	05	GMC ENVOY	1GKDS13S552[redacted]		5336/5336		[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	TO NO.	RATE	PAYMENT	INV. DATE
24SEP05 DD	24SEP2006	WAIT 02MAR06			77.9:	CASH	02MAR06

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	DLR: 40802	ENG: L6	TRN: A	AXL: F
11:28 02MAR06	14:55 02MAR06						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

5336 SE VERIFICO Y SE ENCONTRO JUEGO EXCEVO AREA DE LOS LINK
TRACEROS SE REPRENDIZARON LOS LINK TRACEROS

C INSPECCION GM GOODWRENCH
MA22 INSPECCION GM GOODWRENCH
2208 CPL2 0.60 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

5336 SE REALIZO INSPECCION

NOTA: SI LOSADA AUTO TRUCK INC. GARANTIZA LAS REPARACIONES QUE SE EFECTUARON, NO OBRA LOS MANUALES Y PIEZAS QUE SE UTILIZARON EN LAS MISMAS, POR UN PERIODO DE 30 DIAS O MIL (1,000) MILLAS, LO QUE OCURRA PRIMERO, EXCEPTO EN EL CASO DE LAS SIGUIENTES REPARACIONES, QUE NO CONLLEVAN GARANTIA: (1) TODA REPARACION HECHA BAJO GARANTIA DE TERCEROS, (2) EL MOTOR Y SU MANTENIMIENTO, (3) GOMAS DE MANTENIMIENTO DE COMERCIO, (4) BATERIAS DE ALMACENAMIENTO Y HOJAS DE LIMPIA PARABRISAS. NO RECONOCEMOS EL TRABAJO EN PIEZAS CORRECTORES CON LAS REPARACIONES REALIZADAS.

X _____ FECHA _____

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

	TOTAL REPS
LABOR	0.00
PIEZAS	0.00
GAS, ACEITE	0.00
SUBLET	0.00
MISC.	0.00
TOTAL	0.00
	0.00
	0.00
TOTAL A PAGAR	0.00

CHEVROLET PONTIAC OLDSMOBILE BUICK GMC

[redacted] [redacted]

INVOICE

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LOSADA AUTO TRUCK INC.
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VENTAS - PIEZAS - SERVICIO (787) 785-0150
TOLL FREE 1-800-981-2780
www.losadatrucks.com

[redacted]

BAYAMON, PR [redacted]
PHONE: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 3109 HENRY KNIGHT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
PLATEAD/67	05	GMC ENVOY	1GKDS13S552[redacted]	G[redacted]	5089/	5089	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	RO NO.	SALES	FACTORY	ANN. DATE
24SEP05 DC		24SEP2006	17:00 20FEB06	[redacted]	77.81	CASE	07FEB06

RO OPENED READY OPTIONS: STR[redacted] DLR 40807 ENG: LLS TAN: A ARE: F

12:54 20FEB06 16:03 20FEB06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

CAUSE: F
[illegible] PULLEY, ACCESSORY DRIVE BELT TOLBE SERVICE
2299 GONZALEZ, FRANCISCO LIC#: 19733
MAKE: G.35
1 2-26577515 PULLEY (N/C)
PO: EE
PART#: 26577515
COUNT: 1
CLAIM TYPE:
AUTH CODE:
NE

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

5089 SE ENCONTRO PULEY DE DEBAJO DEL ALTERNADOR SONANDO SE REMPLAZO SE PROBO Y TODO NORMAL

****

B CLIENTE INDICA UNIDAD PRODUCE RUIDO EN SUSPENCION TRASERA
999 SR RUTA ORDEN DE PIEZA
2299 GONZALEZ, FRANCISCO LIC#: 19733
CPL2 0.00 0.00 0.00

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

5089 SE ENCONTRARON LINES TRANCEROS SONANDO SE ESCLARON REGULAR NO DISPONIBLES

****

C QUALITY TECH
99 MISCELLANEOUS
2299 GONZALEZ, FRANCISCO LIC#: 19733
CPL2 0.00 0.00 0.00

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

ACEPTO QUE LOSADA AUTO TRUCK INC GARANTIZARA LAS REPARACIONES QUE SE EFECTUARON ASI COMO LOS MATERIALES Y PIEZAS QUE SE UTILIZARON EN LAS MISMAS POR UN PERIODO DE 30 DIAS O MIL (1,000) MILLAS, LO QUE OCURRA PRIMERO, EXCEPTO EN EL CASO DE LAS SIGUIENTES REPARACIONES, QUE NO DISFRUTARAN GARANTIA: (1) TODA REPARACION ELECTRICA INTERNA; (2) TODO TRABAJO DE BALANCE Y/O ALINEAMIENTO DE GOMAS; (3) REEMPLAZO DE GOMAS, GOMAS DE REPUESTO Y RUEDA DE LLANTA TRANSPORTADA, EN RELACION AL VEHICULO EN CUESTION CON LAS REPARACIONES SEÑALADAS.

X _____ / / /
FIRMA Y CONFORME FECHA

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

	COSTO ANTES
LABOR	
PIEZAS	
GAS, ACEITE	
SUBLET	
MISC.	
TOTAL	
TOTAL A PAGAR	

[redacted]

[redacted]

Losada Auto

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TOLL FREE: 1-800-981-0044
www.losadatrucks.com

[redacted]

SERVICE ADVISOR: 3109 HENRY KNIGHT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE O	CUST	TAG
PLNTSAU/67	05	GMC ENVOY	1GKDS13S557[redacted]	[redacted]	5089/5089		[redacted]

DEL DATE	PROM. DATE	VISIT TYP	PROMISED	RO NO	DATE	PAYMENT	INV. DATE
24SEP05 DD		24SEP2006	17:00 20FEB06		77.81	CASS	20FEB06

RO OPENED	READY	OPTIONS: STK: [redacted] DLR: 40807 ENGINE TRN: A AXLE F
12:54 20FEB06	16:04 20FEB06	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SJGS: NO PROBO UNIDAD							

ACEPTO QUE LOSADA AUTO TRUCK INC., GARANTIZARA LAS REPARACIONES QUE SE EFECTUARON, ASI COMO LOS MATERIALES Y PIEZAS QUE SE UTILIZARON EN LAS MISMAS, POR UN PERIODO DE 30 DIAS O MIL (1,000) MILLAS, LO QUE OCURRA PRIMERO, EXCEPTO EN EL CASO DE LAS DETERMINADAS REPARACIONES, QUE NO SE INCLUYEN GARANTIA: TODA REPARACION ELECTRICA ORIGINADA EN TODO TRABAJO DE LATONERIA Y/O ALINEAMIENTO DE DIRECCION, MANTENIMIENTO DE RUTINA, COMO DE RADIADORES, Y AGUAS DE LIMPIA PARABRISAS. NO EXISTIENDO EL VENCIMIENTO EN TIEMPO CONCEDIDO NUN LAS REPARACIONES REHECHAS

X _____ / / /
FIRMA

2) NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

	TOTAL NETO
LABOR	0.00
PIEZAS	0.00
MISC. ACEITE	0.00
SUBLET	0.00
DESC.	0.00
TAXES	0.00
	0.00
	0.00
TOTAL A PAGAR	0.00

[redacted]

INVOICE

Losada Auto

LOSADA AUTO TRUCK INC
[illegible]
VENTAS - PIEZAS - SERVICIO (787) 795-6190
TOLL FREE 1-800-981-9760

[redacted]

PAGE 1

BAYAMON PR [redacted]
HOME: [redacted]

SERVICE ADVISOR: 2308 LUIS H NIEVES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	ENG
PLATEAD/67	05	GMC ENVOY	1GKDS13S552355	[redacted]	3950/ 3960	[redacted]

DUE DATE	PROMISED DATE	WARR EXP	PROMISED	MILEAGE	TOTAL	PAYMENT	INV DATE
24SEP05 DD	24SEP2006	WAIT 18JAN06			77.61	CASH	18JAN06

R/O OPENED	READY	OPTIONS:	STK: [redacted]	DLA: 40802	WNR: [illegible] TRN: A AXIP
12:52 18JAN06	13:29 18JAN06				

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CAMBIO DE ACEITE Y FILTRO DEL MOTOR							
	MAD1	CAMBIO DE ACEITE Y FILTRO DEL MOTOR						
		2509 BEAUCHAMP, ELIAS						
		CPL2		0.20			7.99	7.99
1	2-8501734Z	FILTER				3.67	3.67	3.67
2	2-12345616	DILLOW30Q				1.75	1.75	12.25
LABOR:	16.74	LABOR:	7.99	PARTS:	5.42	TOTAL LINE A:		24.73

3950 CX ECO CAMBIO ACEITE DE MOTOR

****

Maint only

ACEITE DOS AMIGOS AUTO TRUCK INC. GARANTIZA LAS REPARACIONES QUE SE EFECTUARON, ASI COMO LAS MATERIALES Y PIEZAS QUE SE UTILIZARON EN LAS MISMAS, POR UN PERIODO DE 30 DIAS O 2,500 MILLAS, LO QUE OCURRA PRIMERO EXCEPTO EN EL CASO DE LAS SIGUIENTES REPARACIONES, QUE NO ESTAN CUBIERTAS POR ESTA GARANTIA: [illegible]

X _____ FECHA

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

	TOTAL NETO
LABOR	7.99
PIEZAS	16.74
MAT. ACEITE	0.00
SUBLET	0.00
MISC	0.00
TOTAL	24.73
	0.00
	0.00
TOTAL A PAGAR	24.73

[redacted]

Losada Auto

LOSADA AUTO TRUCK INC.
P.O. BOX [redacted], BAYAMON, PR. [redacted]
VENTAS - PIEZAS - SERVICIO (787) [redacted]
TOLL FREE: 1-800-501-0760
www.losadaauto.com

"INVOICE"

PAGE 1

NOMB: BUS#

SERVICE ADVISOR: 3330 SANTIAGO RAQUEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
GRIS/67	05	GMC ENVOY	1GKDS13S552[redacted]		2/2		[redacted]

DEL DATE	PROM. DATE	WARR. NO.	PROMISED	PO NO.	BASIS	PAYMENT	INV. DATE
DD			17:00 15SEP05			CASH	15SEP05

R.O. OPENED	READY	OPTIONS: STK# [redacted] DLR: 40802 ENG: L59 TRN: A
16:09 15SEP05	16:43 21SEP05	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PDI						

PDI INT / PRE-DELIVERY INSPECTION

21SEP05 0.30

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

2 SE REALIZO PDI

ACEPTO QUE LOSADA AUTO TRUCK INC. GARANTIZARA LAS REPARACIONES QUE SE EFECTUARON, ASI COMO LOS MATERIALES Y PIEZAS QUE SE UTILIZARON SIN ANY RECLAMO, POR UN PERIODO DE 30 DIAS O MIL (1,000) MILLAS, LO QUE SUCEDA PRIMERO, EXCEPTO EN EL CASO DE LAS SIGUIENTES REPARACIONES, QUE NO CONLLEVAN GARANTIA: NO WORK, REMOVE WIRE, ELECTRICA DISTRIBUIDA, NO TIENE TRABAJO DE BALANCE NO ALINEAMIENTO DE GOMAS, REMPLAZO DE CORREAS, CODIGO DE REPARACIONES Y HORAS DE LOBOR VARIABLES. RECIBIDO EL VEHICULO EN BUENAS CONDICIONES CON LAS REPARACIONES SOLICITADAS

X _____ / / /

EL NUMERO DE FACTURA CORRESPONDE AL NO. DE LA HOJA DE TRABAJO (WORK ORDER)

CHEVROLET PONTIAC OLDSMOBILE BUICK GMC

	TOTAL NETO
LABOR	0.00
PIEZAS	0.00
GAS, ACEITE	0.00
[illegible]	0.00
MISC.	0.00
TOTAL	0.00
	0.00
	0.00
TOTAL A PAGAR	0.00

TOTAL P.12

Revised 1/23/08

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL – DACO Claim [redacted]

By: Miguel Alvear State: PR

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

Vehicle ID No.: 1GKDS13S5523[redacted] In Service Date: 9/24/2005 Vehicle is: New BAC Code: 165490
Year, Make & Model: 2005 GMC Envoy Vehicle Purchased Used on: N/A
Lien holder: GMAC☐ Other☒: Pentagon Federal Credit Union DVM requests involvement?: No Purchase Price of Vehicle: $28,929.39

Was TAC contacted for this vehicle (Y/N)? : Yes – case # 10156452

VEHICLE REPAIR HISTORY

☒ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/20/06	[redacted]	1	5,089	C/S there is noise in eng. Description: Pulley, accessory drive belt idler replace. Dlr found pulley underneath alternator causing noise, dlr replaced, tested, ok.
04/06/06		2	6,421	C/S check eng light is on. Description: Powertrain control module engine reprogramming with SPS. Dlr reprogrammed PCM.
05/15/07		1	12,550	C/S veh has buzzing noise when accelerating. Description: Pump and/or gasket, coolant replace. Pulley, accessory drive belt idler replace. Dlr found pulley being noisy and water pump with excessive noise, dlr replaced water pump and dead pulley – code 3087.
09/20/07		6	14,805	C/S veh has oil leak. Description: Cover and/or gasket, timing replace. Dlr found oil leak timing cover area, dlr removed fan clutch damper crank of water pump motor compressor in order to remove timing cover and seal timing cover, dlr discharged system with 1.85 gas lbs and charged with 1.87 gas lbs. C/S veh accelerates and then stalls. Description: Body unit, throttle replace. Dlr found code P0123, dlr performed chart finding throttle body locked, dlr replaced throttle body, tested, ok.
10/01/07		4	14,988	C/S check eng light is on. Description: Sensor, camshaft position replace. Powertrain control module engine reprogramming with SPS. Dlr found codes P0340 and P0171 case numbe[redacted], dlr replaced cam sensor and reprogrammed PCM, claim code 1028B. ** Loaner provided by GM 10/02/07 10/04/07
01/09/08		6	17,693	C/S check eng light sometimes comes on and stays on for some days and then turns off. Description: Pump, secondary air injection – replace. Dlr found code P0410 water pump filled with water, dlr replaced secondary air pump, tested, ok. ** Loaner provided by GM 01/09/08 01/14/08
01/21/08		9	17,717	C/S check eng light is on. Description: Solenoid, secondary air injection switch valve – replace. Dlr found code P0410 finding air valve locked, dlr replaced eng air valve,

				tested, ok.
01/31/08	[redacted]	23	17,779	C/S in the mornings lights oscillate and revolutions decrease considerably. Description: Throttle body clean. Dlr found throttle body with excessive carbon, dlr cleaned throttle body and programmed. C/S check eng light is on (GM SR [redacted] Description: Sensor, oxygen (engine control) replace. Powertrain control module replacement. Dlr found air pump relay filled with water, oxygen sensor with erroneous reading, and PCM with internal communication loss, dlr replaced air pump relay, manifold oxygen sensor, and PCM (authorized by Juan Rivera case [redacted] Scott from TAC recommended to replace ECM, determined by documents: ID[redacted]

☒ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/30/07	[redacted]	*	13,993	C/S there is noise in steering wheel. Description: Shaft, steering intermediate replace. Dlr found shaft had excessive play, dlr replaced shaft, tested, ok.
08/01/07		1	14,056	C/S there is noise in steering wheel when driving on irregular roads. Description: Shaft, steering intermediate replace. Dlr found lower shaft with excessive noise, dlr replaced shaft, tested, ok.
08/13/07		2	14,265	C/S there is noise in steering wheel (part ordered). Description: Column assembly, steering replace. Dlr found steering column with excessive noise, dlr replaced steering column, tested, ok.

☒ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/27/06	[redacted]	25	6,219	C/S there is corrosion in driver seat frame and screws. Description: Adjuster assembly, front seat power bucket seat driver R&R or replace. Dlr found corrosion in driver seat frame, dlr removed seat and replaced entire frame and reinstalled seat. Dlr also ordered parts.
09/13/07		5	14,722	C/S driver door does not lock unless using transmitter. **Dlr unable to duplicate concern.**
09/20/07		*	14,805	C/S locks are inop. Description: Front side door lock replacement left side. Dlr found driver side actuator locked, dlr replaced driver side lock, tested, ok.

☒ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05/15/07	[redacted]	*	12,550	C/S there is noise when passenger side front side window is coming up. Description: Regulator, front door window right power R&R or replace. Dlr found front passenger side regulator getting stuck, dlr replaced front passenger side regulator.
09/13/07		*	14,722	C/S alarm that indicates door is open remained activated. **Dlr unable to duplicate concern.**
01/31/08		*	17,779	C/S in mornings when starting battery light oscillates, veh lights oscillate, revolutions oscillate (GM S[redacted]. Description: Body control module replacement. Relay identification lamp replace. Dlr found head lamp relay had short and BMS communication loss, dlr

replaced head lamp relay and BCM, authorized by Juan Rivera, GM TAC 10156452, Mr. Briant recommended PIT4491B headlamp flicker momentarily dim, dlr checked electrical system grounds and replaced body control module code 13S5.
** Loaner provided by GM 02/06/08 02/22/08

☒ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/30/07	[redacted]	1	13,993	C/S AC has humidity odor. Description: Heater/air distribution case, passenger compartment (air conditioning module) R&R or replace. Dlr found evaporator case had water leak inside veh causing concern, dlr removed dash in order to remove evaporator case and clean it, seal it, install it, dlr tested, ok, dlr discharged system with 1.89 lbs and charged system with 1.87 lbs.
08/13/07		*	14,265	C/S AC has humidity odor. **Dlr unable to duplicate concern.**
01/09/08		*	17,693	C/S sometimes AC expels strong odor. Dlr found GM Bulletin 99-01-39-00B. Dlr ordered part.

☒ Paint

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/27/06	[redacted]	*	6,219	C/S paint is opaque on all four doors. Description: Door, front (above break line) refinish/clear coat right. Description: Door, front (above break line) color/clear coat right. Description: Door, rear (above side molding) color/clear coat right. Description: Door, rear (above side molding) color/clear coat left. Dlr sublet veh for shining of four doors.

☒ Suspension

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/20/06	[redacted]	*	5,089	C/S there is noise in rear suspension. Dlr ordered part. Dlr found rear links causing noise, had to order parts, not available.
03/02/06		1	5,336	C/S there is noise in front end. Description: link or bushings, front stabilizer shaft at control arm both R&R or replace. Dlr found excessive play in front links area, dlr replaced front links. C/S there is noise in rear end. Description: Link assembly, rear stabilizer shaft both replace. Dlr found excessive play in rear links area, dlr replaced rear links.

☒ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/15/05	[redacted]	N/A	2	**BEFORE CUST OWNERSHIP:** PDI inspection.
01/09/08		*	17,693	Cust requested pads estimate. Cust did not authorize estimate.

Number of repair attempts:
Total days out of service during customer's ownership:

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

[redacted]5
04/03/06 - 6K miles, concerns are noise in the front end, dlr has replaced alternator pulley and then the bushings; paint has spots (at time of purch cust was advised veh had to be buffed) but cust was advsd to get estimate for painting vehicle; doors are lose when driving and dlr advsd needs to put spacers and grease doors. cust states svc mgr Barbosa advsd to call CAC and seek repurch. Svc mgr Barbosa advsd DVM Jose Milan authorized ind body shop repair reim up to $2,500 and 20 days worth of rental reim for $37/day, dlr wanted release of claim to be documented regarding this offer to cust and attached to SR. DVM Milan confirmed offer was made and release should be provided but should also state that any ind repairs performed to the veh are not GM responsibility
(PRVI SR, seems to have been closed without drafting Release, it is not attached to SR, SR closed 07/05/06.

[redacted]
1/23/2008 - CAC. Repeated check eng light concern, 15K miles, diag: 01/21/08 to 01/31/08 dlr replaced solenoid secondary and injection switch valve, cust picked veh up, check eng light came on again (cust states dlr technician advsd code T0410), veh back into dlr, dlr contacted TAC, dlr replaced oxygen sensor and air pump relay, regarding dash lights coming on and off concern dlr found veh had excessive carbon in throttle body, dlr cleaned it, concern corrected regarding code P0410 air pump was full of water, secondary air injection pump replaced, P03040 and P0171 camshaft position sensor replaced and powertrain control module reprogrammed, veh returned to cust 02/07/08 but check eng light came on again, and dashboard lights were coming on and off, dlr provided loaner, CAC requested GW, DVM denied since emissions coverage goes up to 100K miles, cust states once veh was returned dlr advsd check eng light and dashboard concern are considered normal, 02/25/08 check eng light is back on, svc mgr Barbosa advsd TAC case # [redacted], advsd cust to bring veh to dlrshp, svc mgr got involved, perf repairs, veh was returned to cust, 03/20/08 cust states all dashboard lights are on again, cust took veh to dlr, dlr RO 52998 installed end fuel tank, repaired stereo, offered one monthly payment, veh returned to cust and as of 04/07/08 check eng light was NOT on, repurch denied, cust dissat.

TRANSLATION OF CUSTOMER'S COMPLAINTS LISTED IN DACO CLAIM

DACO Claim [redacted] filed 03/17/08. Cust states 02/20/06 - eng noise, rear train noises; 03/02/06 - front and rear train; 03/27/06-04/20/06 corrosion in front seats, deffective paint; 04/06/06 - check eng light; 06/26/06-08/08/06 - deffective paint, GM case [redacted]5; 05/15/07 - front train, water pump, passenger side glasses; 07/30/07 - AC, front train, steering wheel; 08/01/07 - steering wheel noise, AC; 08/13/07 - steering wheel noise, AC; 09/13/07-09/17/07 - driver side door, alarm is stuck; 09/20/07 - check eng light, eng hesitates, oil leak; 10/01/07-10/04/07 - check eng light; 01/09/08-01/14/08 - check eng light, AC; 01/21/08-01/29/08 - check eng, headlights falter; 01/31/08-02/22/08 - check eng light, front headlights falter, AC; 03/03/08-present - check eng light, front headlights falter, AC.
Cust states this is a list of all veh concerns since veh continues to present check eng light, AC, and headlamp and panel concerns, there is an open GM case [redacted] since concerns have been ongoing since 2006, this is why [cut-off in DACO Original Claim].

TRANSLATION OF DACO TECHNICAL INSPECTION REPORT

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.**

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

04/29/2009 09:53 AM

Please respond to
Jimenez_Graffam_Lausell-Jose_Torres@jgl.com

To julia_rebollo@gmexpert.com
cc
bcc
Subject [redacted]/ref: 1208-607

Dear Julia:

I am attaching copy of the Summary Resolution ("Resolución Sumaria") issued by DACO on 15 April 2009 closing the case without prejudice ("sin perjuicio"). Since the closing is without prejudice, technically, the claimant would be entitled to file the claim again. However, I opine that the filing of the claim again seems unlikely.

I would not file any motion for reconsideration since there are standing instructions at DACO that this kind of closing be made without prejudice. Thus, I feel it is in order to close our respective files.

Cordially,

José J. Torres Escalera

(See attached file: Scan001.PDF) Scan001.PDF

27 APR '09 AM10:52

DACO

Estado Libre Asociado de Puerto Rico

Departamento de Asuntos del Consumidor

Región Bayamón, Apartado 1498 Bayamón, Puerto Rico 00960
Tel. (787) 780-3219 Fax (787) 780-3219

Querellante(s)

[redacted]

V.

Querellado(s)

Losada Auto Truck, Inc. General Motors, Corp., Pentagon Federal Credit Union

QUERELLA NÚM.

[redacted]

RESOLUCIÓN SUMARIA

El día 24 de abril de 2008 el personal investigativo de este Departamento llevó a cabo una inspección sobre la controversia: Vehículo Defectuoso, Servicio No Satisfactorio. Como resultado de dicha inspección se encontró lo siguiente:

- ☐ No se encontró defecto alguno.
- ☐ La parte querellante no se presentó, falta de interés.
- ☐ El equipo funciona adecuadamente.
- ☐ El problema o defecto que presenta el equipo no constituye uno que sea atribuible al querellado.
- X La controversia fue resuelta satisfactoriamente.
- ☐ No existe práctica engañosa o ilegal en la actuación del querellado.

CONCLUSIÓN DE DERECHO

Conforme a los hechos antes expresados y al amparo de la *Regla 10 del Reglamento de Procedimientos Adjudicativos* de este Departamento se desestima la querella de epígrafe.

Por todo lo cual, este Departamento emite la siguiente:

ORDEN

Se ordena el **CIERRE Y ARCHIVO**, sin perjuicio, de la querella de epígrafe.

Aquella parte afectada por la presente Resolución podrá solicitarle a este Departamento una Reconsideración dentro del término de veinte (20) días naturales contados a partir de la fecha de archivo en autos de la notificación de esta Resolución. En su lugar, podrá acudir directamente al Tribunal de Apelaciones, en revisión judicial, dentro del término de treinta (30) contados desde la fecha del archivo en autos de la copia de la notificación de la resolución. *Aponte Correa v. Policía de Puerto Rico, 142 D.P.R. 9 (1996).*

Si la parte afectada opta por solicitar la reconsideración de la Resolución emitida, la misma deberá ser por escrito, consignándose claramente la palabra Reconsideración como título y en el sobre de envío. La solicitud de Reconsideración tiene que ser dirigida a la siguiente dirección: Departamento de Asuntos del Consumidor, Oficina Regional de Bayamón, Atención División Legal, Apartado 1498, Bayamón, PR 00960. Copia de dicha solicitud deberá ser enviada a la otra(s) parte(s). De no hacerlo así, la presente Resolución advendrá final y firme.

Si el Departamento no considera la solicitud de Reconsideración dentro de los quince (15) de recibida, la parte afectada podrá solicitar revisión judicial al Tribunal de Apelaciones dentro de los treinta (30) días siguientes.

Si el Departamento tomare alguna determinación sobre la solicitud de Reconsideración, deberá resolver la misma dentro de los noventa (90) días de recibida. La parte afectada por la decisión del Departamento podrá solicitar revisión judicial al Tribunal de Apelaciones dentro de los treinta (30) días contados desde la fecha del archivo en autos de la copia de la notificación de la resolución resolviendo la solicitud de Reconsideración.

Si el Departamento dejare de tomar alguna acción dentro de los noventa (90) días mencionados perderá jurisdicción sobre dicha solicitud de Reconsideración y el término para solicitar revisión judicial empezará a contarse a partir de la expiración del plazo de noventa (90) días, salvo que el Departamento por justa causa y previo al vencimiento del término de noventa

(90) días prorrogue dicho término por un periodo que no excederá de treinta (30) días adicionales.

En Bayamón, Puerto Rico, a 15 de abril de 2009.

Luis G. Rivera Marín
Secretario Designado

Juez Administrativo

CERTIFICO: Que se archivó en autos la presente Resolución y se envió copia fiel y exacta de la misma a las siguientes personas:

Zuleima Díaz Rivera
Urb. Ciudad Interamericana
771 Calle Pez Vela
Bayamón, PR 00956-6838

Losada Auto Truck, Inc.
PO Box 3158
Bayamón, PR 00960-3158

General Motors, Corp.
PO Box 364382
San Juan, PR 00960-3158

General Motors, Inc.
PO Box 366104
San Juan, PR 00936-6104

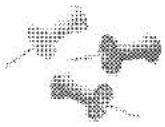
Pentagon Federal Credit Union
PO Box 34120
FT Buchanan, PR 00934

Vilmaire Vázquez
DIVISIÓN DE ADJUDICACIONES

Jimenez_Graffam_Lausell-Jose_Torres@jgl.com
10/07/2008 10:15 AM

To julia_rebollo@gmexpert.com
cc
bcc
Subject Re: Diaz Rivera, Zuleima - VIN#1GKDS13S552[redacted]

Dear Julia;since the climant did not take the car to the dealer for the AC repairs on 15 September I filed motion nwith DACO requesting that the case be closed.DACO has not yet ruled on the motion. I will keep you posted.



Julia Rebollo/Austin/GM1
03/10/2009 09:27 AM

To Jose J Torres Escalera
cc
bcc
Subject DACO Bayamon Cases - Request update

Torres,

Good morning, hope all is well. I was inquiring on 2 Bayamon cases. I spoke with DACO back on January 29, 2009 and was advised that these 2 cases were pending resolution. I wanted to let you know this information and at the same time wanted to see if you had any updates involving these 2 cases. This is involving the following 2 customers:

[redacted]

-[redacted]

Thanks,

Julia Rebollo
Business Resource Center
Aditya Birla Minacs

Phone: 866.790.5600 ext.31403
Fax: 866.874.5909
Email: julia_rebollo@gmexpert.com

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VIA FAX ONLY

September 14, 2011

Brent Wikgren, Esq.
Krohn & Moss
10 N Dearborn St Fl 3
Chicago, IL 60602

RE: J[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

Patricia Spacek
Legal Coordinator
Phone: (512) 386-0748
Fax: 248-237-6344
Email:

GENERAL MOTORS LLC
LEGAL STAFF
Mail Code: 482-028-205
P.O. Box 400
Detroit, MI 48265-4000

November 5, 2011

Attorney Work Product
Privileged and Confidential

Charles Mitchell
Rumberger Kirk & Caldwell P.A.
300 South Orange Avenue Suite 1400
Orlando, FL 32801

Re: ***GM File No.:*** [redacted]
[redacted] ***v. General Motors LLC***

Dear Mr. Mitchell:

This will acknowledge your agreement to represent General Motors in this case.

This case is part of the Early Resolution Program. A representative of 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 this case is removed from the Early Resolution Program, the BRC will promptly advise you.

It is also 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 with any questions.

Sincerely,
Patricia Spacek

11/22/11 ✓

Service of Process Transmittal

11/02/2011
CT Log Number 519421445

735613

TO: Rosemarie Williams
General Motors Legal Staff
400 Renaissance Center, Mail Code 482-038-210
Detroit, MI 48265-4000

RE: **Process Served in Florida**

FOR: General Motors LLC (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:	[redacted] Pltf. vs. General Motors LLC, Dft. *Name discrepancy noted.*
DOCUMENT(S) SERVED:	Summons, Cover Sheet, Complaint, Exhibit(s), Interrogatories, Request(s)
COURT/AGENCY:	Dade County Circuit Court, FL Case # [redacted]
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Failure to cure or repair certain defects on 2007 Chevrolet Trailblazer with Vin number 1GNDS13S372[redacted]
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Plantation, FL
DATE AND HOUR OF SERVICE:	By Process Server on 11/02/2011 at 13:30
JURISDICTION SERVED :	Florida
APPEARANCE OR ANSWER DUE:	Within 20 days after service, exclusive of the day of service
ATTORNEY(S) / SENDER(S):	Brent Wikgren Krohn & Moss, Ltd. 10 N Dearborn Street 3rd Floor Chicago, IL 60602 312-578-9428
ACTION ITEMS:	CT has retained the current log, Retain Date: 11/03/2011, Expected Purge Date: 11/08/2011 Image SOP Email Notification, GM Verification GMVerification@wolterskluwer.com Fax Transmittal, Rosemarie Williams 313-665-7572 *11/3/11 at 9:40 a.m. est - bjs/md*
SIGNED:	C T Corporation System
PER:	Donna Moch
ADDRESS:	1200 South Pine Island Road Plantation, FL 33324
TELEPHONE:	954-473-5503

Charles Mitchell
Rumberger Kirk + Caldwell
CT: 11/3/11 1:54

ER | PS

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.

CT Corporation

Service of Process Transmittal

11/02/2011
CT Log Number 519421445

TO: Rosemarie Williams
General Motors Legal Staff
400 Renaissance Center, Mail Code 482-038-210
Detroit, MI 48265-4000

RE: **Process Served in Florida**

FOR: General Motors LLC (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: [redacted] Pltf. vs. General Motors LLC, Dft.
Name discrepancy noted.

DOCUMENT(S) SERVED: Summons, Cover Sheet, Complaint, Exhibit(s), Interrogatories, Request(s)

COURT/AGENCY: Dade County Circuit Court, FL
Case # [redacted]

NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - Failure to cure [redacted] ain defects on 2007 Chevrolet Trailblazer with Vin number 1GNDS13S3[redacted]

ON WHOM PROCESS WAS SERVED: C T Corporation System, Plantation, FL

DATE AND HOUR OF SERVICE: By Process Server on 11/02/2011 at 13:30

JURISDICTION SERVED : Florida

APPEARANCE OR ANSWER DUE: Within 20 days after service, exclusive of the day of service

ATTORNEY(S) / SENDER(S): Brent Wikgren
Krohn & Moss, Ltd.
10 N Dearborn Street
3rd Floor
Chicago, IL 60602
312-578-9428

ACTION ITEMS: CT has retained the current log, Retain Date: 11/03/2011, Expected Purge Date: 11/08/2011
Image SOP
Email Notification, GM Verification GMVerification@wolterskluwer.com
Fax Transmittal, Rosemarie Williams 313-665-7572
11/3/11 at 9:40 a.m. est - bjs/md

SIGNED: C T Corporation System
PER: Donna Moch
ADDRESS: 1200 South Pine Island Road
Plantation, FL 33324
TELEPHONE: 954-473-5503

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.

IN THE CIRCUIT COURT IN AND FOR
DADE COUNTY, FLORIDA

CASE NO. [redacted]

[redacted]

Plaintiff,

v.

GENERAL MOTORS LLC,

Defendant.
_____/

PLEASE SERVE:
General Motors LLC
c/o CT Corporation System
1200 South Pine Island Road
Plantation, FL 33324

DATE: 11-2-11 TIME: 1:30 PM

ERIC DEAL S.P.S. #336

SUMMONS

THE STATE OF FLORIDA:
To Each Sheriff of the State:

YOU ARE COMMANDED to serve this summons, a copy of the complaint or petition in this action, interrogatories, requests for production and requests for admission on defendant **GENERAL MOTORS LLC.**

Each defendant is required to serve written defenses to the complaint or petition on **Brent Wikgren**, plaintiff's attorney, whose address is **10 N Dearborn Street, 3rd Floor, Chicago, IL 60602**, within 20 days after service of this summons on that defendant, exclusive of the day of service, and to file the original of the defenses with the clerk of this court either before service on plaintiff's attorney or immediately thereafter. If a defendant fails to do so, a default will be entered against that defendant for the relief demanded in the complaint or petition.

DATED on .....

OCT 21 2011

As Clerk of the Court
By LATRICIA FLOWERS-CLARKE
As Deputy Clerk

BRENT WIKGREN
KROHN & MOSS, LTD.
10 N Dearborn Street, 3rd Floor
Chicago, IL 60602
(312) 578-9428
FBN: 0042911

If you are a person with a disability who needs any accommodation in order to participate in this proceeding, you are entitled, at no cost to you, to the provision of certain assistance. Please contact the Miami-Dade County Court's ADA Coordinator at Lawson E. Thomas Courthouse Center, 175 NW 1st Ave., Suite 2702, Miami, FL 33128, telephone numbers (305) 349-7175 for voice or (305) 349-7174 for TDD and 349-7355 for fax, within two working days of your receipt of this document. If you are hearing or voice impaired, please call 711 for the Florida Relay Service.

☒ IN THE CIRCUIT COURT OF THE ELEVENTH JUDICIAL CIRCUIT IN AND FOR MIAMI-DADE COUNTY, FLORIDA.
☐ IN THE COUNTY COURT IN AND FOR MIAMI-DADE COUNTY, FLORIDA.

DIVISION	CIVIL COVER SHEET	CASE NUMBER
☒ CIVIL ☐ DISTRICTS ☐ FAMILY ☐ OTHER		[redacted]

PLAINTIFF	VS. DEFENDANT	CLOCK IN
[redacted]	GENERAL MOTORS LLC	ORIGINAL FILED OCT 20 2011 HARVEY RUVIN CLERK

The civil cover sheet and the information contained here does not replace the filing and service of pleadings or other papers as required by law. This form is required by the Clerk of Court for the purpose of reporting judicial workload data pursuant to Florida Statute 25.075. See instructions and definitions on reverse of this form.

TYPE OF CASE (If the case fits more than one type of case, select the most definitive category.) If the most descriptive label is a subcategory (is indented under a broader category), place an x in both the main category and subcategory boxes.

- ☐ 001 - Eminent Domain
- ☐ 003 - Contracts and Indebtedness
- ☐ 010 - Auto Negligence
- ☒ 022 - Products Liability
- ☐ 023 - Condominium
- ☐ **Negligence - Other**
  - ☐ 097 - Business Governance
  - ☐ 098 - Business Torts
  - ☐ 099 - Environmental/Toxin Tort
  - ☐ 100 - Third Party Indemnification
  - ☐ 101 - Construction Defect
  - ☐ 102 - Mass Tort
  - ☐ 103 - Negligent Security
  - ☐ 104 - Nursing Home Negligence
  - ☐ 105 - Premises Liability - Commercial
  - ☐ 106 - Premises Liability - Residential
  - ☐ 107 - Negligence - Other
- ☐ **Real Property/Mortgage Foreclosure**
  - ☐ 108 - Commercial Foreclosure $0 - $50,000
  - ☐ 109 - Commercial Foreclosure $50,001 - $249,999
  - ☐ 110 - Commercial Foreclosure $250,000 - or more
  - ☐ 111 - Homestead Residential Foreclosure $0 - $50,000
  - ☐ 112 - Homestead Residential Foreclosure $50,001 - $249,999
  - ☐ 113 - Homestead Residential Foreclosure $250,000 or more
  - ☐ 114 - Non-Homestead Residential Foreclosure $0 - $50,000
  - ☐ 115 - Non-Homestead Residential Foreclosure $50,001 - $249,999
  - ☐ 116 - Non-Homestead Residential Foreclosure $250,000 or more
  - ☐ 117 - Other Real Property Actions $0 - $50,000
  - ☐ 118 - Other Real Property Actions $50,001 - $249,999
  - ☐ 119 - Other Real Property Actions $250,000 or more
- ☐ **Professional Malpractice**
  - ☐ 094 - Malpractice - Business
  - ☐ 095 - Malpractice - Medical
  - ☐ 096 - Malpractice - Other professional
- ☐ **Other**
  - ☐ 120 - Antitrust/Trade Regulation
  - ☐ 121 - Business Transactions
  - ☐ 122 - Constitutional Challenge - Statute or Ordinance
  - ☐ 123 - Constitutional Challenge - Proposed amendment
  - ☐ 124 - Corporate Trust
  - ☐ 125 - Discrimination - Employment or Other
  - ☐ 126 - Insurance Claims
  - ☐ 127 - Intellectual Property
  - ☐ 128 - Libel/Slander
  - ☐ 129 - Shareholder Derivative Action
  - ☐ 130 - Securities Litigation
  - ☐ 131 - Trade Secrets
  - ☐ 132 - Trust Litigation
- ☐ 133 - **Other Civil Complaint**
  - ☐ 009 - Bond Estreature
  - ☐ 014 - Replevin
  - ☐ 024 - Witness Protection
  - ☐ 080 - Declaratory Judgment
  - ☐ 081 - Injunctive Relief
  - ☐ 082 - Equitable Relief
  - ☐ 083 - Construction Lien
  - ☐ 084 - Petition for Adversary Preliminary Hearing
  - ☐ 085 - Civil Forfeiture
  - ☐ 086 - Voluntary Binding Arbitration
  - ☐ 087 - Personal Injury Protection (PIP)

COMPLEX BUSINESS COURT

This action is appropriate for assignment to Complex Business Court as delineated and mandated by the Administrative Order. Yes ☐ No ☒

REMEDIES SOUGHT (check all that apply):

☒ monetary;

☐ non-monetary declaratory or injunctive relief;

☐ punitive

NUMBER OF CAUSES OF ACTION: [1]

(specify) Breach of Written Warranty Pursuant to the Magnuson-Moss Warranty Act

IS THIS CASE A CLASS ACTION LAWSUIT?

☐ Yes

☒ No

HAS NOTICE OF ANY KNOWN RELATED CASE BEEN FILED?

☒ No

☐ Yes If "Yes", list all related cases by name, case number, and court.

IS JURY TRIAL DEMANDED IN COMPLAINT?

☒ Yes

☐ No

I CERTIFY that the information I have provided in this cover sheet is accurate to the best of my knowledge and belief.

Signature _____ Florida Bar # 0042911

Attorney or party (Bar # if attorney)

Brent Wikgren

(type or print name)

October 4, 2011

Date

IN THE CIRCUIT COURT IN AND FOR
DADE COUNTY, FLORIDA

CASE NO. [redacted]

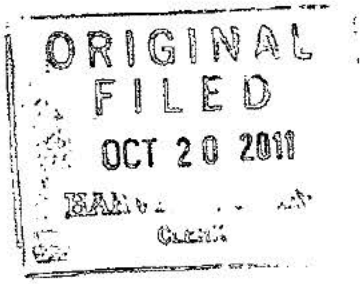
[redacted]

Plaintiff,

v.

GENERAL MOTORS LLC,

Defendant.
_____/



COMPLAINT AND WRITTEN DISCOVERY REQUESTS

NOW COMES Plaintiff, [redacted] by and through his attorneys, KROHN & MOSS, LTD., and for his complaint against Defendant, GENERAL MOTORS LLC, alleges and affirmatively states as follows:

PARTIES

1. Plaintiff, [redacted] ("Plaintiff"), is an individual who was at all times relevant hereto residing in the State of Florida.

2. Defendant, GENERAL MOTORS LLC ("Manufacturer"), is a foreign corporation authorized to do business in the State of Florida, County of Dade, and is engaged in the manufacture, sale, and/or distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including Maroone Chevrolet ("Seller"). Manufacturer does business in all counties of the State of Florida including Dade County, and maintains offices in the County of Dade, State of Florida.

JURISDICTION

3. This is an action seeking damages in excess of $15,000, exclusive of attorneys' fees and court costs.

BACKGROUND

4. On or about January 18, 2007, Plaintiff purchased from Seller a 2007 Chevrolet Trailblazer ("Trailblazer"), manufactured and distributed by Manufacturer, Vehicle Identification No. 1GNDS13S372[redacted] for valuable consideration (See Copy of Financing Agreement, attached hereto as Exhibit "A").

5. The price of the Trailblazer, including registration charges, document fees and sales tax, but excluding other collateral charges, such as bank and finance charges, totaled at least $23,733.68.

6. Plaintiff avers that as a result of the ineffective repair attempts made by Manufacturer through its authorized dealership network, the Trailblazer cannot be utilized for personal, family and/or household use as intended by Plaintiff at the time of acquisition.

7. Manufacturer engaged in an aggressive advertising and marketing campaign in order to induce Plaintiff and other consumers to purchase its vehicles from a dealership that was authorized by Manufacturer to sell its vehicles and issue its written warranties to consumers.

8. Manufacturer was in direct privity with Plaintiff based upon its role in the sale, distribution, and repair of the subject vehicle through its authorized sales and servicing agents including Seller as evidenced by the following:

a. Manufacturer enters into sales and servicing agreements with its authorized dealers that are located in numerous counties of this state including the county wherein this lawsuit was filed.

b. Manufacturer requires its authorized dealers to display Manufacturer's logo on each authorized dealer's sign outside the dealer.

c. Manufacturer requires its authorized dealers to display Manufacturer's logo on the uniforms of authorized dealers' service personnel.

d. Manufacturer requires its authorized dealers to display Manufacturer's logo on the repair records that are given to authorized dealers' customers as receipts for service to their vehicles.

e. Manufacturer requires its authorized dealers to seek authorization for performing repairs as covered by Manufacturer's warranty.

f. Manufacturer makes the final decision as to whether or not repairs made to a vehicle are to be covered by Manufacturer's warranty.

g. Manufacturer reimburses its authorized dealers for repairs covered by Manufacturer's warranty.

h. Manufacturer requires its authorized dealers to document repairs on repair invoices in a method prescribed by Manufacturer.

i. Manufacturer provides its authorized dealers with specific limitations on the amount of time its dealers may seek reimbursement for specific warranty repairs to a vehicle.

j. Manufacturer requires its authorized dealers to provide its customers with Manufacturer's written warranty when a new vehicle is sold by Manufacturer's authorized dealer.

k. Finally, Manufacturer supervises each and every authorized dealer through a system of zone offices that is set up to monitor dealerships located within each respective county of the State of Florida.

l. Manufacturer provides its authorized dealers with repair manuals and service bulletins to repair vehicles manufactured and/or distributed by Manufacturer.

9. Plaintiff was obligated to purchase a vehicle and obtain Manufacturer's warranty from one of Manufacturer's authorized dealers.

10. In consideration for the purchase of the Trailblazer, Manufacturer issued and supplied to Plaintiff its written warranty, which included three (3) year or thirty-six thousand (36,000) mile bumper to bumper coverage, as well as other warranties fully outlined in the Manufacturer's New Car Warranty booklet. (See Copy of Warranty Booklet, attached hereto as Exhibit "B").

11. Based on the issuance of its written warranty and its contacts with Plaintiff as detailed as paragraphs seven (7) through ten (10) above, Manufacturer was in contractual privity with the Plaintiff.

12. On or about January 18, 2007, Plaintiff took possession of the Trailblazer and shortly thereafter experienced the various defects listed below that substantially impair the use, value and/or safety of the Trailblazer.

13. Plaintiff delivered the Trailblazer to Manufacturer, through its authorized dealership network, on numerous occasions.

14. Plaintiff avers that the Trailblazer has been subject to repair on at least three (3) occasions for the same defect, and that the defect remains uncorrected.

15. Plaintiff brought the Trailblazer to Seller and/or an authorized service dealer of Manufacturer for various defects and nonconformities, including but not limited to:

a. Defective fuel system as evidenced by vehicle has excessive fuel usage;

b. Defective engine as evidenced by a whining noise from engine pulley area;

c. Defective electrical system as evidenced by the illumination of check engine, and intermittently headlights will not come on at night;

d. 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;

e. Defective climate control system as evidenced by air conditioner does not blow cold air;

f. Defective fuel system as evidenced by fuel gauge does not register properly;

g. Defective suspension as evidenced by front suspension is loose; and

h. Any additional defects in the subject vehicle as reflected in the repair documents generated by Defendant's authorized dealer network and in Defendant's internal repair records for the subject vehicle.

16. Plaintiff provided Manufacturer, through its authorized dealership network, sufficient opportunities to repair the Trailblazer.

17. Manufacturer was unable and/or failed to adequately repair the defects in Plaintiff's Trailblazer as provided in Manufacturer's warranty.

18. The limited repair or replacement remedy contained with Manufacturer's warranty failed of its essential purpose pursuant to F.S.A. § 672.719(2) due to Manufacturer's failure to repair the Trailblazer within a reasonable time.

19. Manufacturer was unable and/or failed to adequately repair the defects in the Trailblazer as provided in Manufacturer's warranty after being afforded a reasonable opportunity to cure pursuant to 15 U.S.C. § 2310(e).

20. Plaintiff justifiably lost confidence in the Trailblazer's safety and/or reliability, and said defects have substantially impaired the value of the Trailblazer to Plaintiff.

21. Said defects could not have reasonably been discovered by Plaintiff prior to Plaintiff's acceptance of the Trailblazer.

22. Per the directive in Manufacturer's written warranty as described above, Manufacturer designated its authorized dealers as the entities to receive notice of defects in the Trailblazer for purposes of performing repairs on the vehicle.

23. Manufacturer was further notified of the defects in Plaintiff's vehicle as a result of Manufacturer's approval of warranty claims on the vehicle and reimbursement to its dealers of the same.

24. As a result of these defects and Manufacturer's failure to timely repair the same, Plaintiff notified Manufacturer of the defects in writing prior to filing this instant lawsuit.

25. Plaintiff has been and will continue to be financially damaged due to Defendant's failure to comply with the provisions of its express warranty.

COUNT I
BREACH OF WRITTEN WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

26. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-25 of this Complaint.

27. Plaintiff is a purchaser of a consumer product who received the Trailblazer during the duration of a written warranty period applicable to the Trailblazer and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

28. Manufacturer is a person engaged in the business of making a consumer product directly available to Plaintiff.

29. Seller is an authorized dealership/agent of Manufacturer designated to perform repairs on vehicles under Manufacturer's automobile warranties.

30. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq. ("Warranty Act") is applicable to Plaintiff's Complaint in that the Trailblazer was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars ($10.00).

31. Plaintiff's purchase of the Trailblazer was accompanied by a written factory warranty for any defects in material or workmanship, comprising an undertaking in writing in connection with the purchase of the Trailblazer to repair or replace defective parts, or take other remedial action free of charge to Plaintiff with respect to the Trailblazer in the event that the Trailblazer failed to meet the specifications set forth in Manufacturer's warranty.

32. Manufacturer's warranty was the basis of the bargain of the contract between the Plaintiff and Manufacturer for the sale of the Trailblazer to Plaintiff.

33. Said purchase of Plaintiff's Trailblazer was induced by, and Plaintiff relied upon, Manufacturer's written warranty.

34. Plaintiff has met all of his obligations and preconditions as provided in the written warranties.

35. As a direct and proximate result of Manufacturer's failure to comply with its written warranty, Plaintiff has suffered damages and, in accordance with 15 U.S.C. § 2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

36. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss Warranty Act claim herein, all attorneys' fees are recoverable and are demanded against Manufacturer.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

a. Diminution in value of the vehicle, and incurred and/or needed costs of repair,
b. All incidental and consequential damages incurred;
c. Reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
d. Such other and further relief that the Court deems just and appropriate.

PLAINTIFF DEMANDS A TRIAL BY JURY

Respectfully Submitted,
Krohn & Moss, Ltd

By: _____

Brent Wikgren
Krohn & Moss, Ltd
10 N Dearborn Street, 3rd Floor
Chicago, IL 60602
(312) 578-9428
Attorney for Plaintiff
FBN: 0042911

EXHIBIT A

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)
[redacted] MIAMI, MIAMI-DADE, FL [redacted] Buyer's Month of Birth: JANUARY	MARDONE 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		1GNDS13S37[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 1G2ZG558X[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	
E Government Documentary Stamp Taxes	$ 102.20	
F Government Taxes Not Included in Cash Price MBT TAX	$ 18.55	
G Government License and/or Registration Fees	N/A $ 175.00	
H Government Certificate of Title Fees	$ 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. MAINE 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)
Amount Financed (3 plus 4)		$ 29194.43 (6)

75 payments scheduled: 75 installments of $ 511.81 each, monthly beginning 03/04/2007
N/A

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below. Your decision to buy or not buy other insurance will not be a factor in the credit approval process. Your choice of insurance providers will not affect our decision to sell you the vehicle or extend credit to you.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
Term _____
☐ 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 _____ Date
Buyer
X _____ Date
Co-Buyer

2. You understand that the credit life coverage may be deferred if, at the time of application, you are unable to engage in employment or unable to perform normal activities of a person of like age and sex. (You need not sign this acknowledgement if the proposed credit life insurance policy does not contain this restriction.)

X _____ Date
Buyer
X _____ Date
Co-Buyer

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 this insurance checked above.

☐ VENDOR requires VSI i (collision, fire, interest in th obtained. If) $ A

70200007021286542

DCBIT:

ia Creditor he vehicle otect your urance is rance is CED. 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

Buyer Signature _____ Date _____

X
Co-Buyer Signature _____ Date _____

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT.

Returned Check Charge: If any check or order of payment you give us is dishonored, you will pay a charge if we make demand that you do so. The charge will be $25 if the check amount is $50 or less; $30 if the check is over $50 but not more than $300; $40 if the check amount is over $300, or such amount as permitted by law.

OPTION: ☐ You pay no finance charge if the amount financed, item 6, is paid in full on or before N/A, Year 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 t[redacted] 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 [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 01/18/2007

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 othe[redacted] security interest in the vehicle given to us in this contract.

Other owner signs here, X [redacted] Address [redacted]

Seller signs MAROONE CHEVROLET OF MIAMI Date 01/18/2007X

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

MAROONE CHEVROLET OF MIAMI
By _____ Title _____

M NO. 553-FL (REV 10/04) U.S. PATENT NO. D402,783
...ailable and Reversible TO ORDER. www.revenue.com; 1-800-344-0206; fax 1-800-531-9033
...ER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR ...R PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

ORIGINAL LIENHOLDER

OTHER IMPORTANT AGREEMENTS

1. **FINANCE CHARGE AND PAYMENTS**
   a. **How we will figure Finance Charge.** We will treat any Prepaid Finance Charge as fully earned on the date of this contract. We will figure the rest of the finance charge on a daily basis at the Base Rate on the unpaid part of your Principal Balance. Your Principal Balance is the sum of the Amount Financed and the Prepaid Finance Charge, if any.
   b. **How we will apply payments.** We may apply each payment to the earned and unpaid part of the Finance Charge, to the unpaid part of your Principal Balance and to other amounts you owe under this contract in any order we choose.
   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 prepay.** You may prepay all or part of your Principal Balance at any time. If the contract is paid in full within six months after the date you sign it, we may impose an acquisition charge, not exceeding $75, for services performed on your behalf for processing this contract. If you prepay, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.
   e. **You may ask for a payment extension.** You may ask us for a deferral of the scheduled due date of all or any part of a payment (extension). If we agree to your request, we may charge you a $15 extension fee. You must maintain the physical damage insurance required by this contract (see below) during any extension. If you do not have this insurance, we may buy it and charge you for it as this contract says. You may extend the term of any optional insurance you bought with this contract to cover the extension if the insurance company or your insurance contract permits it, and you pay the charge for extending this insurance.
   If you get a payment extension, you will pay additional finance charges at the Base Rate on the amount extended during the extension. You will also pay any additional insurance charges resulting from the extension, and the $15 extension fee if we charge you this fee.

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:
   - The vehicle and all parts or goods put on it;
   - All money or goods received (proceeds) for the vehicle;
   - All insurance, maintenance, service, or other contracts we finance for you; and
   - 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 of or damage to the vehicle for the term of this contract. The insurance must cover our interest. If you pay late, we may also take the steps described below.
   b. **You may have to pay all you owe at once.** If you break your promises (default), we may demand that you pay all you owe on this contract at once. Default means:
   - You do not pay any payment on time;
   - You start a proceeding in bankruptcy or one is started against you or your property; or
   - You break any agreements in this contract.

   The amount you will owe will be the unpaid part of your Principal Balance plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.
   c. **You may have to pay collection costs.** If we hire an attorney to collect what you owe, you will pay the attorney's fee and court costs as permitted by law. This includes any attorneys' fees we incur as a result of any bankruptcy proceeding brought by or against you under federal law.
   d. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.
   e. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). We will tell you how much to pay to redeem. Your right to redeem ends when we sell the vehicle.
   f. **We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.
   We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you unless the law requires us to pay it to someone else. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at a rate not exceeding 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.

4. **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.

5. **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.

6. **Optional Service Contracts.**

EXHIBIT B

WARRANTY AND OWNER ASSISTANCE INFORMATION

2007

IMPORTANT: This booklet contains important information about the vehicle's warranty coverage. It also explains owner assistance information and GM's participation in an Alternative Dispute Resolution Program.

Keep this booklet with your vehicle and make it available to a Chevrolet dealer if warranty work is needed. Be sure to keep it with your vehicle if you sell it so future owners will have the information.

Owner's Name:	
Street Address:	
City & State:	
Vehicle Identification Number (VIN):	
Date Vehicle First Delivered or Put In Use:	
Odometer Reading on Date Vehicle First Delivered or Put In Use:	

[redacted]

[redacted]

GM **Protection Plan**

Have you purchased the Genuine GM Protection Plan? The GM Protection Plan may be purchased within specific time/mileage limitations. See the information request form in the back of this booklet. Remember, if the service contract you are considering for purchase does not have the GM Protection Plan emblem shown above on it, then it is not the Genuine GM Protection Plan from GM.

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Part No. 15854838 B Second Printing

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An Important Message to Chevrolet Owners...

Chevrolet's Commitment to You

We are committed to assuring your satisfaction with your new Chevrolet.

Your Chevrolet dealer also wants you to be completely satisfied and invites you to return for all your service needs, both during and after the warranty period.

Owner Assistance

Your Chevrolet dealer is best equipped to provide all of your service needs. Should you ever encounter a problem that is not resolved during or after the limited warranty period, talk to a member of dealer management. Under certain circumstances, GM and/or GM dealers may provide assistance after the limited warranty period has expired when the problem results from a defect in material or workmanship. These instances will be reviewed on a case-by-case basis. If your problem has not been resolved to your satisfaction, follow the "Customer Satisfaction Procedure" as outlined under *Owner Assistance on page 32*.

We thank you for choosing a Chevrolet.

GM Participation In an Alternative Dispute Resolution Program

See the "Customer Satisfaction Procedure" under *Owner Assistance on page 32* for information on the voluntary, non-binding Alternative Dispute Resolution Program in which GM participates.

Warranty Service — United States and Canada

Your selling dealership has made a large investment to ensure that they have the proper tools, training, and parts inventory to make any necessary warranty repairs should they be required during the warranty period. We ask that you return to your selling dealer for warranty repairs. In the event of an emergency repair, you may take your vehicle to any authorized GM dealer for warranty repairs. However, certain warranty repairs require special tools or training that only a dealer selling your brand may have. Therefore, not all dealers are able to perform every repair. If a particular dealership cannot assist you, then contact the Customer Assistance Center. If you have changed your residence, visit any Chevrolet dealer in the United States or Canada for warranty service.

Warranty Coverage at a Glance

The warranty coverages are summarized below.

New Vehicle Limited Warranty

Bumper-to-Bumper (Includes Tires)

- Coverage is for the first 3 years or 36,000 miles, whichever comes first.

Sheet Metal

- Corrosion coverage is for the first 3 years or 36,000 miles, whichever comes first.
- Rust-through coverage is for the first 6 years or 100,000 miles, whichever comes first.

6.6L DURAMAX® Diesel Engine (If Equipped)

- Coverage is for the first 3 years or 36,000 miles, whichever comes first. It then has a $100.00 deductible charge after the 3 years or 36,000 miles up to 5 years or 100,000 miles, whichever comes first.

Emission Control System Warranty

For light duty trucks, see "How to Determine the Applicable Emissions Control System Warranty" under *Emission Control Systems Warranty on page 18* for more information.

Federal

- Gasoline Engines
  - Defects and performance for cars and light duty truck emission control systems are covered for the first 2 years or 24,000 miles, whichever comes first. From the first 2 years or 24,000 miles to 3 years or 36,000 miles defects in material or workmanship continue to be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage explained previously.

- Catalytic converters and powertrain control modules are covered for the first 8 years or 80,000 miles, whichever comes first.
- Defects and performance for heavy duty truck emission control systems are covered for the first 5 years or 50,000 miles, whichever comes first.

- 6.6L DURAMAX® Diesel Engines are covered for the first 5 years or 50,000 miles, whichever comes first.

California

- Gasoline Engines
  - Defects and performance for cars and trucks with light duty or medium duty emission control systems are covered for the first 3 years or 50,000 miles, whichever comes first.
  - Specified components for cars or light duty trucks equipped with light duty or medium duty truck emission control systems are covered for the first 7 years or 70,000 miles, whichever comes first.
  - Defects for heavy duty truck emission control systems are covered for the first 5 years or 50,000 miles, whichever comes first.
- 6.6L DURAMAX® Diesel Engines are covered for the first 5 years, 100,000 miles, or 3,000 hours of operation, whichever comes first.

Noise Emissions

- Coverage is for applicable vehicles weighing over 10,000 lbs based on the Gross Vehicle Weight Rating (GVWR) only, for the entire life of the vehicle.

General Motors Corporation New Vehicle Limited Warranty

GM will provide for repairs to the vehicle during the warranty period in accordance with the following terms, conditions, and limitations.

What Is Covered

Warranty Applies

This warranty is for GM vehicles registered in the United States and normally operated in the United States or Canada, and is provided to the original and any subsequent owners of the vehicle during the warranty period.

Repairs Covered

The warranty covers repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. Needed repairs will be performed using new or remanufactured parts.

No Charge

Warranty repairs, including towing, parts, and labor, will be made at no charge.

Obtaining Repairs

To obtain warranty repairs, take the vehicle to a Chevrolet dealer facility within the warranty period and request the needed repairs. A reasonable time must be allowed for the dealer to perform necessary repairs.

Warranty Period

The warranty period for all coverages begins on the date the vehicle is first delivered or put in use and ends at the expiration of the coverage period.

Bumper-to-Bumper Coverage

The complete vehicle is covered for 3 years or 36,000 miles, whichever comes first, except for other coverages listed here under "What Is Covered" and those items listed under "What Is Not Covered" later in this section.

Tire Coverage

The tires supplied with your vehicle are covered against defects in material or workmanship under the Bumper-to-Bumper coverage. Any tire replaced will continue to be warranted for the remaining portion of the Bumper-to-Bumper coverage period.

Following expiration of the Bumper-to-Bumper coverage, tires may continue to be covered under the tire manufacturer's warranty. Review the tire manufacturer's warranty booklet or consult the tire manufacturer distributor for specific details.

Accessory Coverages

All GM accessories sold by GM and parts that are permanently installed on a GM vehicle prior to delivery will be covered under the provisions of the New Vehicle Limited Warranty. In the event GM accessories are installed after vehicle delivery, or are replaced under the new vehicle warranty, they will be covered, parts and labor, for the balance of the vehicle warranty, but in no event less than 12 months/12,000 miles. This coverage is only effective for GM accessories permanently installed by a GM dealer or an associated GM-approved Accessory Distributor/Installer (ADI).

GM accessories sold over-the-counter, or those not requiring installation, will continue to receive the standard GM Dealer Parts Warranty of 12 months from the date of purchase, parts only.

GM Licensed Accessories are covered under the accessory-specific manufacturer's warranty and are not warranted by GM or its dealers.

Notice: **This warranty excludes:**

Any communications device that becomes unusable or unable to function as intended due to unavailability of compatible wireless service from the wireless communication carrier that provides service for the OnStar® system.

Sheet Metal Coverage

Sheet metal panels are covered against corrosion and rust-through as follows:

Corrosion: Body sheet metal panels are covered against rust for 3 years or 36,000 miles, whichever comes first.

Rust-Through: Any body sheet metal panel that rusts through, an actual hole in the sheet metal, is covered for up to 6 years or 100,000 miles, whichever comes first.

Important: Cosmetic or surface corrosion, resulting from stone chips or scratches in the paint, for example, is not included in sheet metal coverage.

Towing

Towing is covered to the nearest Chevrolet dealer if your vehicle cannot be driven because of a warranted defect.

6.6L DURAMAX® Diesel Engine Coverage

For trucks equipped with a 6.6L DURAMAX® Diesel Engine, the diesel engine, except those items listed under "What Is Not Covered" later in this section is covered for 5 years or 100,000 miles, whichever comes first. A $100.00 deductible per repair visit may apply after the vehicle has been in use for 3 years or 36,000 miles, whichever comes first. For additional information, refer to *Things You Should Know About the New Vehicle Limited Warranty on page 11*. Also refer to the appropriate emission control system warranty for possible additional coverages.

What Is Not Covered

Tire Damage or Wear

Normal tire wear or wear-out is not covered. Road hazard damage such as punctures, cuts, snags, and breaks resulting from pothole impact, curb impact, or from other objects is not covered. Also, damage from improper inflation, spinning, as when stuck in mud or snow, tire chains, racing, improper mounting or dismounting, misuse, negligence, alteration, vandalism, or misapplication is not covered.

Damage Due to Bedliners

Owners of trucks with a bedliner, whether after-market or factory installed, should expect that with normal operation the bedliner will move. This movement may cause finish damage and/or squeaks and rattles. Therefore, any damage caused by the bedliner is not covered under the terms of the warranty.

Damage Due to Accident, Misuse, or Alteration

Damage caused as the result of any of the following is not covered:

- Collision, fire, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle
- Misuse of the vehicle such as driving over curbs, overloading, racing, or other competition. Proper vehicle use is discussed in the owner manual.
- Alteration or modification to the vehicle including the body, chassis, or components after final assembly by GM.
- Coverages do not apply if the odometer has been disconnected, its reading has been altered, or mileage cannot be determined.

Important: This warranty is void on vehicles currently or previously titled as salvaged, scrapped, junked, or totaled.

Damage or Corrosion Due to Environment, Chemical Treatments, and/or Aftermarket Products

Damage caused by airborne fallout, salt from sea air, chemicals, tree sap, stones, hail, earthquake, water or flood, windstorm, lightning, the application of chemicals or sealants subsequent to manufacture, etc., is not covered. See "Chemical Paint Spotting" under *Things You Should Know About the New Vehicle Limited Warranty on page 11* for more details.

Damage Due to Insufficient or Improper Maintenance

Damage caused by failure to follow the recommended maintenance schedule intervals and/or failure to use or maintain fluids, fuel, lubricants, or refrigerants recommended in the owner manual is not covered.

Damage Due to Contaminated or Poor Quality Fuel

Poor fuel quality or incorrect fuel may cause driveability problems such as hesitation, lack of power, stall or no start. It may also render gauges inoperable or degrade functionality for components such as spark plugs, oxygen sensors and the catalytic converter. Damage from poor fuel quality, water contamination, incorrect diesel fuel or gasoline may not be covered.

It is recommended that gasoline meet specifications which were developed by automobile manufacturers around the world and contained in the World-Wide Fuel Charter which is available from the Alliance of Automobile Manufacturers at www.autoalliance.org/fuel_charter.htm. Gasoline meeting these specifications could provide improved driveability and emission control system performance compared to other gasoline.

Maintenance

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the owner manual are the owner's expense. Vehicle lubrication, cleaning, or polishing are not covered. Failure of or damage to components requiring replacement or repair due to vehicle use, wear, exposure, or lack of maintenance is not covered. Items such as:

- Filters
- Brake Pads/Linings
- Clutch Linings
- Keyless Entry Batteries *
- Audio System Cleaning
- Coolants and Fluids
- Wiper Inserts
- Limited Slip Rear Axle Service
- Tire Rotation
- Wheel Alignment/Balance **

are covered only when replacement or repair is the result of a defect in material or workmanship.

* Consumable battery covered up to 12 months only.

** Maintenance items after 7,500 miles.

Extra Expenses

Economic loss or extra expense is not covered.

Examples include:

- Loss of vehicle use
- Inconvenience
- Storage
- Payment for loss of time or pay
- Vehicle rental expense
- Lodging, meals, or other travel costs
- State or local taxes required on warranty repairs

Other Terms: This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

GM does not authorize any person to create for it any other obligation or liability in connection with these vehicles. **Any implied warranty of merchantability or fitness for a particular purpose applicable to this vehicle is limited in duration to the duration of this written warranty. Performance of repairs and needed adjustments is the exclusive remedy under this written warranty or any implied warranty. GM shall not be liable for incidental or consequential damages, such as, but not limited to, lost wages or vehicle rental expenses, resulting from breach of this written warranty or any implied warranty.** *

* Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Things You Should Know About the New Vehicle Limited Warranty

Warranty Repairs — Component Exchanges

In the interest of customer satisfaction, GM may offer exchange service on some vehicle components. This service is intended to reduce the amount of time your vehicle is not available for use due to repairs. Components used in exchange are service replacement parts which may be new, remanufactured, reconditioned, or repaired, depending on the component involved.

All exchange components used meet GM standards and are warranted the same as new components. Examples of the types of components that might be serviced in this fashion include: engine and transmission assemblies, instrument cluster assemblies, radios, compact disc players, tape players, batteries, and powertrain control modules.

Warranty Repairs — Recycled Materials

Environmental Protection Agency (EPA) guidelines and GM support the capture, purification, and reuse of automotive air conditioning refrigerant gases and engine coolant. As a result, any repairs GM may make to your vehicle may involve the installation of purified reclaimed refrigerant and coolant.

Tire Service

Any authorized Chevrolet or tire dealer for your brand of tires can assist you with tire service. If, after contacting one of these dealers, you need further assistance or you have questions, contact Chevrolet Customer Assistance Center. The toll-free telephone numbers are listed under *Owner Assistance on page 32*.

6.6L DURAMAX® Diesel Engine Components

For trucks equipped with a 6.6L DURAMAX® Diesel Engine, the complete engine assembly, including turbocharger components, is covered for defects in material or workmanship for 3 years or 36,000 miles, whichever comes first. No deductible applies during this coverage period. The engine parts listed next continue to be covered, subject to a $100.00 deductible, for 5 years or 100,000 miles, whichever comes first.

- Cylinder block and heads and all internal parts, intake and exhaust manifolds, timing gears, timing gear chain or belt and cover, flywheel, harmonic balancer, valve covers, oil pan, oil pump, water pump, fuel pump, engine mounts, seals, and gaskets
- Diesel Fuel Metering System: injection pump, nozzles, high pressure lines, and high pressure sealing devices
- Glow Plug Control System: control/glow plug assembly, glow plugs, cold advance relay, and ECM
- Fuel injection control module, integral oil cooler, transmission adapter plate, left and right common fuel rails, fuel filter assembly, fuel temperature sensor, and function block

Important: Some of these components may also be covered by the Emission Warranty with no deductible. See the "Emission Warranty Parts List" under *Emission Control Systems Warranty on page 18* for details.

After-Manufacture "Rustproofing"

Your vehicle was designed and built to resist corrosion. Application of additional rust-inhibiting materials is neither necessary nor required under the Sheet Metal Coverage. GM makes no recommendations concerning the usefulness or value of such products.

Application of after-manufacture rustproofing products may create an environment which reduces the corrosion resistance built into your vehicle. Repairs to correct damage caused by such applications are not covered under your New Vehicle Limited Warranty.

Paint, Trim, and Appearance Items

Defects in paint, trim, upholstery, or other appearance items are normally corrected during new vehicle preparation. If you find any paint or appearance concerns, advise your dealer as soon as possible. Your owner manual has instructions regarding the care of these items.

Vehicle Operation and Care

Considering the investment you have made in your Chevrolet, we know you will want to operate and maintain it properly. We urge you to follow the maintenance instructions in your owner manual.

If you have questions on how to keep your vehicle in good working condition, see your Chevrolet dealer, the place many customers choose to have their maintenance work done. You can rely on your Chevrolet dealer to use the proper parts and repair practices.

Maintenance and Warranty Service Records

Retain receipts covering performance of regular maintenance. Receipts can be very important if a question arises as to whether a malfunction is caused by lack of maintenance or a defect in material or workmanship.

A "Maintenance Record" is provided in the maintenance schedule section of the owner manual for recording services performed.

The servicing dealer can provide a copy of any warranty repairs for your records.

Chemical Paint Spotting

Some weather and atmospheric conditions can create a chemical fallout. Airborne pollutants can fall upon and adhere to painted surfaces on your vehicle. This damage can take two forms: blotchy, ring-shaped discolorations, and/or small irregular dark spots etched into the paint surface.

Although no defect in the factory applied paint causes this, Chevrolet will repair, at no charge to the owner, the painted surfaces of new vehicles damaged by this fallout condition within 12 months or 12,000 miles of purchase, whichever comes first.

Warranty Coverage — Extensions

Time Extensions: The New Vehicle Limited Warranty will be extended one day for each day beyond the first 24 hour period in which your vehicle is at an authorized dealer facility for warranty service. You may be asked to show the repair orders to verify the period of time the warranty is to be extended. Your extension rights may vary depending on state law.

Mileage Extension: Prior to delivery, some mileage is put on your vehicle during testing at the assembly plant, during shipping, and while at the dealer facility. The dealer records this mileage on the first page of this warranty booklet at delivery. For eligible vehicles, this mileage will be added to the mileage limits of the warranty ensuring that you will receive full benefit of the coverage. Mileage extension eligibility:

- Applies only to new vehicles held exclusively in new vehicle inventory.
- Does not apply to used vehicles, GM-owned vehicles, dealer owned used vehicles, or dealer demonstrator vehicles.
- Does not apply to vehicles with more than 1,000 miles on the odometer even though the vehicle may not have been registered for license plates.

Touring Owner Service — Foreign Countries

If you are touring in a foreign country and repairs are needed, take your vehicle to a GM dealer facility, preferably one which sells and services Chevrolet vehicles. Once you return to the United States provide your dealer with a statement of circumstances, the original repair order, proof of ownership, and any paid receipt indicating the work performed and parts replaced for reimbursement consideration.

Important: Repairs made necessary by the use of improper or dirty fuels and lubricants are not covered under the warranty. See your owner manual for additional information on fuel requirements when operating in foreign countries.

Warranty Service — Foreign Countries

This warranty applies to GM vehicles registered in the United States and normally operated in the United States or Canada. If you have permanently relocated and established household residency in another country, GM may authorize the performance of repairs under the warranty authorized for vehicles generally sold by GM in that country. Contact an authorized GM dealer in your country for assistance.

Important: GM warranty coverages may be void on GM vehicles that have been imported/exported for resale.

Original Equipment Alterations

This warranty does not cover any damage or failure resulting from modification or alteration to the vehicle's original equipment as manufactured or assembled by GM. Examples of the types of alterations that would not be covered include installation or use of any non-GM parts, accessories, and materials, or the cutting, welding, or disconnecting of the vehicle's original equipment parts and components.

Recreation Vehicle and Special Body or Equipment Alterations

Installations or alterations to the original equipment vehicle, or chassis, as manufactured and assembled by GM, are not covered by this warranty. The special body company, assembler, or equipment installer is solely responsible for warranties on the body or equipment and any alterations to any of the parts, components, systems, or assemblies installed by GM. Examples include, but are not limited to, special body installations, such as recreational vehicles, the installation of any non-GM part, cutting, welding, or the disconnecting of original equipment vehicle or chassis parts and components, extension of wheelbase, suspension and driveline modifications, and axle additions.

Pre-Delivery Service

Defects in the mechanical, electrical, sheet metal, paint, trim, and other components of your vehicle may occur at the factory or while it is being transported to the dealer facility. Normally, any defects occurring during assembly are identified and corrected at the factory during the inspection process. In addition, dealers inspect each vehicle before delivery. They repair any uncorrected factory defects and any transit damage detected before the vehicle is delivered to you.

Any defects still present at the time the vehicle is delivered to you are covered by the warranty. If you find any defects, advise your dealer without delay. For further details concerning any repairs which the dealer may have made prior to you taking delivery of your vehicle, ask your dealer.

Production Changes

GM and GM dealers reserve the right to make changes in vehicles built and/or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold by them.

Noise Emissions Warranty for Light Duty Trucks Over 10,000 LBS GVWR Only

GM warrants to the first person who purchases this vehicle for purposes other than resale and to each subsequent purchaser of this vehicle, as manufactured by GM, that this vehicle was designed, built, and equipped to conform at the time it left GM's control with all applicable United States EPA Noise Control Regulations.

This warranty covers this vehicle as designed, built, and equipped by GM, and is not limited to any particular part, component, or system of the vehicle manufactured by GM. Defects in design, assembly, or in any part, component, or vehicle system as manufactured by GM, which, at the time it left GM's control, caused noise emissions to exceed Federal Standards, are covered by this warranty for the life of the vehicle.

Emission Control Systems Warranty

The emission warranty on your vehicle is issued in accordance with the U.S. Federal Clean Air Act. Defects in material or workmanship in GM emission parts may also be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage. There may be additional coverage on GM diesel engine vehicles. In any case, the warranty with the broadest coverage applies.

What is Covered

The parts covered under the emission warranty are listed under "Emission Warranty Parts List" later in this section.

How to Determine the Applicable Emissions Control System Warranty (Light Duty Trucks Only)

State and Federal agencies may require different emission control system warranty for light duty trucks depending on:

- Whether the truck is certified with a light duty or heavy duty emission control system.
- Whether the truck is certified for California emissions in addition to Federal emissions.

To determine emissions eligibility: locate the emission control label in the engine compartment. The language on the bottom left side of the label will describe if equipped with a light, medium, or heavy duty emission control system.

All light duty trucks are eligible for Federal Emissions Control System Warranty Coverage. If the emissions control label contains language stating the vehicle is certified to California emissions standards, the vehicle is also eligible for California Emissions Control System Warranty Coverage.

Federal Emission Control System Warranty

Federal Warranty Coverage

- Car and Light Duty Truck equipped with Car and Light Duty Gasoline Engines
  - 2 years or 24,000 miles and 8 years or 80,000 miles for the catalytic converter and the vehicle/powertrain control module (including emission-related software), whichever comes first.
- Light Duty Truck equipped with Heavy Duty Gasoline Engine
  - 5 years or 50,000 miles, whichever comes first.
- Light Duty Truck equipped with Heavy Duty Diesel Engine
  - 5 years or 50,000 miles, whichever comes first.

Federal Emission Defect Warranty

GM warrants to the owner the following:

- The vehicle was designed, equipped, and built so as to conform at the time of sale with the applicable regulations of the Federal Environmental Protection Agency (EPA).
- The vehicle is free from defects in material and workmanship which cause the vehicle to fail to conform with those regulations during the emission warranty period.

Emission related defects in the genuine GM parts listed under the Emission Warranty Parts List, including related diagnostic costs, parts, and labor are covered by this warranty.

Federal Emission Performance Warranty

Some states and/or local jurisdictions have established periodic vehicle inspection and Maintenance (I/M) programs to encourage proper maintenance of your vehicle. If an EPA-approved I/M program is enforced in your area, you may also be eligible for Emission Performance Warranty coverage when all of the following three conditions are met:

- The vehicle has been maintained and operated in accordance with the instructions for proper maintenance and use set forth in the owner manual supplied with your vehicle.
- The vehicle fails an EPA-approved I/M test during the emission warranty period.
- The failure results, or will result, in the owner of the vehicle having to bear a penalty or other sanctions, including the denial of the right to use the vehicle, under local, state, or federal law.

GM warrants that your dealer will replace, repair, or adjust to GM specifications, at no charge to you, any of the parts listed under the "Emission Warranty Parts List" later in this section which may be necessary to conform to the applicable emission standards. Non-GM parts labeled "Certified to EPA Standards" are covered by the Federal Emission Performance Warranty.

California Emission Control System Warranty

This section outlines the emission warranty that GM provides for your vehicle in accordance with the California Air Resources Board. Defects in material or workmanship in GM emission parts may also be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage. There may be additional coverage on GM diesel engine vehicles. In any case, the warranty with the broadest coverage applies.

This warranty applies if your vehicle meets both of the following requirements:

- Your vehicle is registered in California **or other states adopting California emission and warranty regulations.**
- Your vehicle is certified for sale in California as indicated on the vehicle's emission control information label.

Important: Massachusetts, Maine, and Vermont have California Emissions Warranty coverage. (New York adopted California emission standards, but not the California emissions warranty. The Federal Emissions Control Warranty applies to all vehicles in New York.)

Your Rights and Obligations (For Vehicles Subject to California Exhaust Emission Standards)

In California, new motor vehicles must be designed, equipped, and built to meet the state's stringent anti-smog standards. GM must warrant your vehicle's emission control system for the periods of time and mileage listed provided there has been no abuse, neglect, or improper maintenance of your vehicle. Your vehicle's emission control system may include parts such as the fuel injection system, ignition system, catalytic converter, and engine computer. Also included are hoses, belts, connectors, and other emission related assemblies.

Where a warrantable condition exists, GM will repair your vehicle at no cost to you including diagnosis, parts, and labor.

California Emission Defect and Emission Performance Warranty Coverage

For cars and trucks with light duty or medium duty emissions:

- For 3 years or 50,000 miles, whichever comes first:
  - If your vehicle fails a smog check inspection, GM will make all necessary repairs and adjustments to ensure that your vehicle passes the inspection. This is your Emission Control System Performance Warranty.
  - If any emission related part on your vehicle is defective, GM will repair or replace it. This is your Short-term Emission Defects Warranty.
- For 7 years or 70,000 miles whichever comes first:
  - If an emission related part listed in this booklet specially noted with coverage for 7 years or 70,000 miles is defective, GM will repair or replace it. This is your Long-term Emission Control System Defects Warranty.
- For 8 years or 80,000 miles, whichever comes first:
  - If the catalytic converter, vehicle powertrain control module including emission related software is found to be defective, GM will repair or replace it under the Federal Emission Control System Warranty.
- For 8 years or 100,000 miles, whichever comes first for a Super Ultra Low Emission Vehicle (SULEV):
  - If an emission related part listed in this booklet specially noted with 7 years/ 70,000 miles or 8 years/80,000 miles is defective, GM will repair or replace it. This is your Long-term Emission Control System Defect Warranty.
- For 15 years or 150,000 miles, whichever comes first for a Partial Zero Emission Vehicle (PZEV):
  - If any emission related part listed in this booklet is defective GM will repair or replace it. This is your (PZEV) Emission Control System Defects Warranty.

- For light and medium duty trucks with heavy duty engines, the emission warranty period is 5 years or 50,000 miles, whichever comes first.
- For heavy duty diesel engine vehicles, the emission warranty period is 5 years, 100,000 miles, or 3,000 hours of operation, whichever comes first.

Any authorized Chevrolet dealer will, as necessary under these warranties, replace, repair, or adjust to GM specifications any genuine GM parts that affect emissions.

The applicable warranty period shall begin on the date the vehicle is delivered to the first retail purchaser or, if the vehicle is first placed in service as a demonstrator or company vehicle prior to sale at retail, on the date the vehicle is placed in such service.

Owner's Warranty Responsibilities

As the vehicle owner, you are responsible for the performance of the scheduled maintenance listed in your owner manual. GM recommends that you retain all maintenance receipts for your vehicle, but GM cannot deny warranty coverage solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a GM dealer selling your vehicle line as soon as a problem exists. The warranted repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that GM may deny warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper or insufficient maintenance, or modifications not approved by GM.

If you have any questions regarding your rights and responsibilities under these warranties, you should contact the Customer Assistance Center at 1-800-222-1020 or, in California, write to:

State of California Air Resources Board
Mobile Source Operations Division
P.O. Box 8001
El Monte, CA 91731-2990

Emission Warranty Parts List

The emission parts listed here are covered under the Emission Control System Warranty. The terms are explained previously in this section under the "Federal Emission Control System Warranty" and the "California Emission Control System Warranty".

Important: Certain parts may be covered beyond these warranties if shown with asterisk(s) as follows:

- (*) 7 years/70,000 miles or Super Low Emission Vehicle (SULEV) 8 years/ 100,000 miles, whichever comes first, California Emission Control System Warranty coverage.
- (**) 8 years/80,000 miles, whichever comes first, Federal emission coverage. (Also applies to California certified light duty and medium duty vehicles.) or California Super Ultra Low Emission Vehicle (SULEV) 6 years/100,000 miles.

The Emission Control System Warranty obligations do not apply to conditions resulting from tampering, abuse, neglect, or improper maintenance; or any other item listed under "What is Not Covered" under *General Motors Corporation New Vehicle Limited Warranty on page 5.* The "Other Terms" presented under *General Motors Corporation New Vehicle Limited Warranty on page 5* also apply to the emission related warranties.

Powertrain Control System

ABS Control Module (Except 4-cylinder passenger cars) **
Camshaft Position Actuator *
Camshaft Position Actuator Valve
Coolant Level Sensor
Data Link Connector
Electronic Throttle Control (ETC) Motor
Engine Control Module (ECM) **
Engine Coolant Temp. Sensor
Fast Idle Solenoid
Flexible Fuel Sensor *
Intake Air Temperature Sensor
Malfunction Indicator Lamp
Manifold Absolute Pressure Sensor
Mass Air Flow Sensor

Oil Pressure Sensor (DoD™ only)
Oxygen Sensors
Powertrain Control Module (PCM) **
Programmable Read Only Memory (PROM)
Throttle Position Sensor
Throttle Position Switch
Vehicle Control Module (VCM) **
Vehicle Speed Sensor
Wheel Speed Sensor (Except 4-cylinder passenger cars)

Transmission Controls and Torque Management

Manual Transmission Clutch Switch
Park/Neutral Switch
Torque Converter Clutch Solenoids
Torque Converter Clutch Switch
Transmission Control Module **
Transmission Fluid Temperature Sensor
Transmission Gear Selection Switch (Diesel)
Transmission Internal Mode Switch
Transmission Pressure Switches
Transmission Shift Solenoids A & B
Transmission Speed Sensors

Fuel Management System

Common Rail Assembly (6.6L DURAMAX® Diesel) *
Diesel Fuel Injection Pump *
Diesel Fuel Injection Pump Timing Adjust
Diesel Fuel Injector Control Module – EDU (6.6L DURAMAX® Diesel) *
Diesel Fuel Temperature Sensor
Direct Fuel Injector Assembly (6.6L DURAMAX® Diesel) *
Function Block (6.6L DURAMAX® Diesel)
Fuel Injector
Fuel Pressure Regulator
Fuel Rail Assembly *
Fuel Rail Pressure Sensor (6.6L DURAMAX® Diesel)

Air Management System
Air Cleaner
Air Cleaner Diaphragm Motor
Air Cleaner Resonator
Air Cleaner Temp. Compensator Valve
Air Intake Ducts
Charge Air Control Actuator
Charge Air Control Solenoid Valve
Charge Air Control Valve
Charge Air Cooler (6.6L DURAMAX® Diesel) *
Charge Air Cooler Fan
Idle Air Control Valve
Idle Speed Control Motor
Intake Manifold *
Intake Manifold Gasket
Intake Manifold Gasket (7/70 Only Terraza, Uplander, Montana SV6, RELAY and DURAMAX® Diesel) *
Intake Manifold Heater
Intake Manifold Tuning Valve
Intake Manifold Tuning Valve Relay
Supercharger Assembly *
Throttle Body * (Replacement Only)
Throttle Body Heater
Throttle Closing Dashpot
Turbocharger Assembly *
Turbocharger Boost Sensor (6.6L DURAMAX® Diesel)
Turbocharger Oil Separator
Turbocharger Thermo Purge Switch
Vacuum Pump (6.6L DURAMAX® Diesel)

Ignition System
Camshaft Position Sensor(s)
Crankshaft Position Sensor(s)
Distributor
Distributor Cap
Distributor Pick Up Coil
Distributor Rotor
Glow Plug(s) (Diesel)
Glow Plug Controller (Diesel)

Glow Plug Relay (Diesel)
Ignition Coil(s)
Ignition Control Module
Ignition Timing Adjustment
Knock Sensor
Spark Plug Wires
Spark Plugs

Catalytic Converter System
Catalytic Converter(s) and Muffler if attached as assembly **
Exhaust Manifold (7/70 Only Corvette 7.0L, Equinox, Torrent, (3.5L Rendezvous, Terraza, Uplander, Montana SV6, Relay right side) and C/K trucks < 14,000 GVWR 8.1L)
Exhaust Manifold with Catalytic Converter attached as assembly **
Exhaust Manifold Gasket
Exhaust Pipes and/or Mufflers (when located between catalytic converters and exhaust manifold)

Positive Crankcase Ventilation System
Oil Filler Cap
PCV Filter
PCV Oil Separator
PCV Valve

Exhaust Gas Recirculation System
EGR Feed and Delivery Pipes or Cast-in Passages
EGR Valve
EGR Valve Cooler (6.6L DURAMAX® Diesel)
EGR Vacuum Pump Assembly (6.6L DURAMAX® Diesel)

Secondary Air Injection System
Air Pump
Check Valves

Evaporative Emission Control System (Gasoline Engines)
Canister
Canister Purge Solenoid Valve
Canister Vent Solenoid
Fuel Feed and Return Pipes and Hoses

Fuel Filler Cap
Fuel Level Sensor
Fuel Limiter Vent Valve *
Fuel Tank Filler Pipe (with restrictor)
Fuel Tank(s) *
Fuel Tank Vacuum or Pressure Sensor

Hybrid

Auxiliary Transmission Pump, Relay, and Circuit
Battery Pack Current Sensor and Circuit
Battery Pack 12V Modules (3)
Brake Pedal Switch (PCM ZAB Switch)
Energy Storage Control Module **
GMLAN (CAN) Communications Circuit
Hood Ajar Switch and Circuit
Hybrid Control Module **
SGCM Coolant Circuit (fan and fan relay and pump)
Starter Generator Control Module **
Wheel Speed Sensor and Circuits (left and right front)

Miscellaneous Items Used with Above Components are Covered

Bells
Boots
Clamps
Connectors
Ducts
Fittings
Gaskets
Grommets
Hoses
Housings
Mounting Hardware
Pipes
Pulleys
Sealing Devices
Springs
Tubes
Wiring

Parts specified in your maintenance schedule that require scheduled replacement are covered up to their first replacement interval or the applicable emission warranty coverage period, whichever comes first. If failure of one of these parts results in failure of another part, both will be covered under the Emission Control System Warranty.

For detailed information concerning specific parts covered by these emission control systems warranties, ask your dealer.

Replacement Parts

The emission control systems of your vehicle were designed, built, and tested using genuine GM parts* and the vehicle is certified as being in conformity with applicable federal and California emission requirements. **Accordingly, it is recommended that any replacement parts used for maintenance or for the repair of emission control systems be new, genuine GM parts.**

The warranty obligations are not dependent upon the use of any particular brand of replacement parts. The owner may elect to use non-genuine GM parts for replacement purposes. Use of replacement parts which are not of equivalent quality may impair the effectiveness of emission control systems.

If other than new, genuine GM parts are used for maintenance replacements or for the repair of parts affecting emission control, the owner should assure himself/herself that such parts are warranted by their manufacturer to be equivalent to genuine GM parts in performance and durability.

* "Genuine GM parts," when used in connection with GM vehicles means parts manufactured by or for GM, designed for use on GM vehicles, and distributed by any division or subsidiary of GM.

Maintenance and Repairs

Maintenance and repairs can be performed by any qualified service outlet; however, warranty repairs must be performed by an authorized dealer except in an emergency situation when a warranted part or a warranty station is not reasonably available to the vehicle owner.

In an emergency, where an authorized dealer is not reasonably available, repairs may be performed at any available service establishment or by the owner, using any replacement part. Chevrolet will consider reimbursement for the expense incurred, including diagnosis, not to exceed the manufacturer's suggested retail price for all warranted parts replaced and labor charges based on Chevrolet's recommended time allowance for the warranty repair and the geographically appropriate labor rate. A part not being available within 10 days or a repair not being completed within 30 days constitutes an emergency. Retain receipts and failed parts in order to receive compensation for warranty repairs reimbursable due to an emergency.

If, in an emergency situation, it is necessary to have repairs performed by other than a Chevrolet dealer and you believe the repairs are covered by emission warranties, take the replaced parts and your receipt to a Chevrolet dealer for reimbursement consideration. This applies to both the Federal Emission Defect Warranty and Federal Emission Performance Warranty.

Receipts and records covering the performance of regular maintenance or emergency repairs should be retained in the event questions arise concerning maintenance. These receipts and records should be transferred to each subsequent owner. GM will not deny warranty coverage solely on the absence of maintenance records. However, GM may deny a warranty claim if a failure to perform scheduled maintenance resulted in the failure of a warranty part.

Claims Procedure

As with the other warranties covered in this booklet, take your vehicle to any authorized Chevrolet dealer facility to obtain service under the emission warranty. This should be done as soon as possible after failing an EPA-approved I/M test or a California smog check test, or at any time you suspect a defect in a part.

Those repairs qualifying under the warranty will be performed by any Chevrolet dealer at no charge. Repairs which do not qualify will be charged to you. You will be notified as to whether or not the repair qualifies under the warranty within a reasonable time, not to exceed 30 days after receipt of the vehicle by the dealer, or within the time period required by local or state law.

The only exceptions would be if you request or agree to an extension, or if a delay results from events beyond the control of your dealer or GM. If you are not so notified, GM will provide any required repairs at no charge.

In the event a warranty matter is not handled to your satisfaction, refer to the "Customer Satisfaction Procedure" under *Owner Assistance on page 32*.

For further information or to report violations of the Emission Control System Warranty, you may contact the EPA at:

Manager, Certification and Compliance
Division (6405J)
Warranty Claims
Environmental Protection Agency
Ariel Rios Building
1200 Pennsylvania Avenue, N.W.
Washington, DC 20460

For a vehicle subject to the California Exhaust Emission Standards, you may contact the:

State of California Air Resources Board
Mobile Source Operations Division
P.O. Box 8001
El Monte, CA 91731-2990

Owner Assistance

Customer Satisfaction Procedure

Your satisfaction and goodwill are important to your dealer and to Chevrolet. Normally, any concerns with the sales transaction or the operation of your vehicle will be resolved by your dealer's sales or service departments. Sometimes, however, despite the best intentions of all concerned, misunderstandings can occur. If your concern has not been resolved to your satisfaction, the following steps should be taken:

STEP ONE: Discuss your concern with a member of dealer management. Normally, concerns can be quickly resolved at that level. If the matter has already been reviewed with the sales, service, or parts manager, **contact the owner of the dealer facility** or the general manager.

STEP TWO: If after contacting a member of dealer management, it appears your concern cannot be resolved by the dealer without further help **contact the Chevrolet Customer Assistance Center** by calling 1-800-222-1020.

In Canada, contact GM of Canada Central Office in Oshawa by calling 1-800-263-3777: English, or 1-800-263-7854: French.

We encourage you to call the toll-free number in order to give your inquiry prompt attention. Have the following information available to give the Customer Assistance Representative:

- The Vehicle Identification Number (VIN). This is available from the vehicle registration, title, or the plate above the left top of the instrument panel and visible through the windshield.
- The dealer name and location
- The vehicle's delivery date and present mileage

When contacting Chevrolet, remember that your concern will likely be resolved at a dealer's facility. That is why we suggest you follow Step One first if you have a concern.

STEP THREE: Both GM and your GM dealer are committed to making sure you are completely satisfied with your new vehicle. However, if you continue to remain unsatisfied after following the procedure outlined in Steps One and Two, you should file with the BBB Auto Line Program to enforce any additional rights you may have.

The BBB Auto Line Program is an out of court program administered by the Council of Better Business Bureaus to settle automotive disputes regarding vehicle repairs or the interpretation of the New Vehicle Limited Warranty. Although you may be required to resort to this informal dispute resolution program prior to filing a court action, use of the program is free of charge and your case will generally be heard within 40 days. If you do not agree with the decision given in your case, you may reject it and proceed with any other venue for relief available to you.

You may contact the BBB Auto Line Program using the toll-free telephone number or write them at the following address:

BBB Auto Line Program
Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard
Suite 800
Arlington, VA 22203-1804
www.lemonlaw.bbb.org
Telephone: 1-800-955-5100

This program is available in all 50 states and the District of Columbia. Eligibility is limited by vehicle age, mileage, and other factors. GM reserves the right to change eligibility limitations and/or to discontinue its participation in this program.

Warranty Information for California Only

California Civil Code Section 1793.2(d) requires that, if GM or its representatives are unable to repair a new motor vehicle to conform to the vehicle's applicable express warranties after a reasonable number of attempts, GM shall either replace the new motor vehicle or reimburse the buyer the amount paid or payable by the buyer. California Civil Code Section 1793.22(b) creates a presumption that GM has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, one or more of the following occurs:

- The same nonconformity results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven AND the nonconformity has been subject to repair two or more times by GM or its agents AND the buyer or lessee has directly notified GM of the need for the repair of the nonconformity.
- The same nonconformity has been subject to repair four or more times by GM or its agents AND the buyer has notified GM of the need for the repair of the nonconformity.
- The vehicle is out of service by reason of repair nonconformities by GM or its agents for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

NOTICE TO GENERAL MOTORS AS REQUIRED ABOVE SHALL BE SENT TO THE FOLLOWING ADDRESS:

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

Fax Number: 1-866-962-2868

When you make an inquiry, you will need to give the year, model, and mileage of your vehicle and your VIN.

Special Policy Adjustment Programs Beyond the Warranty Period

Chevrolet is proud of the protection afforded by its warranty coverages. In order to achieve maximum customer satisfaction, there may be times when Chevrolet will establish a special policy adjustment program to pay all or part of the cost of certain repairs not covered by the warranty or to reimburse certain repair expenses you may have incurred. Check with your Chevrolet dealer or call the Chevrolet Customer Assistance Center to determine whether any special policy adjustment program is applicable to your vehicle.

When you make an inquiry, you will need to give the year, model, and mileage of your vehicle and your VIN.

Customer Assistance Offices

Chevrolet encourages customers to call the toll-free telephone number for assistance. However, if you wish to write or e-mail Chevrolet, refer to the address below.

United States

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

www.Chevrolet.com
1-800-222-1020
1-800-833-2438 (For Text Telephone devices (TTYs))

Roadside Assistance:
1-800-CHEV-USA (243-8872)
Fax Number: 1-866-962-2868

From Puerto Rico:
1-800-496-9992 (English)
1-800-496-9993 (Spanish)
Fax Number: 313-381-0022

From U.S. Virgin Islands:
1-800-496-9994
Fax Number: 313-381-0022

DISCOVERY REQUESTS

IN THE CIRCUIT COURT IN AND FOR
DADE COUNTY, FLORIDA

CASE NO.

[redacted]

Plaintiff,

v.

GENERAL MOTORS LLC,

Defendant.

_____/

INTERROGATORIES TO DEFENDANT

NOW COMES Plaintiff, by and through KROHN & MOSS, LTD. and propounds the following Interrogatories to Defendant, GENERAL MOTORS LLC, to be answered in writing and under oath.

INSTRUCTIONS

1. Each interrogatory shall be answered separately and fully in writing and under oath, unless it is objected to, in which event state the reasons for objection and answer to the extent the Interrogatory is not objectionable.

2. Each request to describe or identify a document shall be deemed to include a request for information sufficient to enable Plaintiff to obtain the document with a subpoena, including but not limited to the date of the document, a physical description of the document, a brief description of the content of the document, the identity of the custodian of the document, the location of the document, and any title given to the document. If an interrogatory calls for a description of a document, you may, if you prefer, instead of identifying it, attach to your answer a clear copy, front and reverse of the document.

3. In construing each Interrogatory the present tense includes the past and future tenses.

4. In construing each Interrogatory, the singular includes the plural, and vice versa so as to bring within the scope of these requests all information that might otherwise be construed to be outside its scope.

5. In construing each Interrogatory, the terms "any" and "all" mean "any and all," and the terms "each" and "every" mean "each and every."

6. In construing each Interrogatory, the terms "and" and "or" encompass both "and" and "or" unless otherwise specified.

7. If you answer any interrogatory by reference to business records, identify such records by Bates number and the name of the employee certifying the documents as business records for purposes of answering such interrogatory.

8. If you object to any interrogatory based on a claim of privilege, you must provide a statement of the claim of privilege and all facts relied upon in support of that claim, including the parties involved, any dates involved, the relevant subject matter of the privileged material, any documents supporting the privileged information, including the dates, authors recipients, title and subject matter, and present location of any documents included. In the case of attorney work product privilege, also identify the litigation in connection with which the work product was prepared.

9. Your answer to each Interrogatory shall identify each individual who supplied information for or participated in the preparation of your answers to these Interrogatories, and each document to which you referred or upon which you relied in the preparation of your answers to these Interrogatories.

10. The answers are to be signed by the person making them and the objections are to be signed by the attorney making them.

DEFINITIONS

1. "You," "your," or "your company" means Defendant and its present and former employees, officers, directors, agents, attorneys, affiliates, subsidiaries, joint ventures, successors, predecessors, or any person acting or purporting to act on your behalf.

2. "Document" shall be broadly interpreted and means the original and all non-identical copies of all written or printed items, including without limitation, papers, photographs, films, recordings, letters, correspondence, communications, memoranda and written notes, legal pleadings, calendars, diaries, day planners, travel records, lists, outlines, summaries, checks, check registers, books and accounting, computer cards, printouts, images, and drawings, and all retrievable information in computer storage, tapes, discs, and records of all types, minutes of meetings, records of telephone conversations, telegrams, facsimiles, notes, reports, compilations, notebooks, work papers, graphs, charts, spreadsheets, blueprints, books, brochures, circulars, manuals, instructions, ledgers, drawings, sketches, photographs, videotapes, audiotapes, films, e-mails, internal or external websites, compact disks, computer files and disks, sales and advertising and promotional literature, agreements and all mechanical or electronic data, records or representations of any kind, studies, books, pamphlets, pictures and voice recordings or every other device or medium on which or through which information of any type is to be transmitted, recorded or preserved.

3. "Communicate" or "communication" mean without limitation, oral or written communications of any kind, such as electronic communications, e-mails, facsimiles, telephone communications, correspondence, exchange of written or recorded information, or face-to-face meetings. The phrase "communication between" is defined to include instances where one party addresses the other party but the other party does not necessarily respond.

4. "Identify," "identity," or "identification," when used in reference to a natural person, means or requires a statement of the person's full name and present or last known address and home telephone numbers, the person's present or last known position and business affiliation, business address and telephone number; and for each person currently or previously employed by KHI during the relevant time period the nature and description of the duties and responsibilities of each position stated.

When used in reference to a document, the terms, "identify," "identity," or "identification" mean or require a statement of the document's date, title, Bates number (if any), its subject matter and substance, the location of the document and the custodian of the document, its author and each addressee and copyee, the type of document (e.g., letter, memorandum, telegram, chart, computer-input or output, photograph, drawing, sound reproduction, etc.) or, if the above information is not available, some other means of identifying it, its present location, and the name of each of its present custodians. If the document was, but is no longer, in your possession or subject to your control, or in existence, state whether it is (a) missing or lost; (b) has been destroyed; (c) has been transferred, voluntarily or involuntarily, to others; or (d) otherwise disposed of, and in each instance, explain the circumstances surrounding the authorization for that disposition of the document and state the date or approximate date of the disposition.

When used in reference to a division, department, unit or other corporate subdivision, the terms, "identify," "identity," or "identification" mean or require a statement of the name of each person during the applicable time period who is or was in charge of the activities of the division, department, unit, or other corporate subdivision, and each of his or her immediate assistants.

When used in reference to communications, the terms, "identify," "identity," or "identification" require a description of all forms of communications, whether in person or otherwise, written or oral, or by telephone, telex, or other modes of communication, and require a listing of the senders and recipients, the date of the communication, and an identification of all documents constituting, relating to, or referring to the subject communication.

5. "Relating to," "referring to," "regarding," or "with respect to" mean, without limitation, the following concepts: concerning, discussing, describing, reflecting, dealing with, relating to, analyzing, evaluating, estimating, constituting, studying, surveying, projecting, assessing, recording, summarizing, criticizing, reporting, commenting, or otherwise involving, in whole or in part.

6. The terms, "describe" or "description," when referring to a place, thing, or occurrence, mean to identify with sufficient particularity the place, thing, or occurrence so as to

enable one to locate, examine, and fully comprehend or understand the place, thing, or occurrence described. When referring to an investigation, the words "describe" or "description," refer to the identity of each person who was interviewed in connection with the investigation, stating the date and place of each interview, the identity of each person present at the interview, and the identity of each document that records, reflects, or refers to each interview.

7. "Including" is used to emphasize certain types of documents requested and should not be construed as limiting the request in any way.

8. "Or" and "and" should be construed so as to require the broadest possible interpretation.

9. The term "Mechanical documents" means all Bulletin(s), Service Bulletin(s), Technical Service Bulletin(s), Dealer Service Bulletin(s), Recall(s), Campaign(s), Special Service Message(s), or similarly titled documents which describe or identify the defects, nonconformities, symptoms and/or conditions in the subject vehicle as outlined in Plaintiff's Complaint for the same make, year and model as the subject vehicle.

10. The term "Lemon Law documents" means any and all documents relating to Lemon Law Situations, Lemon Law Prevention, Repeat Repair Attempts, Consumer Protection Laws, Lemon Laws, Lemon Law Manuals, Lemon Law Complaints, and Magnusson Moss Act, State lemon Laws and/or Lemon Law advice. This Term includes but is not limited to all Sales and Service Agreements, Warranty Policy & Procedures, Parts & Service Policy and Procedure Manual, Operation Manuals, Procedures documents(s), Policy document(s), Policy Manual(s), Procedure Manual(s), Warranty Administration Manual(s), Warranty Policy Manual(s), Service Policies and Procedures, Warranty Administration document(s), Guidelines, Sales and Service Agreements, Warranty Policy & Procedures, Parts & Service Policy and Procedure Manual, Repair Attempt Procedures, Lemon Law Manuals, Operation Manuals, Policy Manual(s), Procedure Manual(s), Warranty Administration Manual(s), Warranty Policy Manual(s), Service Policies and Procedures, Warranty Administration document(s), Guidelines, Lemon Law Situation documents, Lemon Law Prevention Document(s), Warranty Policy & Procedures, Prevent Lemon Law Complaint documents, Lemon Law advice and any other document that mentions, relates to and/or involves Lemon Law documents.

11. The "subject vehicle" means the motor vehicle identified in the Complaint at Law filed in this case.

INTERROGATORIES

1. Identify as defined above, the individual(s) providing the responses and signing the verification to these Interrogatories.

2. Identify any "Mechanical Documents" as defined above issued by Defendant for the same make and model vehicle as the subject vehicle that pertain to the alleged defects in the subject vehicle.

3. Identify as defined above all agents, employees, or officers of Defendant who inspected the subject vehicle, performed repairs on the subject vehicle, or was present when these inspections and/or repairs took place. For each individual, please provide a brief factual summary of the nature and extent of said individuals' inspection/findings.

4. Describe and identify all written warranties issued by Defendant for the subject vehicle.

5. Identify and describe all communications or documents wherein you were notified of any alleged defects or complaints concerning the subject vehicle.

6. Identify whether Plaintiff, or anyone on Plaintiff's behalf, has ever notified Defendant that Plaintiff no longer wanted the subject vehicle. If so, state when, whether oral or written notice was given, and identify the name, address and job title of each person receiving said statement.

7. Identify and describe the specifications of the subject vehicle including but not limited to its exact model name, engine size, transmission type, two wheel drive versus four wheel drive, etc. You may produce the window sticker Defendant authored for the subject vehicle in lieu of specifically identifying and describing these specifications.

8. Identify as defined above each and every fact/occurrence witness that Defendant will call at the trial and/or arbitration of this case and describe the substance of the witness' expected testimony and summary of testimony.

9. If you contend that Plaintiff abused, neglected, altered, modified, or misused the subject vehicle, identify and specifically describe your basis for the same.

10. Identify how many cumulative days Defendant's records indicated that the vehicle was out of service by reason of any defect or condition complained of by Plaintiff.

11. Identify all warranty claims submitted by Defendant's authorized dealers to Defendant in which said dealers requested reimbursement for warranty repairs performed on the subject vehicle. For all such claims, identify the dollar amount that Defendant reimbursed each authorized dealer.

12. Does Defendant have a "good will" repair policy? If the answer to said interrogatory is "Yes," please describe the policy and identify any repairs that Defendant paid for under its "good will" program. Please also list the reason said repair was paid under a "good will" determination.

13. Identify and describe all repairs performed on the subject vehicle for which Plaintiff was not charged and the repairs were not covered by the applicable warranties for the subject vehicle.

14. Identify and describe all repairs performed on the subject vehicle prior to

Plaintiff's purchase of the subject vehicle as reflected in Defendant's records.

15. Identify, as defined above, of all employees, agents, or officers of Defendant who have knowledge of Plaintiff's claims as described in the Complaint at Law filed in this case and describe the extent of such knowledge.

16. Define the word "defect" as used in Defendant's written warranty.

17. Has Defendant failed or refused to reimburse its authorized dealers for any warranty repairs and/or diagnostic procedures on this automobile? If the answer is "Yes," identify and describe the reason the manufacturer did not make payment.

18. Identify and describe all communications, as defined above, between Defendant and its authorized dealers relating to defects, non-conformities, or the diagnosis and repair of the subject vehicle.

19. Does Defendant provide Lemon Law documents, as defined above, to its authorized service dealerships? If so, please identify all Lemon Law documents.

20. Identity, as defined above, all individuals employed by Defendant within the State of Florida (other than its attorneys) who are familiar with the content of all documents authored and produced by Defendant in response to Plaintiff's Request for Production of Documents and Defendant's response to Plaintiff's Interrogatories and who may be called by Plaintiff as a witness in Plaintiff's case-in-chief to discuss those responses and documents.

Respectfully Submitted,
Krohn & Moss, Ltd

By: _____

Brent Wikgren
Krohn & Moss, Ltd
10 N Dearborn Street, 3rd Floor
Chicago, IL 60602
(312) 578-9428
Attorney for Plaintiff
FBN: 0042911

IN THE CIRCUIT COURT IN AND FOR
DADE COUNTY, FLORIDA

CASE NO.

[redacted]

Plaintiff,

v.

GENERAL MOTORS LLC,

Defendant.

_____/

REQUEST FOR PRODUCTION

NOW COMES Plaintiff, by and through KROHN & MOSS, LTD., and requests that GENERAL MOTORS LLC, produces, as well as upholds its continuing duty to seasonably supplement these requests as additional information becomes available, all documents of any kind or nature including, without limitation: charts, photographs, phone records and other data, computations from which information can be obtained, and any and all copies thereof within the possession of your agents, employees or authorized dealerships, relating to or connected with, ***every document that you were asked to "identify" or used in supplying the information requested in Plaintiff's Interrogatories to Defendant.*** In addition, and not by way of limitation, produce the following documents concerning the vehicle that is the subject of this action **whether in the possession of the Defendant or its authorized dealership(s)**:

INSTRUCTIONS

1. In producing documents and other materials, you are to furnish all documents in your possession, custody or control, regardless of whether such documents or materials are possessed directly by you or your employees or former employees, agents or former agents, parents, subsidiaries, affiliates, investigators or by your attorneys or their employees, agents or investigators.

2. All documents shall be produced in the same order as they are kept or maintained by you in the ordinary course of your business. All documents shall be produced in the file folder, envelope or other container in which the documents are kept or maintained. If for any reason the container cannot be produced, you should produce copies of all labels or other identifying marks that may be present on the container.

3. Documents shall be produced in such fashion as to identify the department, branch or office in whose possession they were located and, where applicable, the natural person in whose possession they were found (*i.e.*, the document custodian) and the business address of each document custodian.

4. Documents attached to one another should not be separated. If any portion of any document is response to any portion of the document requests below, then the entire document must be produced.

5. If a document once existed and subsequently has been lost, destroyed or is otherwise missing, you should provide sufficient information to identify the document and state, in writing, the details, including whether the document:

a. is lost or missing;
b. has been destroyed and, if so, by whom and at whose request;
c. has been transferred or delivered, voluntarily or involuntarily, to another person or entity and at whose request; or
d. has been otherwise disposed of.

8. In each instance in which a document once existed but now is lost or missing or has been destroyed or otherwise disposed of, explain the circumstances surrounding the disposition of the document, including, but not limited to:

a. the identity of the person or entity who last possessed the document;
b. the date or approximate date of the document's disposition; and
c. the identity of all persons who have or had knowledge of the documents' contents.

6. If any document responsive to any of these requests is privileged, and the document or any portion of the document requested is withheld based on a claim of privilege, provide a statement of the claim of privilege and all facts relied upon in support of that claim, as required by Federal Rules of Civil Procedure, including the following information:

a. the reason for withholding the document;

b. the date of such communication;

c. the medium of such communication;

d. the general subject matter of such communication (such description shall not be considered a waiver of your claimed privilege);

e. the identity of any document that was the subject of such communication and the present location of any such document;

f. the identity of all the persons involved in such communication;

g. the identity of any document which records, refers, or relates to such communication and present location of any such document; and

h. the number or numbers of these requests for production of documents to which such information is responsive.

7. Each document requested herein should be produced in its entirety and without deletion, redaction or excision, except as qualified by Instruction 6 above, regardless of whether you consider the entire document or only part of it to be relevant or responsive to these document requests. If you have redacted any portion of a document on the ground of privilege, stamp the word "REDACTED" beside the redacted information on each page of the document which you have redacted. Any redactions to documents produced should be identified in accordance with Instruction 6 above.

8. All documents produced should be numbered sequentially, with a unique number on each page, and with a prefix identifying the party producing the document.

9. Electronically stored information should be produced on compact discs or zip drives in the original electronic file format(s) including all metadata or in the format as agreed by the parties, and with information or instructions sufficient to enable the propounding party to extract the electronically stored information.

DEFINITIONS

1. "You," "your," or "your company" means Defendant and its present and former employees, officers, directors, agents, attorneys, affiliates, subsidiaries, joint ventures, successors, predecessors, or any person acting or purporting to act on your behalf.

2. "Document" shall be broadly interpreted and means the original and all non-identical copies of all written or printed items, including without limitation, papers, photographs, films, recordings, letters, correspondence, communications, memoranda and written notes, legal pleadings, calendars, diaries, day planners, travel records, lists, outlines, summaries, checks, check registers, books and accounting, computer cards, printouts, images, and drawings, and all retrievable information in computer storage, tapes, discs, and records of all types, minutes of meetings, records of telephone conversations, telegrams, facsimiles, notes, reports, compilations, notebooks, work papers, graphs, charts, spreadsheets, blueprints, books, brochures, circulars,

manuals, instructions, ledgers, drawings, sketches, photographs, videotapes, audiotapes, films, e-mails, internal or external websites, compact disks, computer files and disks, sales and advertising and promotional literature, agreements and all mechanical or electronic data, records or representations of any kind, studies, books, pamphlets, pictures and voice recordings or every other device or medium on which or through which information of any type is to be transmitted, recorded or preserved.

3. "Communicate" or "communication" mean without limitation, oral or written communications of any kind, such as electronic communications, e-mails, facsimiles, telephone communications, correspondence, exchange of written or recorded information, or face-to-face meetings. The phrase "communication between" is defined to include instances where one party addresses the other party but the other party does not necessarily respond.

4. "Identify," "identity," or "identification," when used in reference to a natural person, means or requires a statement of the person's full name and present or last known address and home telephone numbers, the person's present or last known position and business affiliation, business address and telephone number; and for each person currently or previously employed by KHI during the relevant time period the nature and description of the duties and responsibilities of each position stated.

When used in reference to a document, the terms, "identify," "identity," or "identification" mean or require a statement of the document's date, title, Bates number (if any), its subject matter and substance, the location of the document and the custodian of the document, its author and each addressee and copyee, the type of document (e.g., letter, memorandum, telegram, chart, computer input or output, photograph, drawing, sound reproduction, etc.) or, if the above information is not available, some other means of identifying it, its present location, and the name of each of its present custodians. If the document was, but is no longer, in your possession or subject to your control, or in existence, state whether it is (a) missing or lost; (b) has been destroyed; (c) has been transferred, voluntarily or involuntarily, to others; or (d) otherwise disposed of, and in each instance, explain the circumstances surrounding the authorization for that disposition of the document and state the date or approximate date of the disposition.

When used in reference to a division, department, unit or other corporate subdivision, the terms, "identify," "identity," or "identification" mean or require a statement of the name of each person during the applicable time period who is or was in charge of the activities of the division, department, unit, or other corporate subdivision, and each of his or her immediate assistants.

When used in reference to communications, the terms, "identify," "identity," or "identification" require a description of all forms of communications, whether in person or otherwise, written or oral, or by telephone, telex, or other modes of communication, and require a listing of the senders and recipients, the date of the communication, and an identification of all documents constituting, relating to, or referring to the subject communication.

5. "Relating to," "referring to," "regarding," or "with respect to" mean, without limitation, the following concepts: concerning, discussing, describing, reflecting, dealing with, relating to, analyzing, evaluating, estimating, constituting, studying, surveying, projecting, assessing, recording, summarizing, criticizing, reporting, commenting, or otherwise involving, in whole or in part.

6. The terms, "describe" or "description," when referring to a place, thing, or occurrence, mean to identify with sufficient particularity the place, thing, or occurrence so as to enable one to locate, examine, and fully comprehend or understand the place, thing, or occurrence described. When referring to an investigation, the words "describe" or "description," refer to the identity of each person who was interviewed in connection with the investigation, stating the date and place of each interview, the identity of each person present at the interview, and the identity of each document that records, reflects, or refers to each interview.

7. "Including" is used to emphasize certain types of documents requested and should not be construed as limiting the request in any way.

8. "Or" and "and" should be construed so as to require the broadest possible interpretation.

9. The term "Mechanical documents" means all Bulletin(s), Service Bulletin(s), Technical Service Bulletin(s), Dealer Service Bulletin(s), Recall(s), Campaign(s), Special Service Message(s), or similarly titled documents which describe or identify the defects, nonconformities, symptoms and/or conditions in the subject vehicle as outlined in Plaintiff's Complaint for the same make, year and model as the subject vehicle.

10. The term "Lemon Law documents" means any and all documents relating to Lemon Law Situations, Lemon Law Prevention, Repeat Repair Attempts, Consumer Protection Laws, Lemon Laws, Lemon Law Manuals, Lemon Law Complaints, and Magnusson Moss Act, State lemon Laws and/or Lemon Law advice. This Term includes but is not limited to all Sales and Service Agreements, Warranty Policy & Procedures, Parts & Service Policy and Procedure Manual, Operation Manuals, Procedures documents(s), Policy document(s), Policy Manual(s), Procedure Manual(s), Warranty Administration Manual(s), Warranty Policy Manual(s), Service Policies and Procedures, Warranty Administration document(s), Guidelines, Sales and Service Agreements, Warranty Policy & Procedures, Parts & Service Policy and Procedure Manual, Repair Attempt Procedures, Lemon Law Manuals, Operation Manuals, Policy Manual(s), Procedure Manual(s), Warranty Administration Manual(s), Warranty Policy Manual(s), Service Policies and Procedures, Warranty Administration document(s), Guidelines, Lemon Law Situation documents, Lemon Law Prevention Document(s), Warranty Policy & Procedures, Prevent Lemon Law Complaint documents, Lemon Law advice and any other document that mentions, relates to and/or involves Lemon Law documents.

11. The "subject vehicle" means the motor vehicle identified in the Complaint at Law filed in this case.

REQUESTS TO PRODUCE

1. All pre-delivery repair orders relating to the vehicle in your possession.

2. All post-delivery repair orders relating to the vehicle in your possession.

3. All technicians' and/or mechanics' notes relating to the vehicle in your possession.

4. All time stamps and/or time punches relating to the time spent performing repairs to the vehicle in your possession.

5. The warranty repair history relating to the vehicle as kept in its ordinary course of business by this Defendant. This includes all computer records evidencing monetary amounts reimbursed to Defendant's authorized dealership(s).

6. All internal reports, memoranda, correspondence and zone office reports relating to the subject vehicle.

7. All reports, memoranda, correspondence, zone office reports and/or any other documentation created by Defendant or its authorized dealership(s) due to Plaintiff's contact with Defendant or its authorized dealership(s) by way of either writing, telephone or in person.

8. All records, invoices, and other documentation relating to the sale of and/or purchase of the vehicle in your possession.

9. All copies of all written warranties issued by Defendant and/or its authorized dealership(s) regarding the vehicle. This request is being made to obtain an authentic, unaltered copy.

10. Any and all documents relied upon by Defendant in formulating its answer and affirmative defenses.

11. All documents upon which Defendant relies in believing its arbitration program meets the substantive provisions of the Magnuson-Moss Warranty Act; 16 CFR Part 703; and/or any applicable state law provisions.

12. All "mechanical documents" as described in the definition section above applicable to the vehicle as identified in your answer to Interrogatory number 2.

13. All "Talking Papers," "Quick Service Fixes," "Level Four documents," "advanced service information," "rapid response," special service information, technical training materials, continuing education materials, VSSM service library articles, Manufacture Audit Sampling Reports, Tech II bulletins, Know How

Videos, engineering reports, analysis or memorandum, and any and all other documents referencing investigations or inquiries performed which relate to the allegations made herein regarding vehicles of the same year, make and model as the subject vehicle.

14. Provide each and every opinion/expert witness report whether or not Defendant seeks to introduce it at the arbitration and/or trial of this case.

15. Any and all documents made available to Defendant's opinion/expert witness by Defendant or its attorney in preparing the opinion/expert witness report.

16. Curriculum vitae for any opinion/expert witness who has prepared a report regarding the vehicle whether or not said opinion/expert witness or the report are intended to be introduced at arbitration and/or trial of this case.

17. Curriculum vitae of any opinion/expert witness whose testimony Defendant intends to introduce at trial or arbitration.

18. Any and all documents prepared and/or generated by the opinion/expert witness including but not limited to: notes, memoranda and correspondence.

19. Any and all documents, papers, correspondence, memos, repair orders, work orders, computer print-outs, vehicle inquiry reports, documents, or receipts evidencing the performance of any repair work, whether covered under Defendant's warranty or not, done to the vehicle.

20. All sales brochures, sales manuals, literature, pictures, or any other promotional literature produced for the vehicle which is the subject matter of this litigation.

21. Any franchise contract(s) between Defendant and its authorized dealership(s) that performed repairs to the vehicle.

22. Every document that constitutes an extended service contract given by Defendant, its authorized dealership(s) or some third party to Plaintiff covering the vehicle.

23. All written correspondence forwarded by either the Plaintiff, Plaintiff's attorney or anyone else acting on Plaintiff's behalf, informing Defendant or its authorized dealership(s) that Plaintiff no longer wanted the subject vehicle.

24. Provide all documentation supporting Defendant's and its authorized dealership(s) policies to perform "goodwill" repairs (or any repairs performed that were free of charge to Plaintiff but not covered under Defendant's written warranty) to the vehicle.

25. Provide all documentation evidencing the performance of "goodwill" repairs (or

any repairs performed that were free of charge to Plaintiff but not covered under Defendant's written warranty) to the vehicle whether authorized by Defendant or its authorized dealership(s).

26. Provide any lists authored by Defendant that decipher any diagnostic codes or repair codes that Defendant instructs its authorized dealership(s) to document on the repair orders.

27. Provide copies of Lemon Law documents, as defined above, or other materials which Defendant provides to its authorized service dealerships regarding the "Lemon Law" or other breach of warranty laws.

28. All documents in your possession relating to Plaintiff's participation in Defendant's informal dispute resolution mechanism.

29. Provide Defendant's Warranty and Policy Procedural Manual or all similarly titled documents which provide instruction to Defendant's dealers on how to submit warranty claims to Defendant and which detail the process in which Defendant processes warranty claims.

30. All communications between Plaintiff and Defendant or between Plaintiff and Defendant's authorized dealers relating to the subject vehicle.

Respectfully Submitted,
Krohn & Moss, Ltd

By: _____

Brent Wikgren
Krohn & Moss, Ltd
10 N Dearborn Street, 3rd Floor
Chicago, IL 60602
(312) 578-9428
Attorney for Plaintiff
FBN: 0042911

IN THE CIRCUIT COURT IN AND FOR
DADE COUNTY, FLORIDA

CASE NO.

[redacted]

Plaintiff,

v.

GENERAL MOTORS LLC,

Defendant.

_____/

REQUESTS FOR ADMISSION

NOW COMES Plaintiff, by and through KROHN & MOSS, LTD., and requests that Defendant, GENERAL MOTORS LLC, make the following admissions for the purpose of this action only:

DEFINITIONS

1. "You," "your," or "your company" means Defendant and its present and former employees, officers, directors, agents, attorneys, affiliates, subsidiaries, joint ventures, successors, predecessors, or any person acting or purporting to act on your behalf.

2. "Document" shall be broadly interpreted and means the original and all non-identical copies of all written or printed items, including without limitation, papers, photographs, films, recordings, letters, correspondence, communications, memoranda and written notes, legal pleadings, calendars, diaries, day planners, travel records, lists, outlines, summaries, checks, check registers, books and accounting, computer cards, printouts, images, and drawings, and all retrievable information in computer storage, tapes, discs, and records of all types, minutes of meetings, records of telephone conversations, telegrams, facsimiles, notes, reports, compilations, notebooks, work papers, graphs, charts, spreadsheets, blueprints, books, brochures, circulars, manuals, instructions, ledgers, drawings, sketches, photographs, videotapes, audiotapes, films, e-mails, internal or external websites, compact disks, computer files and disks, sales and advertising and promotional literature, agreements and all mechanical or electronic data, records or representations of any kind, studies, books, pamphlets, pictures and voice recordings or every other device or medium on which or through which information of any type is to be transmitted, recorded or preserved.

3. "Communicate" or "communication" mean without limitation, oral or written communications of any kind, such as electronic communications, e-mails, facsimiles, telephone communications, correspondence, exchange of written or recorded information, or face-to-face meetings. The phrase "communication between" is defined to include instances where one party addresses the other party but the other party does not necessarily respond.

4. "Identify," "identity," or "identification," when used in reference to a natural person, means or requires a statement of the person's full name and present or last known address and home telephone numbers, the person's present or last known position and business affiliation, business address and telephone number; and for each person currently or previously employed by KHI during the relevant time period the nature and description of the duties and responsibilities of each position stated.

When used in reference to a document, the terms, "identify," "identity," or "identification" mean or require a statement of the document's date, title, Bates number (if any), its subject matter and substance, the location of the document and the custodian of the document, its author and each addressee and copyee, the type of document (e.g., letter, memorandum, telegram, chart, computer input or output, photograph, drawing, sound reproduction, etc.) or, if the above information is not available, some other means of identifying it, its present location, and the name of each of its present custodians. If the document was, but is no longer, in your possession or subject to your control, or in existence, state whether it is (a) missing or lost; (b) has been destroyed; (c) has been transferred, voluntarily or involuntarily, to others; or (d) otherwise disposed of, and in each instance, explain the circumstances surrounding the authorization for that disposition of the document and state the date or approximate date of the disposition.

When used in reference to a division, department, unit or other corporate subdivision, the terms, "identify," "identity," or "identification" mean or require a statement of the name of each person during the applicable time period who is or was in charge of the activities of the division, department, unit, or other corporate subdivision, and each of his or her immediate assistants.

When used in reference to communications, the terms, "identify," "identity," or "identification" require a description of all forms of communications, whether in person or otherwise, written or oral, or by telephone, telex, or other modes of communication, and require a listing of the senders and recipients, the date of the communication, and an identification of all documents constituting, relating to, or referring to the subject communication.

5. "Relating to," "referring to," "regarding," or "with respect to" mean, without limitation, the following concepts: concerning, discussing, describing, reflecting, dealing with, relating to, analyzing, evaluating, estimating, constituting, studying, surveying, projecting, assessing, recording, summarizing, criticizing, reporting, commenting, or otherwise involving, in whole or in part.

6. The terms, "describe" or "description," when referring to a place, thing, or occurrence, mean to identify with sufficient particularity the place, thing, or occurrence so as to enable one to locate, examine, and fully comprehend or understand the place, thing, or occurrence described. When referring to an investigation, the words "describe" or "description," refer to the identity of each person who was interviewed in connection with the investigation, stating the date and place of each interview, the identity of each person present at the interview, and the identity of each document that records, reflects, or refers to each interview.

7. "Including" is used to emphasize certain types of documents requested and should not be construed as limiting the request in any way.

8. "Or" and "and" should be construed so as to require the broadest possible interpretation.

9. The term "Mechanical documents" means all Bulletin(s), Service Bulletin(s), Technical Service Bulletin(s), Dealer Service Bulletin(s), Recall(s), Campaign(s), Special Service Message(s), or similarly titled documents which describe or identify the defects, nonconformities, symptoms and/or conditions in the subject vehicle as outlined in Plaintiff's Complaint for the same make, year and model as the subject vehicle.

10. The term "Lemon Law documents" means any and all documents relating to Lemon Law Situations, Lemon Law Prevention, Repeat Repair Attempts, Consumer Protection Laws, Lemon Laws, Lemon Law Manuals, Lemon Law Complaints, and Magnusson Moss Act, State lemon Laws and/or Lemon Law advice. This Term includes but is not limited to all Sales and Service Agreements, Warranty Policy & Procedures, Parts & Service Policy and Procedure Manual, Operation Manuals, Procedures documents(s), Policy document(s), Policy Manual(s), Procedure Manual(s), Warranty Administration Manual(s), Warranty Policy Manual(s), Service Policies and Procedures, Warranty Administration document(s), Guidelines, Sales and Service Agreements, Warranty Policy & Procedures, Parts & Service Policy and Procedure Manual, Repair Attempt Procedures, Lemon Law Manuals, Operation Manuals, Policy Manual(s), Procedure Manual(s), Warranty Administration Manual(s), Warranty Policy Manual(s), Service Policies and Procedures, Warranty Administration document(s), Guidelines, Lemon Law Situation documents, Lemon Law Prevention Document(s), Warranty Policy & Procedures, Prevent Lemon Law Complaint documents, Lemon Law advice and any other document that mentions, relates to and/or involves Lemon Law documents.

11. The "subject vehicle" means the motor vehicle identified in the Complaint at Law filed in this case.

REQUESTS FOR ADMISSION

1. Defendant provided a written warranty for the subject vehicle.

2. The subject vehicle was tendered for repair to Defendant and/or its authorized

servicing dealer at least once during Defendant's written warranty.

3. Defendant received written notification that Plaintiff no longer wanted to retain ownership and/or possession of the subject vehicle.

4. Defendant and/or its authorized service dealers have been unable to correct all of the defects in the subject vehicle which were complained of by Plaintiff within any applicable written warranty period.

5. Plaintiff's vehicle has not been repaired after a reasonable number of attempts.

6. The defects in the subject vehicle as alleged in Plaintiff's Complaint remain uncorrected.

7. Defendant has not offered to repurchase or replace Plaintiff's vehicle.

8. Plaintiff has not abused the subject vehicle.

9. Plaintiff has not neglected the subject vehicle.

10. Plaintiff has not modified the subject vehicle.

11. Plaintiff has not altered the subject vehicle.

12. The subject vehicle has not sustained collision or impact damage.

13. All repairs performed on the subject vehicle were covered under Defendant's applicable warranty(ies).

14. The subject vehicle was subject to repair three (3) or more times for substantially the same nonconformity(ies) during the Plaintiff's first year or eighteen thousand (18,000) miles of ownership thereof, whichever came first, and the nonconformity(ies) for which it was subject to said repairs continue to exist.

15. The subject vehicle has been out of service in excess of thirty (30) calendar days during the Plaintiff's first year or eighteen thousand (18,000) miles of ownership thereof, whichever came first, by reason of the defects alleged in Plaintiff's Complaint.

16. The subject vehicle has been subject to repair on at least eight (8) occasions for any nonconformity(ies) during the Plaintiff's first year or eighteen thousand (18,000) miles of ownership thereof, whichever came first.

17. The subject vehicle has been subject to repair on at least one (1) occasion for a nonconformity that results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven, and that nonconformity continues to exist.

18. The subject vehicle was subject to repair four (4) or more times for substantially the same nonconformity(ies) during the Plaintiff's first eighteen (18) months or eighteen thousand (18,000) miles of ownership thereof, whichever came first, and the nonconformity(ies) for which it was subject to said repairs continue to exist.

19. The subject vehicle has been out of service in excess of thirty (30) business days during the Plaintiff's first eighteen (18) months or eighteen thousand (18,000) miles of ownership thereof, whichever came first, by reason of the defects alleged in Plaintiff's Complaint.

20. Defendant has a process by which its engineers investigate diagnostic concerns with a vehicle through a Quick Service Fix process.

21. Defendant has a process by which engineers offer Special Service Messages, Technical Service Bulletins, or Service Bulletins when a fix for a known problem becomes available.

22. Defendant's Quick Service Fix program is designed to provide a fix within 90 days as the target time window.

23. The subject vehicle was not safe and substantially free from defects at the time of its delivery.

24. A vehicle may be sold with latent defects that do not manifest until after its date of sale.

25. Defendant does not maintain an informal dispute resolution program that complies with 16 CFR § 703.

26. Defendant did not authorize or pay for any "good will" repairs for the subject vehicle.

27. Defendant spent more money on warranty repairs for the subject vehicle than the average vehicle of the same year, make, and model.

Respectfully Submitted,
Krohn & Moss, Ltd

By: _____

Brent Wikgren
Krohn & Moss, Ltd
10 N Dearborn Street, 3rd Floor
Chicago, IL 60602
(312) 578-9428
Attorney for Plaintiff
FBN: 0042911

VIA FAX ONLY

November 9, 2011

Brent Wikgren, Esq.
Krohn & Moss
10 N Dearborn St Fl 3
Chicago, IL 60602

RE: [redacted]
Service Reques[redacted]
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S37[redacted]
Customer Relationship Specialist: Julia

Dear Mr. Wikgren:

This is to advise that General Motors is in receipt of the above referenced case. 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
- ☒ Other: 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

cc: Charles Mitchell

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

November 9, 2011

Brent Wikgren, Esq.
Krohn & Moss
10 N Dearborn St Fl 3
Chicago, IL 60602

RE: [redacted]
Service Reques[redacted]
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S37[redacted]
Customer Relationship Specialist: Julia

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cc: Charles Mitchell

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(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

Julia Garcia/Austin/GM1
11/09/2011 09:25 AM

To thomas.thornton@gm.com
cc
bcc
Subject GM BRC Legal: Customer Gutierrez SR [redacted]
Lawsuit Notification

RE: Custome[redacted]
Service Request: [redacted]
Vehicle: 2007, Chevrolet Trailblazer
Vehicle Identification Number: 1GNDS13S3721[redacted]

Customer Relationship Specialist: Julia Garcia
Telephone: 866-790-5600 ext.31403

Dear Tom Thornton:

This email is to inform you that a lawsuit has been filed on behalf of customer Gutierrez by Krohn & Moss for the customer's 2007, Chevrolet Trailblazer. The customer has been working with Maroone Chevrolet of Miami in Miami, FL BAC: 114774. TAC has been involved. TAC case numbers: [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.

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

PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL

BRC CASE ASSESSMENT

Latest Revision Date: 11/10/11

All Fields Are Required
(Do not delete or modify any sections of this form)

SR: [redacted]9
By: Julia/ Legal

GM Legal File / BBB Case No.: [redacted]
Negotiator: Julia

Customer Last Name: Gutierrez
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 [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	[redacted]	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	[redacted]	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 SR# 71-918779404

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# 71-972410629

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 [redacted]
Date & Offer/Result: Open: 8/16/2011 Closed: 9/12/2011

FRA is set for 9/7/11. Nothing was found wrong with the vehicle.

Concern: NISM SR#7[redacted]9
Date & Offer/Result: Open: 8/16/2011 Closed: 11/8/2011

On NISM case, case denied.

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:

NISM: Denial.

Lawsuit: Remove to local counsel.

Rationale:

NISM: 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

Lawsuit: Vehicle does not appear to meet presumption. All issues appear to be corrected. There have not been any new repairs since FRA on 9/17/11. Nothing that would impair the use, value or safety of the vehicle.

Settlement/Defense Strategy:

Removal to local counsel/ Vehicle appears to be corrected.

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.**

*****NISM***:**		
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}
*****LAWSUIT*****		
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:	{Accepted / Declined}

	{mm/dd/yy}	

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.

[redacted]

ACCOUNTING

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PAGE 1

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	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

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

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
461/530	11025	1300		461/520	1938	200	
461/525	8040	6700		461/263	11025	*******	A59809
461/237	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

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WARRANTY COPY

[redacted]

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INVOICE

HOME: BUS:

SERVICE ADVISOR: 7001 ESTHER SANTAMARIA R

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	07	CHEVROLET TRAILBLAZE	1GNDS13S37[redacted]		12/12	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	PAYMENT	INV. DATE
IS			16:12 24OCT06		CASH	20OCT06

R.O. OPENED	READY	OPTIONS:
18:36 19OCT06	12:15 20OCT06	STK:72159809 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								
		3339	LAGO,MANUEL LIC#: 6263							
			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								
		3339	LAGO,MANUEL LIC#: 6263							
			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								
		3339	LAGO,MANUEL LIC#: 6263							
			IC						19.38	19.38
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.

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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]

INVOICE

[redacted]

MIAMI, FL 3[redacted]
HOME [redacted]

PAGE 1

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DADE COUNTY REGISTRATION #MVR-00105801
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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	P.O. NO.	PAYMENT	INV. DAT
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						
	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

****

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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 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

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[redacted]

[redacted]

INVOICE

PAGE 1

[redacted]

MIAMI, FL [redacted]
HOME [redacted]

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DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

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	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						
		3572 VASQUEZ,IHOSVANNI LIC#: 9932						
			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.

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 St[redacted]ee to be collected for each new tire sold in [redacted].50 fee to be collected for each new or rema[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	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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3 [redacted]

[redacted]

[redacted]

MIAMI, FL [redacted]
HOME:3 [redacted]

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DADE COUNTY REGISTRATION #MVR-00105801
www.maroone.com

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	1GNDS13S37[redacted]		6139/6139	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO 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
A MAINTENANCE SERVICE LUBRICATION, OIL AND FILTER CHANGE Pd cm 853 12/3/7 + 20.00			
CAUSE: 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
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.			
3572 VASQUEZ,IHOSVANNI LIC#: 9932			
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			
3572 VASQUEZ,IHOSVANNI LIC#: 9932			
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)]

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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	

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[redacted]

[redacted]

[redacted]

MIAMI [redacted]
HOME: [redacted]

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PRO SHOP

INVOICE

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	[redacted]	PAYMENT	INV. DATE
18JAN07 DD			18:30 29NOV07		SGMPP	27NOV07

R.O. OPENED	READY	OPTIONS: STK:72159809 ENG:4.2_LITER_DOHC
10:20 27NOV07	11:30 27NOV07	

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%	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)]

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X [redacted] NATURE

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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CUSTOMER # [redacted]

[redacted]

[redacted]

MIAMI, FL [redacted]

HOME: CONT:N/A

BUS: CELL:

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DADE COUNTY REGISTRATION #MVR-00105601

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INVOICE

PAGE 1

SERVICE ADVISOR: 3493 JESUS CRUZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST_M	07	CHEVROLET TRAILBLAZE	1GNDS13S372 [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:72159809 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							
3572 VASQUEZ,IHOSVANNI LIC#: 9932							
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.							
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

****

[redacted]

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	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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FILE COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

MIAMI, FL [redacted]

HOME: CONT:N/A

BUS: CELL:

INVOICE

PAGE 1

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Formerly Abraham Chevrolet
SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
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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
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]		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	STR[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			
3572 VASQUEZ,IHOSVANNI LIC#: 9932			
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.

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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]

[redacted]

MIAMI, FL [redacted]

HOME: CONT:N/A

BUS: CELL:

INVOICE

PAGE 2

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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]		14585/14585	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO 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
		3277	QUILES,ERIC LIC#: 3277					
			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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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

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:

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]		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:
10:47 24APR09	17:21 24APR09	ST[redacted] ENG:4.2 LITER DOHC

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

****

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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]

[redacted]

MIAMI, FL

HOME: [redacted] CONT:N/A

BUS: [redacted] CELL:

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STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741

DADE COUNTY REGISTRATION #MVR-00106601

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]		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	STK:[redacted] NG:4.2_LITER_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A VEHICLE TOWED IN DOES NOT START			
CAUSE: REPL BATTERY FAILED MIDTRONICS TEST			
N0110 BATTERY REPLACEMENT			
2977 OLIVERES,SERGIO LIC#: 1087			
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,I[redacted]			
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

PAGE 2

Maroone Chevrolet

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PERFORMANCE PARTS

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00106601
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	1GNDS13S37[redacted]		17495/17499	T809

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O NO.	PAYMENT	INV. DATE
18JAN07 DD			10:24 02SEP09		CASH	03SEP09

R.O. OPENED	READY	OPTIONS:	
08:34 02SEP09	14:16 03SEP09	ST[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							
2977 OLIVERES,SERGIO LIC#: 1087							
		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

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]

[redacted]

MIAMI, FL [redacted]

HOME: [redacted] CONT:N/A

BUS: [redacted] CELL:

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STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741

DADE COUNTY REGISTRATION #MVR-00105601

PRO SHOP

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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]		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			
3572 VASQUEZ,IHOSVANNI LIC#: 9932			
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.
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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]

INVOICE

PAGE 2

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PERFORMANCE PARTS
STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
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	1GNDS13S372[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

STATE SALES TAX 6% 2.55
DADE COUNTY TAX.5% 0.43

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	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]

MIAMI, FL [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 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

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]		19057/19057	T823

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO 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			
3252 RONMAR OBREGON LIC#: 3253			
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)]

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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]

INVOICE

PAGE 2

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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]		19057/19057	T823

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

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)]

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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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DADE COUNTY REGISTRATION #MVR-00105601
PRO SHOP
www.maroone.com

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

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]		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: 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			
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

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]

INVOICE

PAGE 2

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DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com
PRO SHOP

[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	1GNDS13S3721[redacted]		19669/19672	T838

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:	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			
D1002 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
****

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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]

HOM[redacted] CONT:N/A

BUS [redacted] CELL:

[redacted]

INVOICE

PAGE 1

Maroone Chevrolet
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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]		20616/20616	T896

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:T[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					
3572 VASQUEZ,IHOSVANNI LIC#: 9932					
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					
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 MULTI POINT INSPECTION NOT COMPLETED THIS VISIT					
MULTI-N MULTI POINT INSPECTION NOT COMPLETED THIS VISIT					
3572 VASQUEZ,IHOSVANNI LIC#: 9932					
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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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

DCAP @2006 ADP (05/08)

FILE COPY

STOMER # [redacted]

[redacted]

ACCOUNTING

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DADE COUNTY REGISTRATION #MVR-00105601
www.maroone.com

MIAMI, FL [redacted]
HOME: [redacted] ONT:N/A
BUS: [redacted] ELL:

PAGE 1

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

CO[redacted]	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M 07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		23655/23655	T913

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO 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,IHOSVANNI LIC#: 9932										
			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										
	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
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]

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

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Formerly Abraham Chevrolet

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WATS 1-888-674-9615 · FAX 305-443-1799

Goodwrench Quick Lube Plus The Plus means better. Goodwrench Quick Lube Plus

GM PERFORMANCE PARTS

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DADE COUNTY REGISTRATION #MVR-0010560
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]		23655/23655	T913

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO 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 HOURS				LIST	NET	TOTAL
A MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP						
M0046 MAINTENANCE SERVICE LUBE,OIL,FILTER-GMPP						
3572 VASQUEZ,IHOSVANNI LIC#: 9932						
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

9k- 05/29/10 $ 24900

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
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
3713 SUBLET SAM LIC#: 999
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

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

DCAP @2006 ADP (05/06)

FILE COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

MIAMI, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: 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-0010601
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]		24097/24097	T826

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			14:06 14JUN10		CASH	14JUN10

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG:4.2_LITER_DOHC
10:00 14JUN10	13:24 14JUN10			

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES ENGINE LIGHT ON			
NC NO CHARGE			
8418 WALTERS,ANTON LIC#: 8418			
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			
8418 WALTERS,ANTON LIC#: 8418			
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			
8418 WALTERS,ANTON LIC#: 8418			
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	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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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

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

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]		24880/24880	T908

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 ONBN									
	NPF	UNABLE TO DUPLICATE ANY PROBLEM/NO PROBLEM FOUND								
		8418 WALTERS,ANTON LIC#: 8418								
		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								
		8418 WALTERS,ANTON LIC#: 8418								
		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								
		8418 WALTERS,ANTON LIC#: 8418								
		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

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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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CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

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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
PRO SHOP

[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	1GNDS13S372[redacted]		24880/24880	T908

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			16:12 27JUL10	[redacted]H	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						
		8418		WALTERS,ANTON LIC#: 8418						
			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

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	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**

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FILE 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] 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]		28642/28642	T878

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	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										
	3572 VASQUEZ,IHOSVANNI LIC#: 9932										
			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										
	3713 SUBLET SAM LIC#: 999										
			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										
	3713 SUBLET SAM LIC#: 999										
			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	

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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	
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

MIAMI, FL [redacted]

HOME: [redacted] CONT:N/A

BUS: [redacted] CELL:

PAGE 2

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-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	1GNDS13S371[redacted]		28642/28642	T878

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
461/2640		2000	*******			461/226S		0	*******		

COST, SALE, & COMP TOTALS 1755 2000 0

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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:

INVOICE

PAGE 1

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Formerly Abraham Chevrolet
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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

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	T878

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			
		3572			VASQUEZ,IHOSVANNI LIC#: 9932			
		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						
		3713	SUBLET	SAM	LIC#: 999			
		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						
		3713	SUBLET	SAM	LIC#: 999			
		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]

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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 [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

INVOICE

PAGE 2

Maroone Chevrolet
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SERVICE
4181 SW 8 ST. · MIAMI, FL 33134-2699
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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]		28642/28642	T878

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			14:54 17JAN11	[redacted]	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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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

DCAP ©2006 ADP (05/06)

TITLE COPY

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 Right 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

CUSTOMER #: [redacted]

[redacted]

INVOICE

[redacted]

MIAMI, FL [redacted]

PAGE 1

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]		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 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			
8418 WALTERS,ANTON LIC#: 8418			
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

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:

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

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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	1GNDS13S37[redacted]		29220/29220	T863

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:
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							
	8418	WALTERS,ANTON	LIC#: 8418					
		CCTR					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

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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]

MIAMI FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

[redacted]

ACCOUNTING

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

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 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									
		8418 WALTERS,ANTON LIC#: 8418									
			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 Cuel										
						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									
		8418 WALTERS,ANTON LIC#: 8418									
			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

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WARRANTY COPY

STOMER #: [redacted]

[redacted]

ACCOUNTING

Maroone Chevrolet
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DADE 305-443-9000
WATS 1-888-674-9515 · FAX 305-443-1799

[redacted]

PAGE 2

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: CELL:

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	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	Inspection A This Time										
	8418 WALTERS,ANTON LIC#: 8418										
		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.

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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 #: [redacted]

[redacted]

ACCOUNTING

Maroone 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 #MVS-00103601
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]		29220/29220	T863

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18JAN07 DD			16:48 09FEB11	615312	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
8418 WALTERS,ANTON LIC#: 8418

		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 1.3 OLH to perform diagnosis
AUTH CODE: (A) Juan 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 EW 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

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 cility 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. 2011 3:01PM No. 6599 P. 9
08/18/11 12:20PM PDT 8664315576 -> 8668745909 Pg 1/25

```
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:
```

8/18/11 12:20PM PDT 8668431557G -> 8668745909 Prosalud Aug. 9. 2011 3:02PM No. 6599 P. 12

VEHI[redacted]

[redacted] (OWNER)

MIAMI FL [redacted]
HOME PHONE
BUS. PHONE [redacted] EXT.
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, ?) ....?

CUSTOMER #: [redacted]

[redacted]

MIAMI, FL [redacted]

HOME: [redacted] CONT: N/A

BUS: [redacted] CELL:

[redacted]

INVOICE

PAGE 1

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-0010560
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]		29376/29376	T885

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	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							
	7775 FRAGA,JOSE LIC#: 7775							
		WCT					85.46	85.46
	1 25918965 BRACKET					163.28	163.28	163.28
	E3539 BRACKET, FRONT LOWER CONTROL ARM LEFT							
	REPLACE							
	7775 FRAGA,JOSE LIC#: 7775							
		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.

****

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
B	PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT							
	GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR							
	NEXT VISIT							
	7775 FRAGA,JOSE LIC#: 7775							
		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.

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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

DCAP @2005 ADP (05/06)

FILE COPY

CUSTOMER #: [redacted]

[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
GM PERFORMANCE PARTS
STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00108601
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]		29376/29376	T885

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
MULTI-D Customer Has Declined A Multi-Point Inspection A This Time			
7775 FRAGA,JOSE LIC#: 7775			
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			
7775 FRAGA,JOSE LIC#: 7775			
CCT		89.95	89.95
LABOR DISCOUNT APPLIED			
3713 SUBLET SAM LIC#: 999			
CCZDL		-7.50	-7.50
PARTS DISCOUNT APPLIED			
3713 SUBLET SAM LIC#: 999			
CCZDP		-7.50	-7.50
Z2235 DARE TO COMPARE SERIVCE OFFER			
3713 SUBLET SAM LIC#: 999			
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

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: CELL:

INVOICE

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

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
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	1GNDS13S3[redacted]		29376/29376	T885

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	STE[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.

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

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 e[redacted] in the state [s.403.7185].

X [redacted] ATURE

[redacted] 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

DCAP ©2006 ADP (05/06)

TITLE 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 1

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741
DADE COUNTY REGISTRATION #MVR-00105601
www.rmaroone.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]		29376/29376	T885

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								
E3538 BRACKET, FRONT LOWER CONTROL ARM RIGHT								
REPLACE								
7775 FRAGA,JOSE LIC#: 7775								
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								
7775 FRAGA,JOSE LIC#: 7775								
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								
7775 FRAGA,JOSE LIC#: 7775								
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								
7775 FRAGA,JOSE LIC#: 7775								
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

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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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

HOME: [redacted] CONT:N/A
BUS: CELL:

PAGE 2

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	1GNDS13S372[redacted]		29376/29376	T885

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:7[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									
		7775 FRAGA,JOSE LIC#: 7775									
			CCT	0.00	1.60	4720	8995			89.95	89.95
	LABOR DISCOUNT APPLIED										
		3713 SUBLET SAM LIC#: 999									
			CCZDL	0.00	0.00	0	-750			-7.50	-7.50
	PARTS DISCOUNT APPLIED										
		3713 SUBLET SAM LIC#: 999									
			CCZDP	0.00	0.00	0	-750			-7.50	-7.50
	Z2235 DARE TO COMPARE SERIVCE OFFER										
		3713 SUBLET SAM LIC#: 999									
			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

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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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WARRANTY COPY

STOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

MIAMI, FL [redacted]
HOME: 3[redacted] CONT:N/A
BUS: 7[redacted] CELL:

PAGE 3

SERVICE ADVISOR: 3046 JORGE LUIS GARCIA

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		29376/29376	T885

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:	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
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

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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	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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WARRANTY COPY

```
*--- 1 of 19 - Dealer: AN461-S ------------------------------------------------*
RO No: 616757    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:
```

8/18/11 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]
PHONE 2.....
DATE PROMISED 02/15/11
TIME PROMISED
RETURN PARTS.. NO
SALESMAN..... 002 / 002
PRIOR INVOICE. 034952

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.
773500027	V	01	50097	0 FL	03544A	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!! 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

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. MVR21105665

INVOICE
032084

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. W494NJ / FL
ODOMETR IN/OUT 018759 / 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

CASH AMOUNT..... 299.65
TAXABLE AMOUNT .00

X.....
CUSTOMER AUTHORIZATION FOR TOTAL

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]

[redacted]

MIAMI, FL [redacted]

HOME: [redacted] CONT:N/A

BUS: [redacted] CELL:

WORKORDER

PAGE 2

SERVICE ADVISOR: 3046 GARCIA,JORGE LUIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		34457/	T8

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	FO [redacted]	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

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 Flint 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

[redacted]

MIAMI, FL [redacted]

PAGE 1

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]		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: STK: [redacted] ENG:4.2_LITER_DOHC
11:28 08AUG11	11:49 08AUG11	

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			
3425 ALEMAN,JUAN P LIC#: P9500449			
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 $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 - 0000023

FILE COPY

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

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

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	[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.

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

CUSTOMER #: [redacted]

WORKORDER

PAGE 2

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: [redacted] CELL:

SERVICE ADVISOR: 3046 GARCIA,JORGE LUIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOONDUST M	07	CHEVROLET TRAILBLAZE	1GNDS13S372[redacted]		35295/	T2302

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			

$24.50 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

$24.95

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 11/25/11.

72159809-CSS

...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 27.37 (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 Deal[redacted] ...ehicle on streets, highways or public ... roadways for the purpo... vehicle. I authorize the retrieval of ... on-board data as needed ...es sharing that data with the vehicle ... manufacturer for diagno...

Customer Signature [redacted] Date 9/12/11

...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.

...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 ... DESTINATION - "LIMITED WARRANTY" ...

TECHNICIAN COPY

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 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
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	1GNDS13S37[redacted]		35295/35305	T2302

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
A CUST STATES ALL LIGHTS AT TIMES TURNS OFF AT ANY TIME FINAL INSPECTION			
NPF UNABLE TO DUPLICATE ANY PROBLEM/NO PROBLEM FOUND			
8418 WALTERS,ANTON LIC#: 8418			
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.			
**********			
B MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)			
GTIRE MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)			
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 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.

*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 ©2006 ADP [04/11] SERVICE INVOICE TYPE 2 - SI2C - AUTONATION - "LIMITED WARRANTY" - FLORIDA - 3698023

FILE COPY

CUSTOMER #: 3[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-00106601
PRO SHOP
www.maroone.com

[redacted]

MIAM[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]		35295/35305	T2302

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							
3713 SUBLET SAM LIC#: 999							
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							
3713 SUBLET SAM LIC#: 999							
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

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	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 - 3693022

FILE COPY

Maroone

STORE# 461

RETAIL PURCHASE AGREEMENT

MAROONE CHEVROLET OF MIAMI
4181 S.W. 8TH STREET
MIAMI, FL 33134

DEAL# 211090
STK# 7[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# A622421490130 | DOB 01/13/49 | SS# [redacted]

Co-Purchaser | DL# | DOB | SS#

Street Address [redacted] | City MIAMI | State FL [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	1GNDS13S37[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 5871 ☐ ACTUAL ☐ INACCURATE

COLOR/TRIM	PLATE#	DECAL #

VIN # 1G2ZG558X64[redacted]

VEHICLE TRADE IN #2

YEAR	MAKE	MODEL	BODY TYPE
94	CHEVROLET	LUMINA APV	

[redacted] [redacted] ☐ ACTUAL ☐ INACCURATE

COLOR/TRIM	PLATE#	DECAL #

VIN # 1GNDU06D6R[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
OPTIONAL ACCESSORIES/PRODUCTS/SERVICES*	+	$ N/A
	+	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]

09/02/2011 15:19 #601 P.006 From:MAROONE CHEVY BUS OFFICE

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)
[redacted] [redacted] MIAMI, MIAMI-DADE, FL [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		1GNDS13S37[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 _____

09/02/2011 15:17 #601 P.004
From:MAROONE CHEVY BUS OFFICE

H Government Certificate of Title Fees $ 175.00 / $ 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

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 contain[redacted]d us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X _____ Co-Buyer Signs X _____
If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
See back for other important agreements.

NOTICE TO THE BUYER: a) Do not sign this contract before you read it or if it contains any blank spaces. b) You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs 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 other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X _____ 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 _____

©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
211090 72159809

GMC HUMMER *(excludes Saturn)*

CUSTOMER NAME: JOSE ANTONIO AROCHA GUTIERREZ

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 Signature: [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:	[redacted]	
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

Smart Cashed
$19800.00
Acct # 611909967106
01.23.07

From:MARONE CHEVY BUS OFFICE 09/02/2011 15:17 #601 P.003

thomas.thornton@chevrolet .com
11/10/2011 09:48 AM

To Julia_Garcia@gmexpert.com
cc
bcc
Subject Re: GM BRC Legal: Customer Gutierrez SR#71-977094029 ***Lawsuit Notification***

Option B please.
TT

From: Julia_Garcia@gmexpert.com
To: thomas.thornton@gm.com
Date: 11/09/2011 09:26 AM
Subject: GM BRC Legal: Customer Gutierrez SR#71-977094029 ***Lawsuit Notification***

RE: Customer [redacted]
Service Request: [redacted]
Vehicle: 2007, Chevrolet Trailblazer
Vehicle Identification Number: 1GNDS13S372[redacted]

Customer Relationship Specialist: Julia Garcia
Telephone: 866-790-5600 ext.31403

Dear Tom Thornton:

This email is to inform you that a lawsuit has been filed on behalf of customer Gutierrez by Krohn & Moss for the customer's 2007, Chevrolet Trailblazer. The customer has been working with Maroone Chevrolet of Miami in Miami, FL BAC: 114774. TAC has been involved. TAC case numbers: [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.

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

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.

Julia Garcia/Austin/GM1
11/10/2011 10:21 AM

To vehicleinvoice@gmmediaarchive.com
cc
bcc
Subject Request for invoice

The following is a request for an invoice, thank you:

Request for Vehicle Invoice.doc

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

GM Media Archive

Request for Vehicle Invoice

Voice: (734) 421-0273 ext 107 **Fax:** (734) 261-5216
Email: vehicleinvoice@gmmediaarchive.com

Requestor Information:

Requesting Group: BRC Legal
Requested By: Julia Garcia
Email Address: Julia_garcia@gmexpert.com
GM Mail Code: N/A

Due Date: ASAP
Today's Date: 12/13/17
Phone: 866-790-5600 ext.31403
Fax: 866-874-5909

Material Requested:

- [x] Invoice
- [ ] Invoice Number
- [ ] Dealer Code
- [ ] Emissions State
- [ ] Invoice Date
- [ ] Dealer Address
- [ ] Key Codes
- [ ] Other _____

VIN NUMBER	MAKE	MODEL YEAR	OTHER
1GNDS13S372[redacted]	Chevrolet	2007	TrailBlazer

Delivery Instructions:

- [ ] Fax to Requestor
- [x] Email
- [ ] Call Back
- [ ] GM Mail

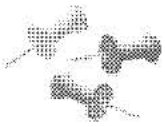
Additional Instructions:

Archive Only:

Received:

Delivered:

Form revised 12/13/2017 8:17:00 AM



Julia Garcia/Austin/GM1
11/10/2011 09:45 AM

To thomas.thornton@gm.com
cc
bcc
Subject Fw: GM BRC Legal: Customer Gutierrez S[redacted]
Lawsuit Notification

RE: Customer [redacted]
Service Request: [redacted]
Vehicle: 2007, Chevrolet Trailblazer
Vehicle Identification Number: 1GNDS13S372[redacted]

Customer Relationship Specialist: Julia Garcia
Telephone: 866-790-5600 ext.31403

Dear Tom Thornton:

Please response to the email below, thank you.

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

----- Forwarded by Julia Garcia/Austin/GM1 on 11/10/2011 09:44 AM -----

Julia Garcia/Austin/GM1
11/09/2011 09:25 AM

To thomas.thornton@gm.com
cc
Subject GM BRC Legal: Customer [redacted]SR#[redacted]
Lawsuit Notification

RE: Customer [redacted]
Service Request[redacted]
Vehicle: 2007, Chevrolet Trailblazer
Vehicle Identification Number: 1GNDS13S372[redacted]

Customer Relationship Specialist: Julia Garcia
Telephone: 866-790-5600 ext.31403

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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.

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Sincerely,

General Motors

PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL

BRC CASE ASSESSMENT

Latest Revision Date: 11/11/11

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.: 735613
Negotiator: Julia

Customer Last Name: Gutierrez
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:
1GNDS13S37215[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#71-853641769:

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. 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 6[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	[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's RELATED TO THIS VIN:

Concern: CAC SR# [redacted]4

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: 9/12/2011

FRA is set for 9/7/11. Nothing was found wrong with the vehicle.

Concern: NISM SR#7[redacted]
Date & Offer/Result: Open: 8/16/2011 Closed: 11/8/2011

On NISM case, case denied.

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:

NISM: Denial.

Lawsuit: Remove to local counsel.

Rationale:

NISM: 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

Lawsuit: Vehicle does not appear to meet presumption. All issues appear to be corrected. There have not been any new repairs since FRA on 9/17/11. Nothing that would impair the use, value or safety of the vehicle.

UPDATE FROM LEGAL STAFF 11/10/11:

GM Legal Staff Supports Removal to Local Counsel for handling. Does not appear to meet presumption for repairs & days out of service. No additional issues since NISM was denied. BBB claim denied ineligible 10/13/11. FRA previously found no issues to duplicate and file was closed

9/12/11.

Patricia Spacek
Legal Coordinator
SE & NC Regions
GM Legal Staff

Settlement / Defense Strategy:

Removal to local counsel/ Vehicle appears to be corrected.

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.**

*****NISM***:**		
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}
*****LAWSUIT*****		
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:	{Accepted / Declined}

	{mm/dd/yy}	

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.

Warranty

Logout

August 30, 2011

Global Warranty Management data > Interface with Customer > View Vehicle Summary

INTERFACE WITH CUSTOMER

View Vehicle Summary

This screen allows IVM users to view the summary of Vehicle Information, Field Actions, Service Information, Applied Warranties, Transaction History, Service Contract, Extended Warranty, Branded Title, Warranty Block 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: 1GNDS13S372159809 Model: GS15506-2007 TRAILBLAZER SUV 2WD

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

Order Type: 70 - RETAIL - STOCK

Field actions: 0 Open

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 ACS ON STAR (ACS 667 8277) and for XM Radio contact 877 GET XMST (877.438.9677 Canada) and in the USA/Canada 866.635.2500

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		ZSSP—-Special Sales Programs		Z2235 - SE Region Goodwrench Little League Promotion	29,376 MI
02/16/2011		ZREG—-Regular Vehicle Transaction		E3538 - Bracket, Front Lower Control Arm - Right - Replace	29,376 MI
02/09/2011		ZREG—-Regular Vehicle Transaction		N2833 - Exterior Lighting Relay Replacement	29,220 MI
01/17/2011		ZSCT—-Service Contracts		M0046 - Goodwrench Care - Oil and Filter Service	28,642 MI
05/25/2010		ZSCT—-Service Contracts		M0046 - Goodwrench Care - Oil and Filter Service	23,655 MI
01/08/2010		ZSCT—-Service Contracts		M0046 - Goodwrench Care - Oil and Filter Service	20,616 MI
11/27/2009		ZREG—-Regular Vehicle Transaction		D1002 - Blower Motor Resistor Replacement	19,669 MI
11/27/2009		ZREG—-Regular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	19,669 MI
10/29/2009		ZREG—-Regular Vehicle Transaction		J0690 - Pulley, Accessory Drive Belt Idler - Replace	19,057 MI
09/02/2009		ZREG—-Regular Vehicle Transaction		N0110 - Battery - One - Replace	17,495 MI
09/02/2009		ZREG—-Regular Vehicle Transaction		T2020 - Towing	17,495 MI
09/02/2009		ZREG—-Regular Vehicle Transaction		J3390 - Fan Clutch Replacement	17,495 MI
08/21/2009		ZREG—-Regular Vehicle Transaction		B1793 - Windshield Washer Nozzle Replacement	17,440 MI
04/24/2009		ZREG—-Regular Vehicle Transaction		B4360 - Rod, Front Door Inside Locking - Right - Replace	14,803 MI
04/13/2009		ZSCT—-Service Contracts		M0046 - Goodwrench Care - Oil and Filter Service	14,585 MI
04/13/2009		ZREG—-Regular Vehicle Transaction		C6567 - Driver or Passenger Seat Outer Adjuster Lower Finish Cover Replacement	14,585 MI
10/10/2008		ZSCT—-Service Contracts		M0046 - Goodwrench Care - Oil and Filter Service	11,398 MI
11/27/2007		ZSCT—-Service Contracts		M0046 - Goodwrench Care - Oil and Filter Service	6,139 MI
06/14/2007		ZSCT—-Service Contracts		M0046 - Goodwrench Care - Oil and Filter Service	3,069 MI
10/03/2006		ZPDI—-Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management Site Map
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GM Warranty

Logout

August 30, 2011

Global Warranty Management : Main > Interface with Customer > View Vehicle Build

INTERFACE WITH CUSTOMER

View Vehicle Build

This screen allows VIN 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
  - Clunker Title
  - Warranty Clock
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

Vehicle Information

VIN: 1GNDS13S372159809 Model: CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract: Yes Clunker Title: No Warranty Clock: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[redacted]

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

VIN 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
C5H - LIGHT GRAY	C5T - INT TRIM LT GRAY/DK GRAY
G2U - MOONDUST METALLIC	G80 - SUSPENSION
H4C - FRONT SPRING	K05 - COMPONENT RR LH COMPUTER SEL
K0X - COMPONENT RR RH COMPUTER SEL	K60 - FRT BUCKET SEATS & FLR CONSOLE
KI5 - DUAL STAGE FRONT AIR BAGS	KL6 - SENSOR INF RESTR, CHILD DETECT
KM3 - 65/35 FOLDING 2ND ROW SEAT	KT4 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
LAP - MPV VIN IDENT POSITION	LC1 - FULL CARPET-COLOR KEYED
LCN - FLOOR MATS, FRONT/REAR DELETE	LO - GVW RATING - 5550 LBS
LU3 - CLIMATE CONTROL	MAY - ASSEMBLY PLANT MORAINE, OHIO
OR1 - MIRROR O/S LR & RH MANUAL-BLACK	PCA - EVAP EMISSION REQUIREMENT
PCG - FEDERAL EMISSIONS	PGU - REAR AXLE 3.42 RATIO
PPA - BRAKE VAC POWER, 4 WHL DISC	PVC - PT DRESS SUBASSY NOT INSTALLED
R16 - ELECTRIC AIR INJECTION SYSTEM	R4M - CRUISE CONTROL
R9H - GENERATOR 150 AMP	LLA - ENGINE, VORTEC 4.2L SFI I6
M30 - TRANSMISSION, 4 SPD AUTOMATIC	N40 - POWER STEERING
N75 - 17" ALUMINUM WHEELS	NT7 - EMISSION SYS FED- TIER 2
N20 - 16" FULL SIZE SPARE WHEEL	QTM - ALL-SEASON TIRES
R4K - ONSTAR TURN-BY-TURN NAVIG AVAIL	PAP - SPECIAL PAINT
K9N - LEATHER SEAT TRIM	PDU - GM ACCESS - AUTOBOOK IDENTIFIER
PDW - REAR DEFOGGER NOT DESIRED	SLM - STOCK ORDERS
TE1 - DAYTIME RUNNING LIGHTS	TXC - STAMPING VEHICLE IDENT NUMBER
YC4 - LIFTGATE	UF3 - FIXED MAST ANTENNA
UE0 - AM/FM STEREO W/CD	UET - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)
UJ6 - TIRE PRESSURE MONITOR	V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA
VAS - COMPLETE VEHICLE LABEL	Z82 - CHEVROLET CONVERSION
YD3 - BASE AXLE	YD5 - BASE FRONT SPRING

YEX - BASE REAR SPRING
ZW7 - PREMIUM RIDE SUSPENSION
ZNF - SPARE, ALL-SEASON TIRE
ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAID codes.

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GM 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 collected during vehicle build.

For this vehicle:
- View Vehicle Summary
  - Service Contract
  - Odometer 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 Odometer Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

[redacted]

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability: 909210075
Source Plant: V-GPC 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: 0007227 6
Source Plant: S-SAGINAW DIVISION SAGINAW,MI Part / Number Broadcast: A1Z
Date Scanned: 10/03/2006 Time Scanned: 11:27:00 Scan Station: 03

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: C2

Component Code: 65-REAR AXLE ASSEMBLY Traceability: 253084451
Source Plant: C-SAGINAW BUFFALO, NEW YORK Part / Number Broadcast: CN8
Date Scanned: 10/03/2006 Time Scanned: 11:43:00 Scan Station: 1

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: 10:01:00 Scan Station: C9

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: C4

Component Code: CC-SEQ NUM (FLEX) BODY ASM Traceability: 0930037
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: 3061768
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 Traceability: 3061956
Source Plant: - Part / Number Broadcast: 1GB
Date Scanned: 10/03/2006 Time Scanned: 07.20.00 Total Scans:

Service Agent Installed Component

Vehicle has no current record of vehicle component

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GSS Warranty

Logout

August 30, 2011

Global Warranty Management Web > Interface with Customer > View Vehicle Transaction History Detail

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

This screen allows WM 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: 1GNDS13S372159809 Model: GS15506-2007 TRAILBLAZER SUV 2WD

Service Contract: Yes Branded Title: No Warranty Block: No PDI Claim: No

Owner Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

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 #: 5 Transaction Adjustment: Cause Code: 6025-Module/Component - Loose

Labour Op: E3539-Bracket, Front Lower Control Arm - Left - Replace

Causal Part Number: 0000000000259189 64-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
4181 SW 8TH ST
MIAMI FL 33134-2699
3054421000

Authorization Code:

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: 0000000000259189 65-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: 0000000000150167 45-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

Labour 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: [redacted]

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 / Tech Bulletin

Labour 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: [redacted]

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 / Tech Bulletin

Labour 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: 5[redacted]

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

Causal Part Number: 0000000000890191 00-RESISTORASM,HTR&A/CCONT

→See other Parts and/or Net Items

Job Card Date: 11/27/2009 Job Card Number: [redacted]

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

Causal Part Number: 0000000000191784 77-SENSORKIT,FUELLVL

→See other Parts and/or Net Items

Job Card Date: 10/29/2009 Job Card Number: [redacted]

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

Causal Part Number:

→See other Parts and/or Net Items

Job Card Date: 09/02/2009 Job Card Number: [redacted]

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: [redacted]
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: [redacted]
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: [redacted]
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: [redacted]

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: [redacted]

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: [redacted]

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 C6567-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: [redacted]

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 [redacted]

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 [redacted]

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 [redacted]

Repair 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

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Warranty

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August 09, 2011

Global Warranty Management: Web > Interface with Customer > View Vehicle Delivery Information

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

This screen allows WH 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: 1GNDS13S372[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]

Invoice Information

Invoicing Service Agent: 114774
MAROONE CHEVROLET OF MIAMI
4181 SW 8TH ST
MIAMI FL 33134-2699 3054421000

Invoice Date: 10/03/2006

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

Invoicing Service Agent:

In Service Date: N/A
In Service Type: 0000
In Service Odometer: 0

Global Warranty Management Site Map

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Julia Garcia/Austin/GM1
11/11/2011 10:45 AM

To wes.m.preece@gm.com, thomas.thornton@gm.com
cc patricia.spacek@gm.com, cortney.deangelo@gm.com
bcc
Subject GM BRC Legal: Customer Gutierrez SR#7[redacted]
Removal to local counsel

Wes Preece
Southeast Region-30
wes.m.preece@gm.com

Re: J[redacted]. General Motors Company
Service Request: 71-977094029
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S372159809
Customer Relationship Specialist: Julia

Dear Mr. Preece:

The above Chevrolet customer has filed a lawsuit and the lawsuit is being removed from the Early Resolution Program and is being sent to General Motors' local counsel for handling. Our records indicate that Tom Thornton was contacted while the case was in the Early Resolution Program. The customer has been to the following dealers for servicing thus far:

Maroone Chevrolet of Miami
Miami, FL
BAC: 114774

GM's attorney now handling this case:
Charles Mitchell PH: 407-872-7300
Rumberger Kirk & Caldwell P.A.

GM Legal Assistant involved:
Patricia Spacek (512)386-0748

Customer's attorney now handling the case:
Brent Wikgren, Krohn & Moss Ltd PH: 312-578-9428

Please have the designated Field Representative(s) 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 General Motors. Please have them tell the dealer(s) to make sure that any necessary, future repair work is thoroughly documented. The Field Representative(s) / dealership(s) should direct any documentation, repair orders and any other information particular about this customer and his/her vehicle to General Motors' 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.

1. Case Assessment 11-11-11.doc

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

VIA FAX ONLY

November 11, 2011

Charles Mitchell, Esq.
Rumberger Kirk & Caldwell
300 S Orange Ave Ste 1400
Orlando, FL 32801

RE: [redacted] v. General Motors
Service Request: [redacted]9
GM Legal Staff Case: 735613
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S3721[redacted]
Customer Relationship Specialist: Julia

Dear Mr. Mitchell:

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 designated Field Representative, his name is Tom Thornton at PH: 502-216-5146.

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

Trubiquity
<support@trubiquity.com>
11/11/2011 12:27 PM

To julia_garcia@gmexpert.com
cc
bcc
Subject Transaction number 8799H236425 was successfully delivered

Dear Julia Garcia,

Your last transaction with Transaction Id [redacted] was successfully delivered and awaiting download. Details are as follows

Transaction Id : [redacted]
Recipient(s) :
Nancy Jordahl - Rumberger
Kirk & Caldwell - Orlando
Laurie Mesa - Rumberger
Kirk & Caldwell - Orlando
Julia Garcia - GM Sales Service and Marketing - Sales Service and Marketing
Original Filename(s): Jose Gutierrez - FL Lawsuit

Please go to https://my.trubiquity.net/MESSAGEMANAGER/SOBAFDSendItems.aspx to check the status of this transaction.

If you have any questions, please do not hesitate to contact Trubiquity's Customer Experience team by visiting our website at http://www.trubiquity.com/index.php/contact-us

Regards

Trubiquity Customer Experience Team

For Trubiquity application support please email:
support@trubiquity.com

Or contact Trubiquity via the web at:
http://www.trubiquity.com/index.php/contact-us

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 [redacted]

Business name [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.)
10 N. Dearborn Street, 3rd Floor

Requester's name and address (optional)

City, state, and ZIP code
Chicago, IL 60602

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
36 : 4065555

Part II Certification

Under penalties of perjury, I certify that:

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

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

Sign Here — Signature of U.S. person ▶ [signature] Date ▶

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,

patricia.spacek@gm.com
03/15/2012 03:12 PM

To rachal_ross@gmexpert.com, cortney.deangelo@gm.com
cc "Mitchell, Charlie" <cmitchell@rumberger.com>, "Mesa, Laurie" <lmesa@rumberger.com>, "Cockrell, Syra" <scockrell@rumberger.com>, "Klein, Steve"
bcc
Subject Pmt approval Jose Gutierrez v. GM - Case No. 735613

Rachal:

I am attaching the payment approval & W9 for SR [redacted] for processing.

Regards,

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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From: "Jordahl, Nancy" <njordahl@rumberger.com>
To: <patricia.spacek@gm.com>
Cc: "Mitchell, Charlie" <cmitchell@rumberger.com>, "Klein, Steve" <sklein@rumberger.com>, "Mesa, Laurie" <lmesa@rumberger.com>, "Cockrell, Syra" <scockrell@rumberger.com>
Date: 03/13/2012 03:06 PM
Subject: [redacted]. GM (GM Case No. 735613) - Notice of Cash Settlement/Check Request

Hi Pat,

Please see attached letter and W-9 form for Krohn & Moss.

Nancy L. Jordahl
Certified Paralegal

Rumberger
KIRK & CALDWELL

Rumberger, Kirk & Caldwell, P.A.
Lincoln Plaza, Suite 1400
300 South Orange Ave. (32801)
Post Office Box 1873
Orlando, FL 32802-1873
Tel: 407.839.4551
Fax: 407.841.2133
njordahl@rumberger.com

www.rumberger.com
Orlando Miami Tallahassee Tampa Birmingham

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****

[attachment [redacted].pdf" deleted by Patricia Spacek/C/US/GM/GMC] [attachment "K&M W9 (2011).PDF" deleted by Patricia Spacek/C/US/GM/GMC]

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Jose Gutierrez pmt approval - 735613.doc K&M W9.pdf

APPROVED - 3/15/12

Patricia Spacek
Legal Coordinator

Rumberger
KIRK & CALDWELL

Steven I. Klein
Rumberger, Kirk & Caldwell, P.A.
Attorneys at Law
Lincoln Plaza, Suite 1400
300 South Orange Avenue (32801)
Post Office Box 1873
Orlando, Florida 32802-1873
Phone: 407.872.7300
Fax: 407.841.2133
sklein@rumberger.com
www.rumberger.com

Tuesday, March 13, 2012

VIA E-MAIL ONLY

Patricia Spacek
General Motors LLC
GM Legal Staff
7401 East Ben White, Building 3
Austin, TX 78471-6825

Re: [redacted] v. General Motors LLC
Case No.: 11-34699-CA-30 (Eleventh Judicial Circuit/Miami-Dade County)
Vehicle: 2007 Chevrolet Trailblazer
VIN: 1GNDS13S37[redacted]
GM Legal File No.: [redacted]
Our File Number: [redacted]

NOTICE OF CASH SETTLEMENT / CHECK REQUEST

Dear Ms. Spacek:

Please be advised that the above-referenced matter has settled for a total of $8,000.00. The customers' concerns with the subject vehicle are: C04 Body-Door Misaligned, C24 Trim-Seat Loose, D01 HVAC – General Insufficient Heat/Cool, F10 Suspension – Front Suspension General Loose, J01 Engine – General Fuel Economy/Noise, J55 Electrical Start/Charge – Ignition/Distributor/Rotor/Coil Won't Start, J58 Electrical Lamps – Service Engine Soon Warning Lamp On, N15 Electrical Lamps – Headlamp/Daytime RL/Switch Inoperative, and N22 Electrical Gauges – Fuel Gauge Reads High/Low. At your earliest convenience, please forward General Motors's settlement draft as follows:

A check in the amount of $8,000.00 payable to "Jose Gutierrez and Krohn & Moss, Ltd." A completed IRS form W-9 is attached as required for proper tax reporting.

Plaintiff:
[redacted]
Miami, FL [redacted]

Plaintiff's Attorney:
Brent Wikgren
Krohn & Moss, Ltd.
Accounting Department
5055 Wilshire Boulevard
Suite 300
Los Angeles, CA 90036
Tax ID No.: [redacted]

Approximate mileage: 42,000.

Concurrent with ordering this check, we are forwarding a Full Release of All Claims and a Joint Stipulation for Dismissal with Prejudice 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,

Steven I. Klein

SIK/nlj

Encls.

PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL

BRC CASE ASSESSMENT

Latest Revision Date: 11/11/11

All Fields Are Required
(Do not delete or modify any sections of this form)

SR: 7[redacted]
By: Julia/ Legal

GM Legal File / BBB Case No.: 7[redacted]
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: 42,000

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#7[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. 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 6[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	[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'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]
Date & Offer/Result: Open: 8/16/2011 Closed: 9/12/2011

FRA is set for 9/7/11. Nothing was found wrong with the vehicle.

Concern: NISM SR#7[redacted]
Date & Offer/Result: Open: 8/16/2011 Closed: 11/8/2011

On NISM case, case denied.

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:

NISM: Denial.

Lawsuit: Remove to local counsel.

Rationale:

NISM: 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

Lawsuit: Vehicle does not appear to meet presumption. All issues appear to be corrected. There have not been any new repairs since FRA on 9/17/11. Nothing that would impair the use, value or safety of the vehicle.

UPDATE FROM LEGAL STAFF 11/10/11:

GM Legal Staff Supports Removal to Local Counsel for handling. Does not appear to meet presumption for repairs & days out of service. No additional issues since NISM was denied. BBB claim denied ineligible 10/13/11. FRA previously found no issues to duplicate and file was closed

9/12/11.

Patricia Spacek
Legal Coordinator
SE & NC Regions
GM Legal Staff

Settlement/Defense Strategy:

Removal to local counsel/ Vehicle appears to be corrected.

SETTLED FOR $8,000.00 INCLUSIVE DUE TO:

C04 Body-Door Misaligned
C24 Trim- Seat Loose
D01 HVAC — General Insufficient Heat/Cool
F10 Suspension — Front Suspension General Loose
J01 Engine — General Fuel Economy/Noise
J55 Electrical Start/Charge - Ignition/Distributor/Rotor/Coil Won't Start
J58 Electrical Lamps — Service Engine Soon Warning Lamp On
N15 Electrical Lamps — Headlamp/Daytime RL/Switch Inoperative
N22 Electrical Gauges — Fuel Gauge Reads High/Low

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.**

*****NISM***:**		
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}
*****LAWSUIT*****		
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:	{Accepted / Declined}

	{mm/dd/yy}	

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.

March 16, 2012

Steven Klein, Esq.
Rumberger, Kirk & Caldwell, P.A.
300 S Orange Ave Ste 1400
Orlando, FL 32801

RE: J[redacted] v. General Motors
Service [redacted]
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S372[redacted]
Customer Relationship Specialist: Rachal

Dear Mr. Klein:

Enclosed please find a check in the amount of $8,000.00 made payable to Jose Gutierrez and Krohn & Moss, Ltd., 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

LG0062
V10132009

orth American Operations
eneral Motors Corporation
sbursements (2613)
) Box 62530
ioenix, AZ 85082-2530

CHECK **No.** 902082359

50-937
213

DATE 03/20/12 | 8,000 DOLLARS | 00 CENTS | AMOUNT 8,000.00

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF [redacted] AND KROHN & MOS
S, LTD.
10 N DEARBORN ST. FLOOR 3RD
CHICAGO IL 60602

SIGNATURE

Chase Manhattan Bank, N.A.
acuse, New York

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

NDOR
S NO. BB 000000041 1

IDOR NAME [redacted]

CHECK NO. 902082359

PAYMENT DATE 03/20/12

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
SNDS13S372[redacted]	03/19/12	VM 1-HC00JC [redacted]1-HC00JC	00.0000	8,000.00	.00	8,000.00

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

M3

TOTAL	8,000.00	.00	8,000.00

[redacted]
Georgetown, SC [redacted]
[redacted]

Sept. 9, 2011

GMC-LEGAL

SEP 14 2011

SERVICE OF PROCESS
RENAISSANCE CENTER-DETROIT

GM Legal Department
200 Renaissance Center
P.O. Box 200
Detroit, Michigan 48265

Re: [redacted]
2005 Chevrolet Trailblazer (VIN 1GNDS13S0[redacted]
Service Request Numbe[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 A[redacted]o 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.

[redacted]

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]
[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

Fro [redacted]
Date: Sun, 7 Aug 2011 19:53:10 -0400
To: Mo [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 (1918-1977)
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 1GNDS13S[redacted]
Service Request Number: [redacted]

Dear Ms. Golden:

Per a telephone conversation with [redacted]n 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. [redacted] 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: [redacted]

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 482 SC 1 08/09/11

RETURN TO SENDER
UNDELIVERABLE AS ADDRESSED
UNABLE TO FORWARD

BC: 29442086282 *1754-02982-17-38

Ms. Malissa Golden

C/

General Motors Returned
This piece of mail could not be delivered because:
No Trackable name
X No Mailstop/Invalid Mailcode
Refused Unable to obtain signature

[redacted]
Georgetown, SC [redacted]

U.S. POSTAGE
PAID
PAWLEYS ISLAND, SC
29585
SEP 09, 11
AMOUNT

$1.08

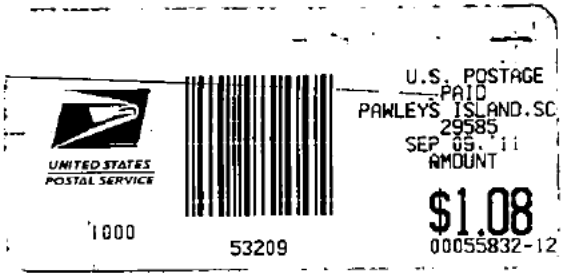
00055832-12

1000

GM Legal Department
200 Renaissance Center
P.O. Box 200
Detroit, MI 48265

48265$2200 B001

Robert R. Martin
900 Pyatt Street
Georgetown, SC 29440



09-20-11A08:22 RCVD

Mr. Jim Moloney-General Director
Customer & Relationship Services Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

53209$8989 B050

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[redacted]experienced another extremely distressing incident of headlight failure on Friday, August 5, 2011 (See E-mail dated August 7, 2011).

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Re: [redacted]
2005 Chevrolet Trailblazer (VIN 1GNDS13S052[redacted]
Service Request Number: [redacted]

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 482 SC 1 08/09/11

RETURN TO SENDER
UNDELIVERABLE AS ADDRESSED
UNABLE TO FORWARD

BC: 29442066262 *1784-02982-17-36

Ms. Malissa Golden

C/

General Motors Returned
This piece of mail could not be delivered because:
No Trackable name
X No Mailroute/Invalid Mailcode
Refused Unable to obtain signature

[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.

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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 [redacted]
Date: Sun, 7 Aug 2011 19:53:10 -0400
To: Mo[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.

[redacted]
Georgetown, SC [redacted]
[redacted]

Sept. 9, 2011

GM Legal Department
200 Renaissance Center
P.O. Box 200
Detroit, Michigan 48265

Re [redacted]
2005 Chevrolet Trailblazer (VIN 1GNDS13S052[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 A[redacted] t[redacted] dated Aug. 7, 2011 describing an incident of headlight failure with the above referenced vehicle.

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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.

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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".

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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.
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I look forward to hearing from anyone besides Ms. Golden with a solution to my problem.

Sincerely,

[redacted]

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

December 13, 2017

[redacted]
Atlanta, GA [redacted]

Dear Karen,

Thank you for your recent contact to the GMC Customer Assistance Center.

Enclosed is the GM Product Field Action Customer Reimbursement Request Form. Please complete the form in its entirety and present it to your dealer with all required documents (see the attached reimbursement request form for details). Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

After receiving your completed claim form and documentation, your dealer will carefully review the documents to confirm the repairs were directly related to the condition described in the recall/special coverage. While we cannot guarantee all reimbursement requests will be honored, each request will be carefully reviewed for reimbursement consideration.

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 [redacted]

GENERAL MOTORS
PRODUCT FIELD ACTION CUSTOMER REIMBURSEMENT PROCEDURE

If your vehicle is included in the bulletin and you have paid to have the related condition corrected before the bulletin customer notification date, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check from your GMC dealer or General Motors,
- Denied, you will receive notification from your GMC dealer or General Motors with the reason(s) for the denial, or
- Incomplete, your dealer will request that you provide additional documentation, or you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Request Form provided to file a claim for reimbursement. If you have questions about this reimbursement procedure that your dealer is unable to resolve, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
Hummer	1-866-486-6376	
Virgin Islands	1-800-496-9994	
GM Medium Duty	1-800-862-4389	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	

Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: _____ State: _____ Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: _____

(17 Characters)

Mileage at Time of Repair: _____ Date of Repair: _____

Amount of Reimbursement Requested: $_____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

* The name and address of the person who paid for the repair.
* The Vehicle Identification Number (VIN) of the vehicle that was repaired.
* Description of problem, the repair performed, date of repair and who performed the repair.
* The total cost of the repair expense that is being requested.
* Proof of payment for the repair in question and the date of payment.
  (Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Please provide this request form and the required documents to your General Motors dealer for processing. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: ____ Date: _____ Amount: $_____

Request Denied: ____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

December 13, 2017

[redacted]
Glendale Heights, IL [redacted]

Dear Steven,

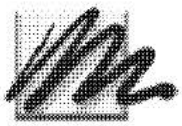
We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

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]



rita sanchez/Austin/GM1
12/29/2011 03:59 PM

To donald.gaskins@gm.com
cc
bcc
Subject [redacted]PAR Case Sent to ESIS - No Action Required

Donald

A product allegation claim has been made in your region. The customer is alleging light concern. This case is being escalated to ESIS because of insurance seeking subrogation .

Customer Last Name Scallia
2007 Chevrolet Trail Blazer
VIN 1GNDT13S972[redacted]
No involved dealer at this time.

This is only a notification. No action is required on your part at this time.

Best wishes,
Rita Sanchez | CRS

Aditya Birla Minacs | inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone 866-790-5600 ext. 31227 | 866-857-3113 | www.minacs.adityabirla.com

William Duffy/Austin/GM1
01/19/2012 10:45 AM

To karen.c.calhoun@gm.com
cc
bcc
Subject [redacted]PAR Case Handled within BRC - No Action Required

A product allegation claim has been made in your district. The customer is alleging a thermal event took place.

Bettencourt
2007 Chevrolet Trailblazer
1GNET13H9722[redacted]
Burlington Chevrolet, Inc, Burlington, NJ (239869)
Kevin Hileman, svc. manager

This is only a notification. No action is required on your part at this time.

Best wishes,
William Duffy | PAR Agent

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Phone 866-790-5700 ext 21071 | Fax 866-660-2731 | www.minacs.adityabirla.com| Follow us on Twitter

William Duffy/Austin/GM1
02/02/2012 05:06 PM

To david.hurtjr@gm.com
cc karen.c.calhoun@gm.com
bcc
Subject [redacted]AR Recommended Denial - BRM Approval Required

A recent product allegation claim was made in your region. The customer alleged a thermal event occurred involving the headlamps and switch.

Bettencourt
2007 Chevrolet Trailblazer
1GNET13H97[redacted]
Burlington Chevrolet, Inc, Burlington, NJ (239869)
Kevin Hileman, svc. manager

PAR is recommending *denial* to resolve the customer's claim. **Please respond with your denial**. Once we receive it, the decision will be relayed to the customer and the involved dealership.

Best wishes,
William Duffy | PAR Agent

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Jason Wilson,

You have been assigned the following Investigation.
PAR File #: 7[redacted]

Task Due Date: 2012-01-23 07:41:04 PST

Task Description: Task 1: Select and Assign Investigator

For questions related to the Investigation please contact the Project Lead assigned to this case:
Albert DiFalco
Phone: (248) 688-7170
Email: al.difalco@raytheon.com

CASE DETAILS:

PAR Record Number:
Number : P[redacted]4

Provided Information:
PAR File Number : [redacted]

Customer Information:
Customer First Name : [redacted]
Customer Last Name : B[redacted]t
Customer Address : [redacted]
Customer City : Riverside
Customer State : NJ
Customer Zip Code : [redacted]
Customer Home Phone : [redacted]
Customer Work Phone :
Customer Cell Phone : ([redacted]

Vehicle Information:
VIN : 1GNET13H9722[redacted]
Vehicle Year : 2007
Vehicle Make : Chevrolet
Vehicle Model : Trailblazer
Vehicle Mileage : 62163

Vehicle Location Information:
Dealer/Salvage/Other : Dealer
POC Name : Kevin Hileman, svc. manager
POC Phone : (609) 386-2700
POC Email :
Dealer BAC : 239869
Name of Business : Burlington Chevrolet, Inc
Vehicle Location Address : 105 East Route 130 South
Vehicle Location City : Burlington
Vehicle Location State : NJ
Vehicle Location Zip Code : 08016

Customer Concerns:
No Air Bag Collision Concern : false
Air Bag Deployment Concern - No Collision : false
Accelerator/Throttle Concern : false
Brakes ABS Concern : false
Engine/Transmission/Drivetrain Concern : false
Fire/Thermal Event Concern : true
Restraint/SIR/Seats/Seatbelt Concern : false
Steering/Suspension/Tire/Wheels Concern : false
Water/Moisture/Odor Concern : false
Additional Information Concern : Cust. is alleging a thermal event took place in the dash of the veh. There have been recent electrical issues w/ the instrument cluster panel lights not working and the cust. has replaced several fuses, several times. The cust. claims the smoke began coming from the headlamp switch, and that many wires and plastic components are melted together. The cust. mentioned possibly installing a new switch and was cautioned against tampering w/ the area of the veh. under investigation./inspection.

CSR Information:
Requestor Name : William Duffy
Requestor Email : william_duffy@gmexpert.com
Requestor Phone : (866) 790-5700 Ext 31244
Requestor Fax :

Ref:MSG0225486

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(s) if applicable, Warranty Block, Branded Title information 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

→ Investigate Major Assembly History

Vehicle Information

VIN: 1GNET13H9722[redacted] Model: CT15506-2007 TRAILBLAZER 4WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[redacted]

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 (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y OnStar Status: Inactive

XM Equipped: Y XM Radio ID: DKP0628X XM Status: Inactive

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
	Emission Select Component Ltd Wty	10/30/2011	03/24/2007	5 MI	03/24/2015	80,005 MI
	Certified Used Limited Warranty	10/30/2011	12/18/2010	49,353 MI	12/18/2011	61,353 MI
	Bumper to Bumper Limited Warranty	10/30/2011	03/24/2007	5 MI	03/24/2010	36,005 MI
	Corrosion Limited Warranty	10/30/2011	03/24/2007	5 MI	03/24/2013	100,005 MI
	Powertrain Limited Warranty	10/30/2011	03/24/2007	5 MI	03/24/2012	100,005 MI

Service Contract

Policy Number: [redacted]

Owner: [redacted]

Description: GMPP 36/36 MAJOR GUARD
Effective Date: 11/11/2009
Effective Odometer: 45805 MI
Daily Rental Limit: 35.00

Deductible Amount: 50.00
Expiration Date: 12/15/2010
Expiration Odometer: 49341 MI

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
11/02/2011	[redacted]	ZREG—Regular Vehicle Transaction		F2022 - Seal, Pinion Shaft Oil - Front Differential - Replace	60,470 MI
08/29/2011		ZREG—Regular Vehicle Transaction		D0362 - Heater and Air Conditioning Control Replacement	58,578 MI
03/07/2011		ZREG—Regular Vehicle Transaction		Z1241 - Personal Property Damage	51,997 MI
02/03/2011		ZREG—Regular Vehicle Transaction		E7690 - Sensor, Steering Wheel Rotation - Replace	51,236 MI
02/03/2011		ZREG—Regular Vehicle Transaction		R5600 - Digital Radio Receiver Replacement	51,236 MI
02/03/2011		ZREG—Regular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	51,236 MI
01/03/2011		ZREG—Regular Vehicle Transaction		Z2080 - ROADSIDE SERVICE (TOWING)	49,800 MI
01/03/2011		ZREG—Regular Vehicle Transaction		R0760 - Radio Replacement	49,928 MI
12/07/2010		ZSCT—Service Contracts		C0183 - Front Side Door Window Regulator Replacement - Left Side	49,340 MI
07/27/2009		ZREG—Regular Vehicle Transaction		F2022 - Seal, Pinion Shaft Oil - Front Differential - Replace	40,776 MI
03/05/2007		ZPDI—Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	2 MI
03/05/2007		ZPDI—Pre-Delivery		Z6998 - PDI - Dealer	2 MI

		Inspection	Installed - Factory Invoiced Options	
02/19/2007	[redacted]	ZPDI---Pre-Delivery Inspection	Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

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f

DEJANA
Truck & Utility Equipment Company, Inc.

490 PULASKI ROAD, KINGS PARK, NY 11754 TEL. (631) 544-9000

I N V O I C E

Invoice: [redacted]

Bill to: 99
Ord Tkr: D J
Date: 01/20/12

Sold to: 99
Ship to:
Sales Order: CP15754

COUNTER SALE
R.BENTONCOURT

CINNAMINSO, NJ

Cust PO : CPU
Terms: CASH
Page: 1

Comment:
Ship Via:
Branch: 0

Comment 2:

Part number	Description	Qty Ord.	Qty Shp	UOM	Price	Extended
MISC PART	UNKNOWN PARTS USED ON JOB	1.00	1.00	EA	76.52	76.52

PAID IN FULL
CASH
1-23-12
DJ

A finance charge of 1.5% per month (18% annually) will be assessed on any invoices past due

*****NO RETURNS ON ELECTRICAL PARTS*****
No Returns on Special Order Parts
15% restocking fee on all returned parts
01/23/12 10:30

Subtotal	76.52
SHIP & HANDLING	0.00
Sales Tax	5.36
ORDER TOTAL	81.88
Amount Paid	81.88
AMOUNT DUE	0.00

CUSTOMER COPY

CARQUEST® AUTO PARTS

PROUDLY SERVING A WORLD IN MOTION

BILL TO

SHIP TO

INVOICE NO.	CUSTOMER NO.	DATE	CUST. P.O. NO.	SALES NO.	CNTR. NO.	SHIP VIA	TERMS
[redacted]		01/18/18					SALE-CHARGE

	MFG. - PART NUMBER	~~ORDERED~~	~~SHIPPED~~	BKO	LIST PRICE	NET	NET CORE	EXT. AMOUNT	
1	Parts ticket contains [illegible] W/ CHEVY TRUCK TRAILER [illegible]								
2	[illegible] 53-22713 [illegible] HEADLIGHT								
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									

FREIGHT	LABOR	SHOP	TOTAL CORE	TAXABLE AMT.	SALES TAX		SUB TOTAL
0.00	0.00	[illegible]	[illegible]	[illegible]	[illegible]	0.00	[illegible]

david.hurtjr@gm.com
02/02/2012 05:08 PM

To "William Duffy" <william_duffy@gmexpert.com>
cc
bcc
Subject Re: [redacted] PAR Recommended Denial - BRM Approval Required

I agree with denial request. DHH BRM

----- Original Message -----
From: william_duffy
Sent: 02/02/2012 05:06 PM EST
To: David Hurt Jr.
Cc: Karen Calhoun
Subject: [redacted] PAR Recommended Denial - BRM Approval Required

A recent product allegation claim was made in your region. The customer alleged a thermal event occurred involving the headlamps and switch.

[redacted]
2007 Chevrolet Trailblazer
1GNET13H97[redacted]
Burlington Chevrolet, Inc, Burlington, NJ (239869)
Kevin Hileman, svc. manager

PAR is recommending denial to resolve the customer's claim. Please respond with your denial. Once we receive it, the decision will be relayed to the customer and the involved dealership.

Best wishes,
William Duffy | PAR Agent

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Photo Log & Photos for Preliminary Inspection			
Customer's Last Name:	[redacted]	Inspection Date:	01/25/2012
Vehicle Brand:	Chevrolet	Year/Model:	2007 Trailblazer
File Case #	[redacted]	VIN:	1GNET13H972[redacted]

Inspector (First & Last Name): Jason Wilson
Number of Photos: 37

Section 1. Description

Photo #	Description Only	Damage (Yes/No)
1	Vin Plate	No
2	Door Plate GVWR	No
3	Door Plate Tire Specs	No
4	RPO Plate (If available)	No
5	Cluster (Odometer)	No
6	Front	No
7	Passenger Side	No
8	Rear	No
9	Driver's Side	No
10	Aftermarket Air Intake	No
11	Aftermarket High Intensity Discharge Headlight Transformer (HID)	No
12	Aftermarket Radio Wiring Connection at Under Hood Relay and Fuse Panel	No
13	Aftermarket Wiring	No
14	Aftermarket Wiring at Bulkhead	No
15	Aftermarket Radio	No
16	Aftermarket Park/Neutral Defeat Switch for Radio/DVD Display	No
17	Aftermarket Subwoofer Control	No
18	Aftermarket Bluetooth Microphone	No
19	Aftermarket Wiring under Dashboard	No
20	Aftermarket Wiring under Rear Seat	No
21	Aftermarket Amplifier	No
22	Aftermarket Subwoofer	No
23	Aftermarket Muffler	No
24	Aftermarket Exhaust	No
25	Aftermarket Exhaust	No
26	Rear Fuse Panel	No
27	Rear Fuse Panel Detail of Correct Fuse	No
28	New Head Lamp Switch Installed	No
29	Original Head Lamp Switch Terminal Cavity	Yes
30	Original Head Lamp Switch Part Number	No
31	New Head Lamp Switch Connections	No
32	New Head Lamp Switch Part Number	No
33	New Head Lamp Switch Part Number	No
34	New Head Lamp Switch Terminal Cavity View	No
35	Original Wire Harness Terminal Connector with Thermal Damage	Yes
36	New Head Lamp Switch Terminal Cavity View	No
37	Original Wire Harness Terminal Connector	No

Section 2. Description and Photos

Photo Log & Photos for Preliminary Inspection			
Customer's Last Name:	[redacted]	Inspection Date:	01/25/2012
Vehicle Brand:	Chevrolet	Year/Model:	2007 Trailblazer
File Case #	[redacted]	VIN:	1GNET13H972[redacted]

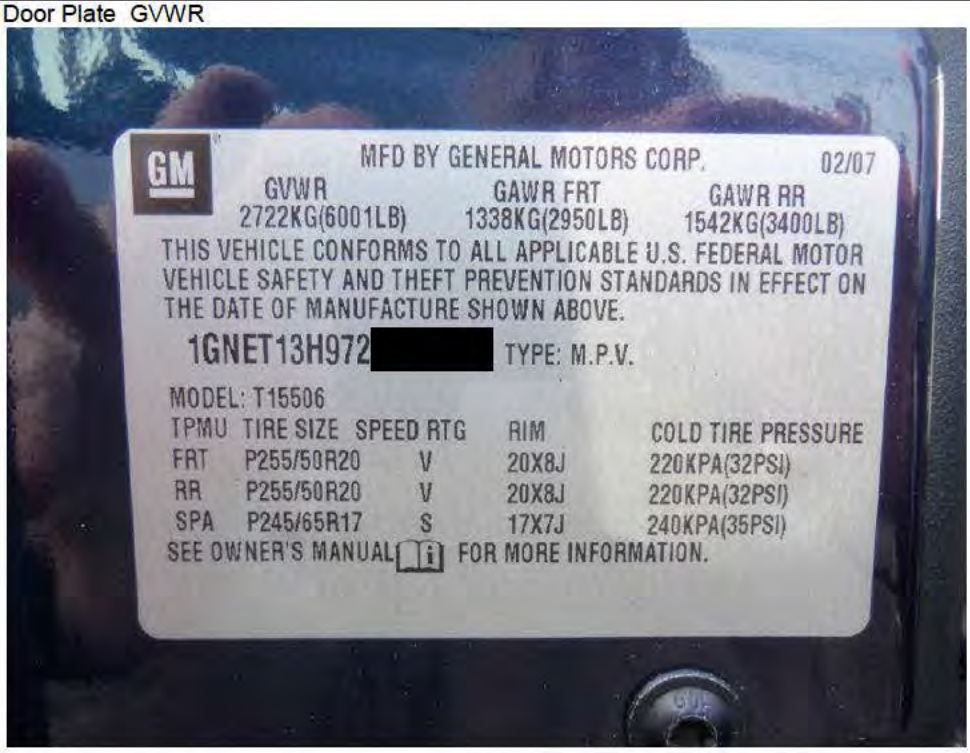
Photo #	Description / Photo	Damage (Yes/No)
1	Vin Plate	No
2	Door Plate GVWR 	No

Photo Log & Photos for Preliminary Inspection			
Customer's Last Name:	[redacted]	Inspection Date:	01/25/2012
Vehicle Brand:	Chevrolet	Year/Model:	2007 Trailblazer
File Case #	[redacted]	VIN:	1GNET13H9722[redacted]

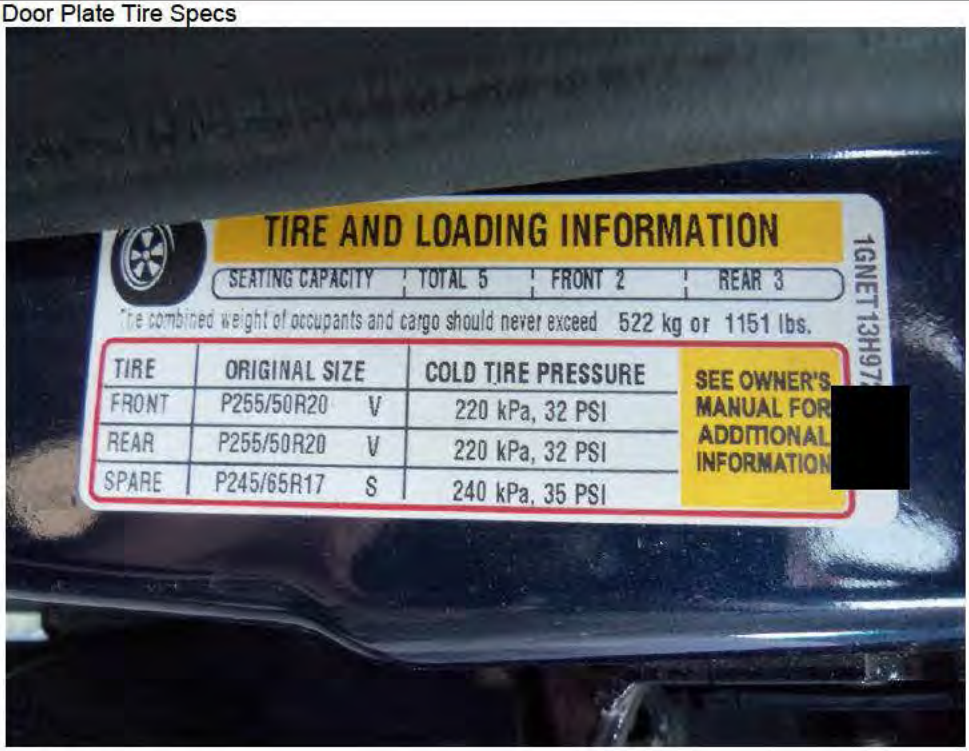
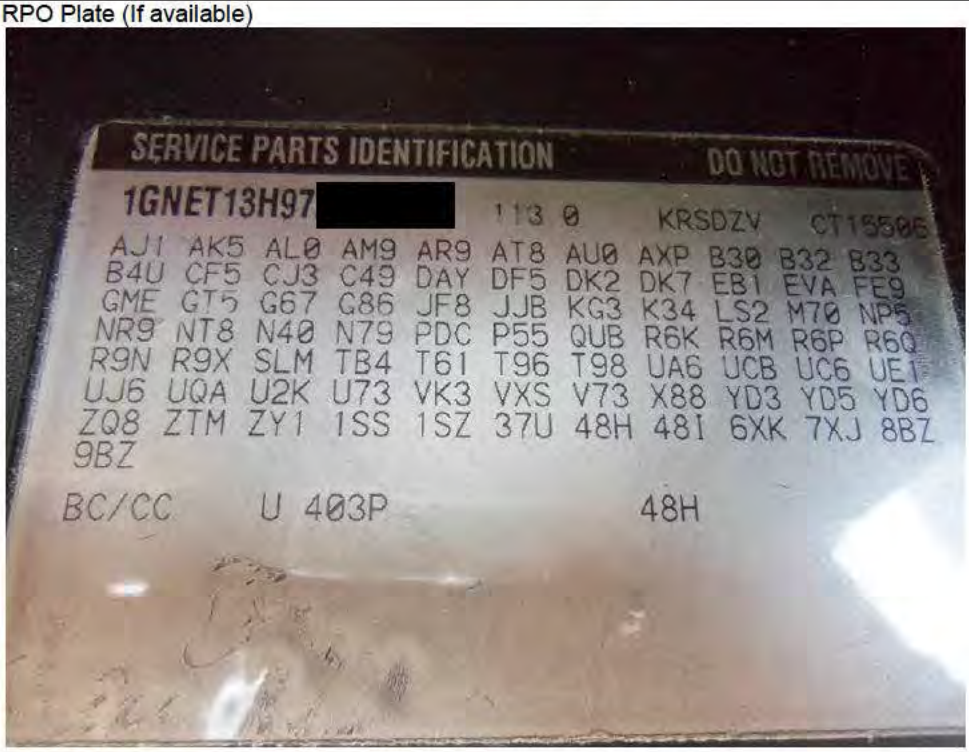
Photo #	Description / Photo	Damage (Yes/No)
3	Door Plate Tire Specs 	No
4	RPO Plate (If available) 	No

Photo Log & Photos for Preliminary Inspection			
Customer's Last Name:	[redacted]	Inspection Date:	01/25/2012
Vehicle Brand:	Chevrolet	Year/Model:	2007 Trailblazer
File Case #	[redacted]	VIN:	1GNET13H97223[redacted]

Photo #	Description / Photo	Damage (Yes/No)
5	Cluster (Odometer) 	No
6	Front 	No

Photo Log & Photos for Preliminary Inspection			
Customer's Last Name:	[redacted]	Inspection Date:	01/25/2012
Vehicle Brand:	Chevrolet	Year/Model:	2007 Trailblazer
File Case #	[redacted]	VIN:	1GNET13H972[redacted]

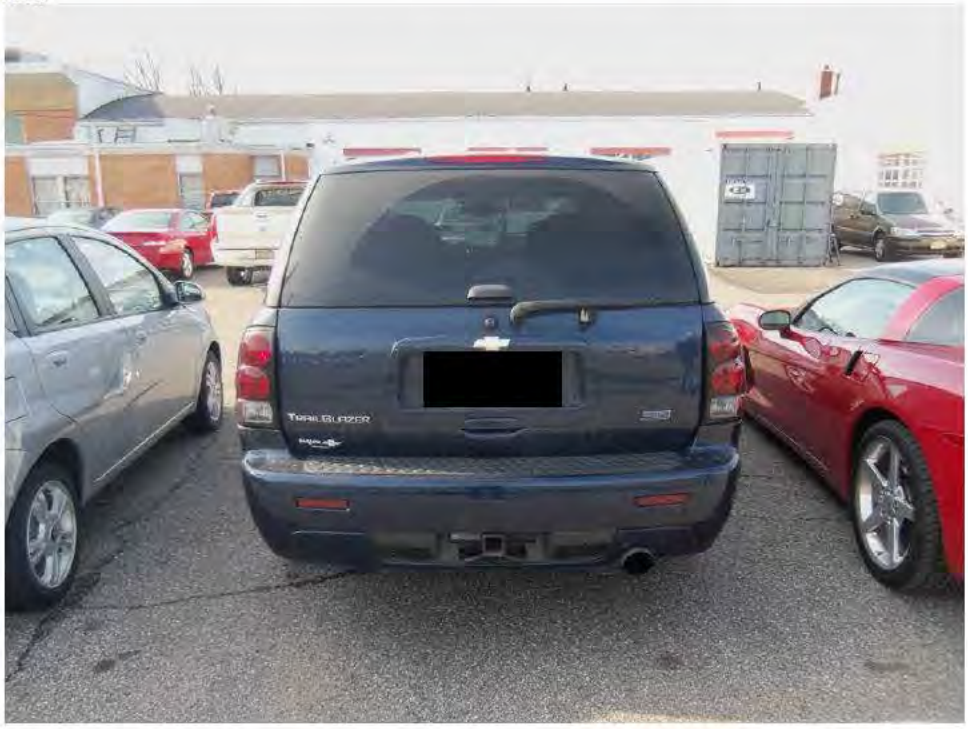
Photo #	Description / Photo	Damage (Yes/No)
7	Passenger Side	No
8	Rear 	No

Photo Log & Photos for Preliminary Inspection			
Customer's Last Name:	[redacted]	Inspection Date:	01/25/2012
Vehicle Brand:	Chevrolet	Year/Model:	2007 Trailblazer
File Case #	[redacted]	VIN:	1GNET13H9[redacted]

Photo #	Description / Photo	Damage (Yes/No)
9	Driver's Side	No
10	Aftermarket Air Intake	No

Photo Log & Photos for Preliminary Inspection			
Customer's Last Name:	[redacted]	Inspection Date:	01/25/2012
Vehicle Brand:	Chevrolet	Year/Model:	2007 Trailblazer
File Case #	[redacted]	VIN:	1GNET13H972[redacted]

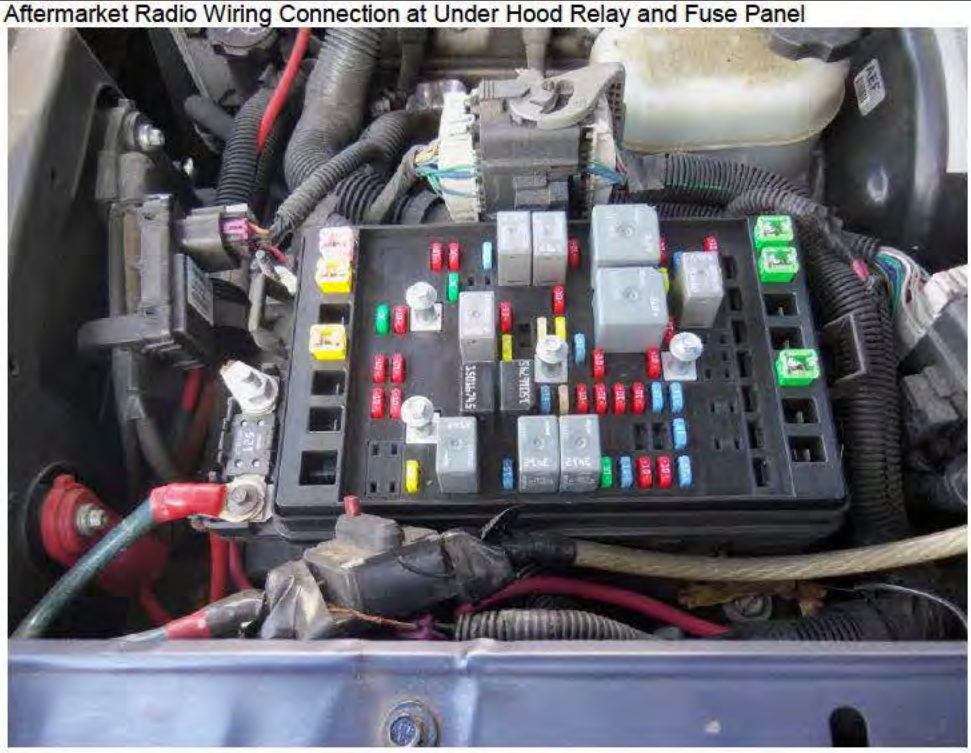
Photo #	Description / Photo	Damage (Yes/No)
11	Aftermarket High Intensity Discharge Headlight Transformer (HID)	No
12	Aftermarket Radio Wiring Connection at Under Hood Relay and Fuse Panel 	No

Photo Log & Photos for Preliminary Inspection			
Customer's Last Name:	[redacted]	Inspection Date:	01/25/2012
Vehicle Brand:	Chevrolet	Year/Model:	2007 Trailblazer
File Case #	[redacted]	VIN:	1GNET13H97[redacted]

Photo #	Description / Photo	Damage (Yes/No)
13	Aftermarket Wiring	No
14	Aftermarket Wiring at Bulkhead	No

Photo Log & Photos for Preliminary Inspection			
Customer's Last Name:	[redacted]	Inspection Date:	01/25/2012
Vehicle Brand:	Chevrolet	Year/Model:	2007 Trailblazer
File Case #	[redacted]	VIN:	1GNET13H97[redacted]

Photo #	Description / Photo	Damage (Yes/No)
15	Aftermarket Radio	No
16	Aftermarket Park/Neutral Defeat Switch for Radio/DVD Display	No

Photo Log & Photos for Preliminary Inspection			
Customer's Last Name:	[redacted]	Inspection Date:	01/25/2012
Vehicle Brand:	[redacted]	Year/Model:	2007 Trailblazer [redacted]
File Case #	[redacted]	VIN:	1GNET13H9722[redacted]

Photo #	Description / Photo	Damage (Yes/No)
17	Aftermarket Subwoofer Control	No
18	Aftermarket Bluetooth Microphone	No

Photo Log & Photos for Preliminary Inspection			
Customer's Last Name:	[redacted]	Inspection Date:	01/25/2012
Vehicle Brand:	Chevrolet	Year/Model:	2007 Trailblazer
File Case #	[redacted]	VIN:	1GNET13H972[redacted]

Photo #	Description / Photo	Damage (Yes/No)
19	Aftermarket Wiring under dashboard	No
20	Aftermarket Wiring under rear seat	No

Photo Log & Photos for Preliminary Inspection			
Customer's Last Name:	[redacted]	Inspection Date:	01/25/2012
Vehicle Brand:	Chevrolet	Year/Model:	2007 Trailblazer
File Case #	[redacted]	VIN:	1GNET13H9722[redacted]

Photo #	Description / Photo	Damage (Yes/No)
21	Aftermarket Amplifier	No
22	Aftermarket Subwoofer	No

Photo Log & Photos for Preliminary Inspection			
Customer's Last Name:	[redacted]	Inspection Date:	01/25/2012
Vehicle Brand:	Chevrolet	Year/Model:	2007 Trailblazer
File Case #	[redacted]	VIN:	1GNET13H9722[redacted]

Photo #	Description / Photo	Damage (Yes/No)
23	Aftermarket Muffler	No
24	Aftermarket Exhaust	No

Photo Log & Photos for Preliminary Inspection			
Customer's Last Name:	[redacted]	Inspection Date:	01/25/2012
Vehicle Brand:	Chevrolet	Year/Model:	2007 Trailblazer
File Case #	[redacted]	VIN:	1GNET13H972[redacted]

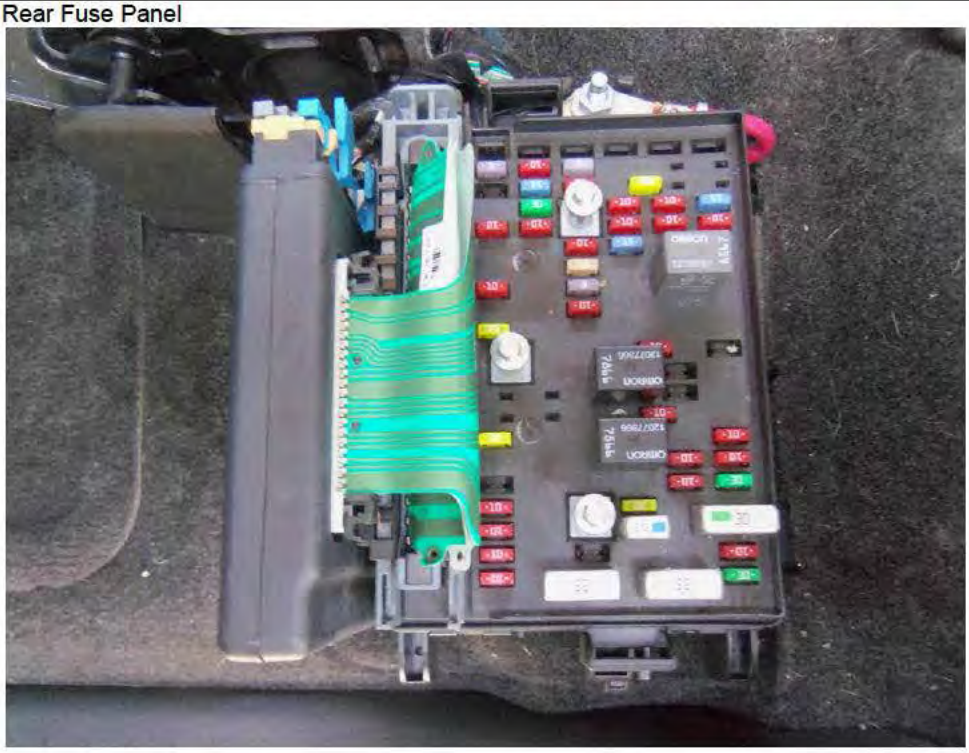
Photo #	Description / Photo	Damage (Yes/No)
25	Aftermarket Exhaust	No
26	Rear Fuse Panel 	No

Photo Log & Photos for Preliminary Inspection			
Customer's Last Name:	[redacted]	Inspection Date:	01/25/2012
Vehicle Brand:	Chevrolet	Year/Model:	2007 Trailblazer
File Case #	[redacted]	VIN:	1GNET13H972[redacted]

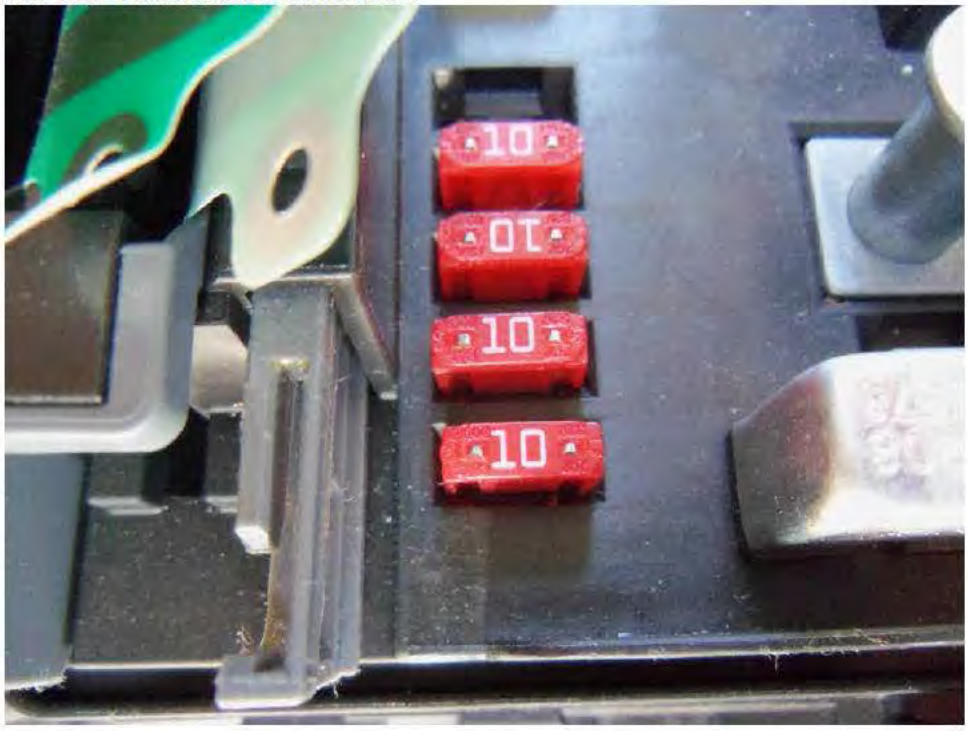
Photo #	Description / Photo	Damage (Yes/No)
27	Rear Fuse Panel Detail of Correct Fuse 	No
28	New Head Lamp Switch Installed	No

Photo Log & Photos for Preliminary Inspection			
Customer's Last Name:	[redacted]	Inspection Date:	01/25/2012
Vehicle Brand:	Chevrolet	Year/Model:	2007 Trailblazer
File Case #	[redacted]	VIN:	1GNET13H9722[redacted]

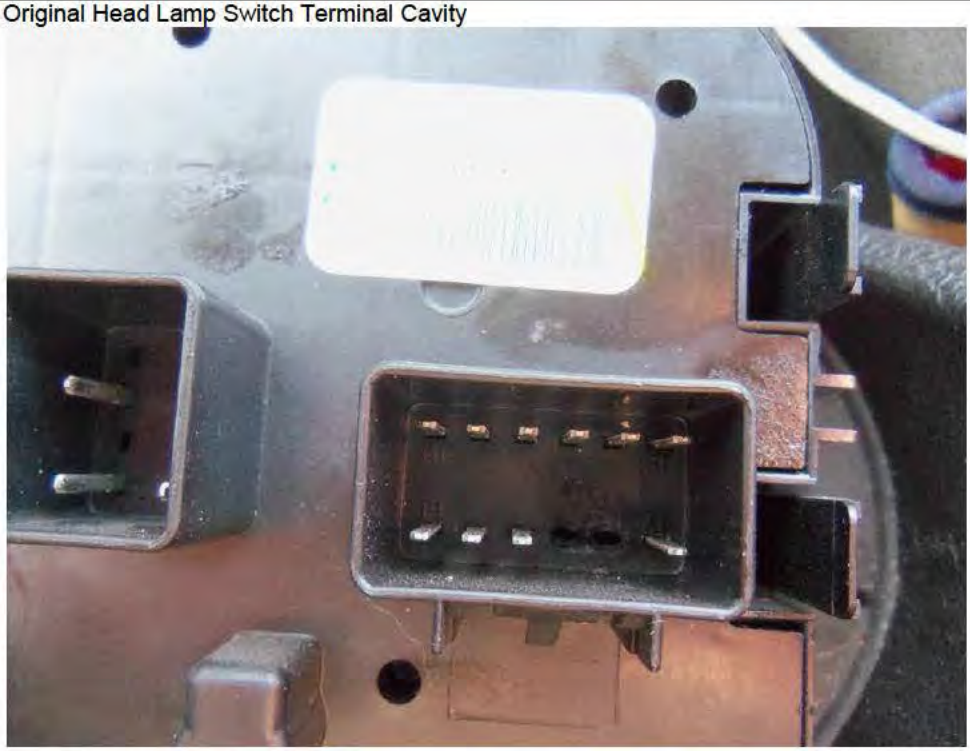
Photo #	Description / Photo	Damage (Yes/No)
29	Original Head Lamp Switch Terminal Cavity 	Yes
30	Original Head Lamp Switch Part Number	No

Photo Log & Photos for Preliminary Inspection			
Customer's Last Name:	[redacted]	Inspection Date:	01/25/2012
Vehicle Brand:	Chevrolet	Year/Model:	2007 Trailblazer
File Case #	[redacted]	VIN:	1GNET13H972[redacted]

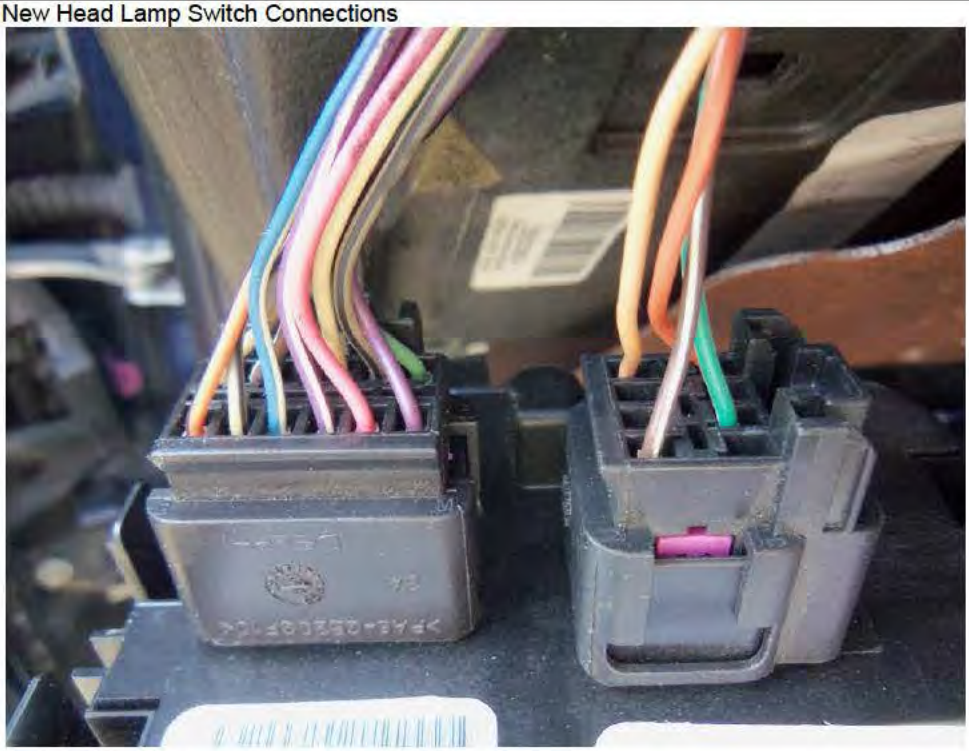
Photo #	Description / Photo	Damage (Yes/No)
31	New Head Lamp Switch Connections 	No
32	New Head Lamp Switch Part Number	No

Photo Log & Photos for Preliminary Inspection			
Customer's Last Name:	[redacted]	Inspection Date:	01/25/2012
Vehicle Brand:	Chevrolet	Year/Model:	2007 Trailblazer
File Case #	[redacted]	VIN:	1GNET13H9722[redacted]

Photo #	Description / Photo	Damage (Yes/No)
33	New Head Lamp Switch Part Number	No
34	New Head Lamp Switch Terminal Cavity View	No

Photo Log & Photos for Preliminary Inspection			
Customer's Last Name:	[redacted]	Inspection Date:	01/25/2012
Vehicle Brand:	Chevrolet	Year/Model:	2007 Trailblazer
File Case #	[redacted]	VIN:	1GNET13H97[redacted]

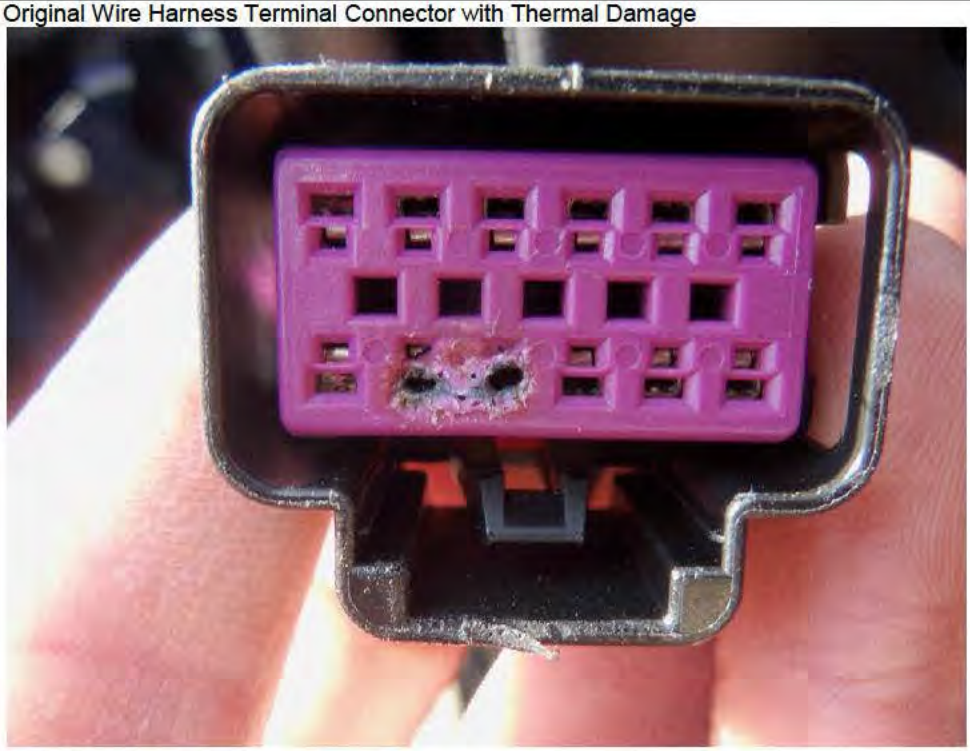
Photo #	Description / Photo	Damage (Yes/No)
35	Original Wire Harness Terminal Connector with Thermal Damage 	Yes
36	New Head Lamp Switch Terminal Cavity View	No

Photo Log & Photos for Preliminary Inspection			
Customer's Last Name:	[redacted]	Inspection Date:	01/25/2012
Vehicle Brand:	Chevrolet	Year/Model:	2007 Trailblazer
File Case #	[redacted]	VIN:	1GNET13H9722[redacted]

Photo #	Description / Photo	Damage (Yes/No)
37	Original Wire Harness Terminal Connector	No

R010 Fire / Thermal Event Preliminary Inspection			
Customer's last name:	[redacted]	Inspection date:	01/25/2012
Vehicle brand:	Chevrolet	Year/Model:	2007 Trailblazer
File case #:	[redacted]	VIN:	1GNET13H9722[redacted]

Mileage at inspection:	62,342	Inspection Location: Burlington Chevy	
Inspected by:	Jason Wilson	Address: 105 Route 130 S., Burlington, NJ 08016	
Inspector's phone number:	248-687-4345		

Section 1 INSPECTION SUMMARY

Type **X** Non Collision, ☐ Collision

Fire Hot Spot ☐ Engine Compartment, **X** Under dash, ☐ Other Interior, ☐ Trunk, ☐ Unknown, ☐ Other - specify

Following the inspection, summarize the facts and observations:

The vehicle was inspected at Burlington Chevrolet's Service Department on January 25th, 2012. The vehicle was drivable and showed no evidence of fire. The owner of the vehicle stated that he was an automotive technician at a local truck equipment modification and installation center. He said he had replaced the headlamp switch by himself with a part supplied by CARQUEST auto parts. The switch with the damage was saved by the owner and photographed (photo 29). The terminal connector with the damage was also photographed (photo 35).

The vehicle owner installed an aftermarket High Intensity Discharge (HID) Headlamp System (photo 11) as well as an aftermarket radio system, amplifier, and subwoofer (photos 12-22). The park/neutral defeat switch allows movies to be played while the vehicle is in drive. The vehicle had an aftermarket air intake system and exhaust system installed (photos 10, 23-25). The owner identified the fuse that was replaced and verified for the correct amperage rating (photos 26 and 27).

Section 2 INTERVIEW - INCIDENT DETAILS

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

Interview mode: ☐ By telephone **X** In person
Incident date and time: 01/14/2012 @ 6:15 pm
Interview date: 01/25/2012
Was a police/fire department report written? ☐ Yes **X** No
Provide driver/claimant's description of incident. Describe the event from start to finish; include description of other vehicles involved:
On January, 13th the owner stopped at a local convenience store and turned off the vehicle. When the owner restarted the vehicle the instrument illumination did not work. The owner stated that the interior lights were working. He drove home approximately 8 miles. The owner looked in his owners' manual and found the fuse in the rear fuse panel was blown. He replaced the 10 amp fuse with another 10 amp fuse. The owner checked the operation of the instrument illumination and it was working. The following day at about 6:00 pm the owner noticed the illumination was not working again and returned home.

The owner replaced the fuse and about 20-30 seconds later he noticed the smell of plastic burning and smoke coming from the instrument panel. The owner disconnected the battery. After several minutes of verifying no more smoke was coming from the instrument panel the owner removed the headlamp switch. The owner visually inspected the harness connector and saw the damage to the connector. The owner needed to remove the damaged pins from the connector. The owner contacted GM PAR about the concern. The owner did not drive the vehicle until he received a replacement part from a local parts store. The owner replaced the switch assembly and is currently driving the vehicle.

What was the exact geographical location where the fire occurred? 148 Paine Street, Riverside, NJ 08075

What was the exact date and time of the fire? 01/14/2012 @ 6:15 pm

What is the owner's best estimate of the mileage on the odometer. 62,163

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

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

Time: 20-30 Minutes and distance **0 Miles** between first indication of a problem and start of fire.

If parked, how long was it parked? 1 Hour

R010 Fire / Thermal Event Preliminary Inspection			
Customer's last name:	[redacted]	Inspection date:	01/25/2012
Vehicle brand:	Chevrolet	Year/Model:	2007 Trailblazer
File case #:	[redacted]	VIN:	1GNET13H97223[redacted]

Was the ignition off X or was the engine running ☐ ? **Describe drive prior to parking: drive length** 1 h 30 min, distance 30 miles**, and type of drive (e.g. city traffic, highway, long grades, etc.)**. City traffic.

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer: No Cargo lbs, **Load description:** _____ **Load location:** _____ **Height and description of front shape of trailer:** _____

Weather conditions: Approx. ambient temperature: 30ºF**, General conditions (dry, rain, wind, wind, etc.)**: Dry

Time 0 minutes **between start of fire and other significant events. Describe:**

Time between the start of the fire and when it was over/ extinguished completely. 25 Minutes

Describe initial location, color and intensity of smoke and flame. The instrument panel near the head lamp switch, the smoke was thick and white with no visible flames.

What direction did the smoke go (billow upward, blow away from the vehicle)? The smoke billowed up from the switch.

Names and addresses of any witnesses. No witnesses.

Did the driver observe:

Unusual odors? X Yes ☐ No **Describe**: The owner noticed an electrical burning smell.

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

Any apparent malfunction? X Yes ☐ No **If yes, describe**: The owner stated the instrument illumination did not work.

Position of HVAC controls (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) Vents, **Blower setting** Off, **Temperature setting** Hot Max

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

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

If any of the above were cycled, describe:

What did you do after you realized something was wrong? Turn Engine Off? ☐ Yes ☐ No, **Open Hood? X** Yes ☐ No, Other? **X** Yes ☐ No **Describe**: The owner disconnected the battery.

When you left vehicle: Ignition switch position (off, on, accessory): Off Windows open? **X** Yes ☐ No, Doors open? **X** Yes ☐ No **Describe:** The driver front window was down and the driver front and rear doors were open.

How was the fire extinguished? The smoke stopped after the battery was disconnected.

Any other comments that have not been covered?

R010 Fire / Thermal Event Preliminary Inspection			
Customer's last name:	[redacted]	Inspection date:	01/25/2012
Vehicle brand:	Chevrolet	Year/Model:	2007 Trailblazer
File case #:	[redacted]	VIN:	1GNET13H9722[redacted]

Section 3 INTERVIEW - VEHICLE HISTORY

Did the owner purchase the vehicle new? No Date____ Used? **X** Yes ☐ No **Date**: 12/22/2010

VEHICLE MODIFICATIONS / ALTERATIONS
Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, cellular phone, modified body, electrical components, powertrain, suspension, wheels or tires, after-market seats, etc.) Describe:
The vehicle has an aftermarket stereo system with an amplifier and subwoofer, HID headlamps, cold air intake system, and exhaust.

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

VEHICLE REPAIR / SERVICE HISTORY
Prior electrical system service? X Yes ☐ No **If yes, describe**: The battery was replaced and the alternator was inspected for proper operation. Terminals and connections were serviced.

Prior collision repair? X Yes ☐ No **If yes, describe:** The owner was informed by the selling dealer about a front end impact with a deer.

Repaired by whom? (name, address, phone): Unknown date and repair facility

Repairs outside of warranty(what when, by whom?) None
Last maintenance (date, description, by whom?) Oil change service performed at Barlow Chevrolet
Last repair (date, description, by whom?)
Any other pertinent vehicle history information from interview, GM warranty or dealership history files)? X Yes ☐ No
If yes, describe: GM Warranty files, customer supplied invoice for replacement headlamp switch

Section 4 VEHICLE INSPECTION

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

Take color photographs of the following in A through E:

A. Exterior:

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

Fuel filler "Lead Free" restrictor in place? **X** Yes ☐ No Describe: {_____
Location of fuel filler cap (or evidence of remains): _____

Comments: No evidence of fire.

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

Comments: The headlamp switch and connectors were photographed (photos 28-37).

R010 Fire / Thermal Event Preliminary Inspection			
Customer's last name:	[redacted]rt	Inspection date:	01/25/2012
Vehicle brand:	Chevrolet	Year/Model:	2007 Trailblazer
File case #:	[redacted]8	VIN:	1GNET13H972[redacted]

C. Underhood:

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

Comments: No evidence of fire.

D. Underbody:

Underbody & exhaust (include hangers):
Catalytic converter (any discoloration or swelling?): _____
Scrapes or impact damage on the following:
Fuel tank
Fuel filler lines
Tires/Wheels
Any liquid stains (oil, coolant, transmission fluid).

Comments: No evidence of fire

E. Electrical:

Generator & attached wiring
Battery & attached cables
Cooling fans
Fuses (identify all open or ***not*** proper size): _____
Relay centers
Wiring insulation at fuse blocks
Fusible links (identify all open): _____
Spark plug wiring and boot condition: _____
Modules: ABS/TCS, ECM, other

Comments: No evidence of fire

F. Fluids (comments only):

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

Engine coolant: _____ Engine oil: _____

Transmission fluid: _____ Power steering fluid: _____

Brake fluid: _____

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

R010 Fire / Thermal Event Preliminary Inspection			
Customer's last name:	[redacted]	Inspection date:	01/25/2012
Vehicle brand:	Chevrolet	Year/Model:	2007 Trailblazer
File case #:	[redacted]	VIN:	1GNET13H972[redacted]

G. General Observations (Take photographs if applicable):

Considering the customer's description and your observations, identify the apparent hottest spot(s) of the fire or area of most intense heat. _____

Describe the pattern of burning. The connector with the damage was photographed.

Identify the lowest point of burning on the vehicle. _____

Carefully inspect the wiring looking for welded wires or balled ends of wire. _____

Carefully inspect any metal hose crimps for any material remaining in the fitting. _____

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: The headlamp switch and related wiring was photographed. No evidence of visible flame damage.

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

Anything on vehicle which is after-market: The aftermarket components were photographed (photos 10-25).

Anything on vehicle which is a modification:

Anything on vehicle which is unusual, or out-of-place, etc.:

Other relevant information:

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage, location of contents, etc: No thermal damage to vehicle components

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

Review any police or fire report available and comment. No fire or police report was filed.

Interview any witnesses to the event and provide their comments. No witnesses.
Provide any comments concerning points of interest about the incident, the conditions, etc. that have not been covered above.

Section 5 Site Inspection

Carefully consider the facts in the case and then document the basis of your decision concerning whether to inspect the site of the incident. General Motors prefers site inspections as noted on the assignment sheet. If an inspection of the site is done, it is important to move quickly so that valuable information is not lost. Due to the nature of the incident, no site inspection was performed.

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

Section 6 Comment Overflow Sheet

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.
The headlamp switch and connector showed damage from heat. No visible flame damage was evident. The wiring harness and wires outside of the connector did not show heat damage at the time of the inspection. The vehicle was equipped with aftermarket HID lights and the installation was performed by the owner of the vehicle. The fuse location and amperage rating was verified with the identification panel on the fuse cover.

R010 Fire / Thermal Event Preliminary Inspection			
Customer's last name:	[redacted]	Inspection date:	01/25/2012
Vehicle brand:	evrolet	Year/Model:	2007 Trailblazer
File case #:	[redacted]	VIN:	1GNET13H972[redacted]

Section 7	**Other Report Information**

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

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

December 13, 2017

[redacted]
Houston, TX [redacted]9

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 2009 Chevrolet TrailBlazer.

This offer is valid towards one service visit on VIN 1GNDS33SX9[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]3

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.

CHEVROLET

Customer Assistance Center

Chevrolet Division
P.O. Box 33170
Detroit, MI 48232-5170

PRESORTED FIRST CLASS

UNITED STATES POSTAGE PITNEY BOWES

02 1M $ 00.42⁴
0004271184 JUN 15 2012
MAILED FROM ZIPCODE 48331

06-29-12P01:17 RCVD

NIXIE 773 DE 1 00 06/27/12
RETURN TO SENDER
NOT DELIVERABLE AS ADDRESSED
UNABLE TO FORWARD
BC: 48232517070 *0503-00604-22-25

77089@5368

CHEVROLET

June 15, 2012

Customer did not receive letter from GM.

[redacted]
Houston, TX [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 2009 Chevrolet TrailBlazer.

This offer is valid towards one service visit on VIN 1GNDS33SX92[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.

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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 13, 2017

[redacted]
Houston, TX 7[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 2009 Chevrolet TrailBlazer.

This offer is valid towards one service visit on VIN 1GNDS33SX92[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.

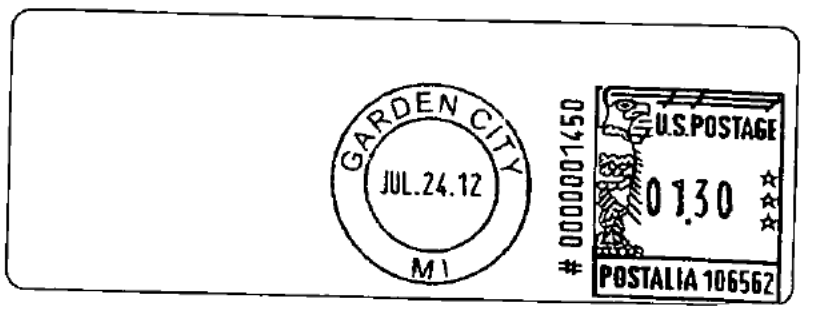
We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

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.



Consumer Legal Services, P.C.
30928 Ford Road
Garden City, MI 48135

To:

General Motors, LLC
Saab Division
P.O. Box 33166
Detroit, MI 48232-5166

07-25-12 A08:00 IN

RONALD J. BOLZ
CHRISTOPHER M. LOVASZ
STEVEN S. TOTH
CHRISTOPHER A. WINKLER
KATHERINE M. PITTEL

CONSUMER LEGAL SERVICES, P.C.

ATTORNEYS AND COUNSELORS

www.LemonAuto.com

30928 FORD ROAD
GARDEN CITY, MI 48135
(734) 261-4700
FAX (734) 261-4737

July 18, 2012

General Motors, LLC
Saab Division
P.O. Box 33166
Detroit, MI 48232-5166

RE: [redacted]
2009 Saab 9-7x
VIN: 5S3ET13S0[redacted]

Dear Sir/Madam:

Please be advised that I represent [redacted] regarding the above referenced matter. Pursuant to our recent telephone conversation, I will refrain from filing suit in an effort to resolve this matter prior to litigation upon your request. In order for you to evaluate this matter, the following is a detailed repair summary relative to Ms. [redacted] 2009 Saab 9-7x (see enclosed copies of repair orders):

Date	Mileage	Invoice #	Complaint
03/30/11	35,164	[redacted]	**ELECTRICAL DEFECT:** Washers will not turn off until the car turns off; right front window goes down slowly; right rear speaker buzzes intermittently when radio is turned up; **STRUCTURAL DEFECT:** In dash cup holder is loose; **TRANSMISSION DEFECT:** When accelerating around 40 miles per hour vehicle feels like it downshifts, then jerks into gear; **QUALITY DEFECT:** Hood emblem is peeling; **ENGINE DEFECT:** Oil leak from the front end; whining noise on acceleration
04/11/11	35,734	[redacted]	**ELECTRICAL DEFECT:** Headlights are inoperable

Date	Mileage	Invoice #	Complaint
11/09/11	46,749	[redacted]	**ELECTRICAL DEFECT:** Rear speakers are making a screeching noise almost all of the time; both rear door speakers cut out intermittently; **QUALITY DEFECT:** All of the buttons on the ACC control panel are peeling; ring around the ignition is peeling; **STRUCTURAL DEFECT:** In dash cup holder is binding; right side visor cover is loose; right side dash vent knob is loose
11/10/11	46,751		**QUALITY DEFECT:** Drivers door trim panel stitching is coming apart
11/28/11	49,015		**QUALITY DEFECT:** Stitching on the drivers door panel is coming apart; **ENGINE DEFECT:** After driving vehicle several hours, shut the vehicle off and would not restart, had to be jump started

On or about February 5, 2009, Ms. [redacted] purchased the 2009 Saab 9-7x. Ms. [redacted] has returned the 2009 Saab 9-7x for repair on at least five (5) different occasions. The limited written warranty provides that General Motors, LLC, 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' inability to repair this vehicle after five attempts is a breach of its warranty and violation of the Michigan Lemon Law. As such, Ms. [redacted] respectfully requests that General Motors, LLC repurchase the 2009 Saab 9-7x and pay her attorney fees and costs.

It is my understanding that you will review this matter and contact me within 30 days upon receipt of this letter.

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,

CONSUMER LEGAL SERVICES, P.C.

Katherine M. Pittel, Esq.

KMP/klw
Encl.

GLASSMAN AUTOMOTIVE GROUP

SAAB SUBARU HYUNDAI KIA

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 • 1-800-354-5558 • Fax (248) 372-5366

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 070484

WE HONOR VISA CASH

STATE [redacted]

CUSTOMER NO. [redacted]	REPAIRS PROPERLY COMPLETED & CHECKED BY KIM 592	TAG NO 516	INVOICE DATE 04/01/11
[redacted]	LICENSE NO.	MILEAGE 35,164	COLOR DESERT TAN [redacted]
DEARBORN HEIGHTS, MI [redacted]	YEAR / MAKE / MODEL 09/SAAB/9-7X/WGN 9-7X 4.2		DELIVERY DATE 02/05/09 DELIVERY MILES 170
[redacted]	VEHICLE I.D. NO. 5S3ET13S092[redacted]		SELLING DEALER NO. PRODUCTION DATE
BUSINESS PHONE	F. T. E. NO. P. O. NO.		R. O. DATE 03/30/11 ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
	COMMENTS		MILEAGE OUT MO 35166

LABOR & PARTS

OP CODE SAZ07 E-WIPER WASHER FLUID UNITS: 0.90 TECH(S): 274 WARRANTY

CLIENT STATES WHEN SHE USES THE WASHERS THEY WILL NOT TURN OFF UNTIL THE CAR TURNS OFF
WIPER UNIT CAUSING RELAY TO STAY ACTIVATED
REPLACED WIPER ASSEMBLY AND WASHER PUMP AND TESTED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15-816-057	RELAY,ASH		WARRANTY
JOB # 1	1	15-878-429	MODULE,ASH-WW		WARRANTY
JOB # 1		Z5000	COOLY DIFF		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

OP CODE SAZ07 E-CUP HOLDER UNITS: 0.20 TECH(S): 274 WARRANTY

CLIENT STATES THE IN DASH CUP HOLDER IS LOOSE
CUP HOLDER LOOSE
REPLACED IN DASH CUP HOLDER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	25-916-574	HOLDER,ASH,LP C		WARRANTY
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

OP CODE SAZ07 E-POWER WINDOWS UNITS: 0.90 TECH(S): 274 WARRANTY

CLIENT STATES THE RIGHT FRONT WINDOW GOES DOWN SLOWLY
RIGHT FRONT WINDOW BINDING ON SEAL CAUSED DAMAGE TO WINDOW
REGULATOR
FOR DOOR PANEL AND REPLACED RIGHT FRONT WINDOW SEAL AND REGULATOR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	20-930-684	REGULATOR,ASH-F		WARRANTY
JOB # 3	1	15-857-605	WEATHERSTRIP,FR		WARRANTY
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

OP CODE SAZ07 E-DRIVEABILITY UNITS: 0.90 TECH(S): 274 WARRANTY

CLIENT STATES WHEN ACCELERATING AROUND 40 MPH VEHICLE FEELS LIKE IT JOHNSRIFTS THEN JERKS INTO GEAR.
COULD NOT VERIFY CONCERN AT THIS TIME.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

OP CODE SAZ07 E-EMBLEMS/EMBLEMS UNITS: 0.20 TECH(S): 274 WARRANTY

CLIENT STATES THE HOOD EMBLEM IS LOOSE
REPLACED HOOD EMBLEM

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT OUR SERVICE DEPARTMENT.

We guarantee our service work for 12 months or 12,000 miles, except aftermarket parts, whichever comes first. If our repair or replacement fails (normal service wear excepted) we will do it free of charge - parts and labor.

PAGE 1 OF 2 CUSTOMER COPY (CONTINUED ON NEXT PAGE) 07:39pm

INSURANCE CO.

CLAIM #

DEDUCTIBLE

ADJUSTER

ATTENTION CASHIER

DEDUCTIBLE	RETTERMENT
$	
OTHER AMOUNT	RELEASES
$	

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, breaking, accident or any other causes beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS
That the undersigned does hereby constitute and appoint GLASSMAN AUTOMOTIVE GROUP my (our) true and lawful attorney to sign name, place and stand of the undersigned on any insurance Check or Drafts issued by insurance Company covering any claim to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a creditable position.
I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.
THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.

Signed _____

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X _____

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

Print Financial Services, P.O. BOX 1000 TOLL FREE (866) 265-5121

SERVICE INVOICE

GLASSMAN AUTOMOTIVE GROUP

SAAB SUBARU HYUNDAI KIA

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 · 1-800-354-5558 · Fax (248) 372-5366

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 0704B4

WE HONOR

CASH

STATE REGISTR [redacted]

CUSTOMER NO: [redacted]

REPAIRS PROPERLY COMPLETED & CHECKED BY: KIM 592 | TAG NO. 516 | INVOICE DATE 04/01/11

LICENSE NO. | MILEAGE 35,164 | COLOR DESERT TAN

[redacted]
DEARBORN HEIGHTS, MI [redacted]

YEAR / MAKE / MODEL: 09/SAAB/9-7X/WGN 9-7X 4.2 | DELIVERY DATE 02/05/09 | DELIVERY MILES 170

VEHICLE I.D. NO.: 5S3ET13S092[redacted] | SELLING DEALER NO. | PRODUCTION DATE

F.T.E. NO. | P.O. NO. | R.O. DATE 03/30/11 | ALL UNITS ARE NEW UNLESS OTHERWISE NOTED

RESIDENCE PHONE [redacted] | BUSINESS PHONE | COMMENTS | MILEAGE OUT MO: 35166

JOB # 5 — 1 — 12-844-16L — EMBLEM — UNIT PRICE — WARRANTY

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

[illegible] SOUNDS SYSTEM | LABOR UNITS: 0.50 TECH(S): 274 | WARRANTY

CLIENT STATES THE RIGHT REAR SPEAKER BUZZES INTERM WHEN
RADIO IS TURNED UP.
RIGHT REAR SPEAKER BLOWN.
R&R DOOR PANEL AND REPLACED DOOR SPEAKER.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6	1	15-135-033	SPEAKER ASM RDO		WARRANTY

JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

[illegible] | LABOR UNITS: 0.70 TECH(S): 274 | WARRANTY

CUSTOMER REQUESTS 35,000 MILE MAJOR MAINTENANCE.
1128501 7 OIL CHANGE, TIRE ROTATION, AND AIR FILTER
CHECK TIRE PRESSURE.
SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE.
COMPLETED 35,000 MILE MAJOR MAINTENANCE.
TOPPED OFF FLUIDS, SET TIRE PRESSURE, AND COMPLETED
INSPECTION.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 7	1	19-210-285	FILTER ASM,OIL		WARRANTY
JOB # 7	1	35-36-966	GASKET,DRAIN PLUG		WARRANTY
JOB # 7	1	19-239-713	ELEMENT A/C,RD		WARRANTY
JOB # 7	1	02-05-830	WASHER FLUID/GA		WARRANTY

JOB # 7 TOTAL PARTS 0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

[illegible] | LABOR UNITS: 1.50 TECH(S): 274 | WARRANTY

CLIENT STATES THERE IS AN OIL LEAK FROM THE FRONT END.
FRONT PINION SEAL LEAKING.
REPLACED FRONT PINION SEAL AND TOPPED OFF FLUID.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 8	1	12-471-614	SEAL,FRT DIFF D		WARRANTY
JOB # 8	2	88-862-62F	DEXRON LS GEAR		WARRANTY

JOB # 8 TOTAL PARTS 0.00

JOB # 8 TOTAL LABOR & PARTS 0.00

[illegible] | LABOR UNITS: TECH(S): 274 | WARRANTY

CUSTOMER DECLINED
CUSTOMER DECLINED FUEL INJECTION
DOCUMENTATION ONLY.
YOU MAY RECEIVE A SURVEY FROM
THE MANUFACTURER. IF YOU ARE NOT
COMPLETELY SATISFIED PLEASE CONTACT
OUR SERVICE DEPARTMENT.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 9 TOTAL PARTS 0.00

INSURANCE CO.

CLAIM #

DEDUCTIBLE

ADJUSTER

ATTENTION CASHIER

DEDUCTIBLE $ | BETTERMENT

OTHER AMOUNT $ | RELEASES

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS: That the undersigned does hereby constitute and appoint GLASSMAN AUTOMOTIVE GROUP my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Check or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.
I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.
THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.

Signed _____

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X _____

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

We guarantee our service work for 12 months or 12,000 miles, except aftermarket parts, whichever comes first. If our repair or adjustment fails in normal service within this period, we will do it free of charge - parts and labor.

SERVICE INVOICE

SAAB SUBARU

GLASSMAN AUTOMOTIVE GROUP

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 • 1-800-354-5558 • Fax (248) 372-5366

HYUNDAI KIA

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 070484

WE HONOR VISA CASH

STATE REGISTRATION [redacted]

CUSTOMER NO. [redacted]

[redacted]
DEARBORN HEIGHTS, MI [redacted]
WA [redacted]
[redacted] BUSINESS PHONE

REPAIRS PROPERLY COMPLETED & CHECKED BY: KIM 592
TAG NO.: 516
LICENSE NO.:
MILEAGE: 35,164
INVOICE DATE: 04/01/11
COLOR: DESERT TAN
YEAR / MAKE / MODEL: 09/SAAB/9-7X/WGN 9-7X 4.2
DELIVERY DATE: 02/05/09
DELIVERY MILES: 170
VEHICLE I.D. NO.: 5S3ET13S092 [redacted]
SELLING DEALER NO.:
PRODUCTION DATE:
F. T. C. NO.:
P. O. NO.:
R. O. DATE: 03/30/11
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
COMMENTS:
MILEAGE OUT: MO: 35166

JOB # 9 TOTAL LABOR & PARTS 0.00

CUST STATES CORNER LIGHTS NEED TO BE TURNED ON ALL THE TIME
2 WAY SHUTTLE
TECH(S):274 WARRANTY

PARTS	QTY	I/P NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 10 TOTAL PARTS	0.00
				JOB # 10 TOTAL LABOR & PARTS	0.00

CUST STATES THERE IS A WHINING NOISE FROM THE ENGINE
CLIENT STATES THERE IS A
AREA OF ACCEL
NOISE COMING FROM IDLER PULLEY
REPLACED IDLER PULLEY AND BELT
0.30 TECH(S):274 WARRANTY

PARTS	QTY	I/P NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 12	1	12-618-113	PULLEY ASM-BELT		WARRANTY
JOB # 11	1	12-599-774	BELT WITH PAP A		WARRANTY
				JOB # 11 TOTAL PARTS	0.00
				JOB # 11 TOTAL LABOR & PARTS	0.00

G.O.G. & SUPPLIES					
JOB # 7	1.0	703 SEMI 0294249	@ /UNIT		WARRANTY
				TOTAL - GOG	0.00

MISC.	CODE	DESCRIPTION	CONTROL NO:	
JOB # 7	MSC	WARRANTY SHOP SUPPLIES		WARRANTY
JOB # 10	CS	COURTESY SHUTTLE		WARRANTY
			TOTAL - MISC	0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $0.00 (PTAX)
COMMENTS:

RECOMMENDATIONS:
RECOMMEND FUEL INDUCTION $135
RECOMMEND 4 TIRES AND ALIGNMENT

TECHNICIAN CERTIFICATION:
274 THOMAS M238072

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT OUR SERVICE DEPARTMENT.

We guarantee our service work for 12 months or 12,000 miles, except aftermarket parts, whichever comes first. If our repair or replacement fails in normal service within that period, we will fix it free of charge - parts and labor.

PAGE 1 OF 2 CUSTOMER COPY (CONTINUED ON NEXT PAGE) 07:39am

INSURANCE CO.:
CLAIM #:
DEDUCTIBLE:
ADJUSTER:

ATTENTION CASHIER

DEDUCTIBLE	BETTERMENT
$	
OTHER AMOUNT	RELEASES
$	

SIGNATURES:

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 40 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garage/carport lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THERE PRESENTS That the undersigned does hereby constitute and appoint GLASSMAN AUTOMOTIVE GROUP my (our) true and lawful attorney to sign names, place and assist the undersigned on any Insurance Check or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a customs position.
I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.
THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE:

Signed _____

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X _____

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

Bartt Financial Services, Inc. PREPARED TOLL FREE (888) 265-1121

SERVICE INVOICE

SAAB

SUBARU

GLASSMAN AUTOMOTIVE GROUP

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 · 1-800-354-5558 · Fax (248) 372-5366

HYUNDAI

KIA

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 070484

WE HONOR

CASH

STATE [redacted]

CUSTOMER NO. [redacted]	REPAIRS PROPERLY COMPLETED & CHECKED BY KIM 592	TAG NO. 516	INVOICE DATE 04/01/11
[redacted]	LICENSE NO.	MILEAGE 35,164	COLOR DESERT TAN
DEARBORN HEIGHTS, MI [redacted]	YEAR / MAKE / MODEL 09/SAAB/9-7X/WGN 9-7X 4.2		DELIVERY DATE 02/05/09
	VEHICLE I.D. NO. 5S3ET13S092[redacted]	SELLING DEALER NO.	DELIVERY MILES 170
[redacted]	P. T. E. NO.	P. O. NO.	R. O. DATE 03/30/11
BUSINESS PHONE	COMMENTS		MILEAGE OUT MO: 35166

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

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER.XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE. OUR GOAL IS TO HAVE YOU COMPLETELY SATISFIED WITH ALL SERVICES PROVIDED. IF, FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT SERVICE MANAGEMENT IMMEDIATELY.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT OUR SERVICE DEPARTMENT.

We guarantee our service work for 12 months or 12,000 miles, except aftermarket parts, whichever comes first. If our repair or adjustment fails to correct the problem, we will make it right at no charge to you. All parts and labor are guaranteed.

PAGE FOR CUSTOMER COPY (END OF INVOICE) 07:38am

INSURANCE CO.

CLAIM #

DEDUCTIBLE

ADJUSTER

ATTENTION CASHIER

DEDUCTIBLE	DETTERMENT
$	
OTHER AMOUNT	RELEASED
$	

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in case in case of fire, theft, freezing, accident or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS That the undersigned does hereby constitute and appoint GLASSMAN AUTOMOTIVE GROUP my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Check or Draft issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner it necessary to place check or draft in it's cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE:

Signed _____

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X _____

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Dealer Pacific Services, Inc. 26 CREEK TOLL FREE (800) 255-5121

SERVICE INVOICE

GLASSMAN AUTOMOTIVE GROUP

SAAB · SUBARU · HYUNDAI · KIA

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 · 1-800-354-5558 · Fax (248) 372-5366

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 070484

WE HONOR VISA · CASH

STATE [redacted]

CUSTOMER NO. [redacted]	REPAIRS PROPERLY COMPLETED & CHECKED BY KIM 592	TAG NO. 790	INVOICE DATE 04/11/11
[redacted]	LICENSE NO.	MILEAGE 35,734	COLOR DESERT TAN
DEARBORN HEIGHTS, MI [redacted]	YEAR / MAKE / MODEL 09/SAAB/9-7X/WGN 9-7X 4.2		DELIVERY DATE 02/05/09 — DELIVERY MILES 170
[redacted]	VEHICLE I.D. NO. 5S3ET13S092[redacted]		SELLING DEALER NO. — PRODUCTION DATE
RE [redacted]	F. T. E. NO. — P. O. NO.		R. O. DATE 04/11/11 — ALL PARTS ARE NEW UNLESS OTHERWISE STATED
	BUSINESS PHONE	COMMENTS	MILEAGE OUT MO: 35745

OP: 0198205	HEADLIGHTS	UNITS: 2.40 TECH(S): 274	WARRANTY

CLIENT STATES THE HEADLIGHTS ARE TROUP
NO POWER TO EITHER HEAD LAMP CONNECTOR - NO POWER FRO VEC
PIN OUT OF POSITION
NECESSARY TO CHECK BOTH HEAD LIGHT BULBS - ALL GOOD CHECKED
HEAD LIGHT RELAY - GOOD CHECKED RAN UNDER HOOD ELECTRICAL CEN
TER DIAGNOSED POOR CONNECTION - PIN PUSHED OUTOF POSITION. RE
SEGORED ALL PINS REASSEMBLED AND RETESTED ALL SYSTEMS
NO OTHER PROBLEM FOUND AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

OP: 0198203	RENTAL	UNITS:	TECH(S): 274 — WARRANTY

NECESSARY TO PROVIDE ENTERPRISE RENTAL
NECESSARY TO PROVIDE ENTERPRISE RENTAL WHILE PERFORMING DIAG
AND REPAIRS

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND. INV#	INV. DATE	DESCRIPTION	
JOB # 2	64013	INV#530523	04/12/11	INV#530523	WARRANTY
				TOTAL - SUBLET	0.00

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

TECHNICIAN CERTIFICATION
274 THOMAS M238072

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT OUR SERVICE DEPARTMENT.

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PAGE 1 OF 2 CUSTOMER COPY (CONTINUED ON NEXT PAGE) 07:39am

INSURANCE CO.
CLAIM #
DEDUCTIBLE
ADJUSTER

ATTENTION CASHIER

DEDUCTIBLE	BETTERMENT
$	
OTHER AMOUNT $	RELEASES

SIGNATURES

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That the undersigned does hereby constitute and appoint GLASSMAN AUTOMOTIVE GROUP my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Check or Draft(s) issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.
I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.
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Signed _____

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X _____

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

Proof Printed Services, Inc. RECORDED (D) L. FREE (800) 865-9191

SERVICE INVOICE

SAAB

SUBARU

GLASSMAN AUTOMOTIVE GROUP

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 · 1-800-354-5558 · Fax (248) 372-5366

HYUNDAI

KIA

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 070484

WE HONOR

VISA [redacted] CASH

STAT[redacted]

CUSTOMER NO. [redacted]	REPAIRS PROPERLY COMPLETED & CHECKED BY KIM 592	TAG NO. 790	INVOICE DATE 04/11/11
[redacted]	LICENSE NO.	MILEAGE 35,734	COLOR DESERT TAN
DEARBORN HEIGHTS, MI [redacted]	YEAR / MAKE / MODEL 09/SAAB/9-7X/WGN 9-7X 4.2	DELIVERY DATE 02/05/09	DELIVERY MILES 170
[redacted]	VEHICLE I.D. NO. 5S3ET13S092[redacted]	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/11/11
[redacted]	BUSINESS PHONE	COMMENTS	MILEAGE OUT MO: 35745

REPAIRS

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

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE. OUR GOAL IS TO HAVE YOU COMPLETELY SATISFIED WITH ALL SERVICES PROVIDED. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT SERVICE MANAGEMENT IMMEDIATELY.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

INSURANCE CO.

CLAIM #

DEDUCTIBLE

ADJUSTER

ATTENTION CASHIER

DEDUCTIBLE $	BETTERMENT
OTHER AMOUNT $	RELEASED

SIGNATURES

TERMS: cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS: That the undersigned does hereby constitute and appoint GLASSMAN AUTOMOTIVE GROUP my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Check or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE:

Signed _____

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X _____

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YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. IF YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT OUR SERVICE DEPARTMENT.

We guarantee our service work for 12 months or 12,000 miles, except aftermarket parts, whichever comes first. If our repair or replacement fails in normal service within that period we will fix it free of charge - parts and labor.

PAGE 2 OF 2 — CUSTOMER COPY — END OF INVOICE — 07:39am

Brad Turnbull Services, Inc. R.O. CAREER TOOLS FREE (866) 853-2421

SERVICE INVOICE

SAAB

SUBARU

GLASSMAN AUTOMOTIVE GROUP

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 • 1-800-354-5558 • Fax (248) 372-5366

HYUNDAI

KIA

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 070484

WE HONOR

VISA CASH

STAT[redacted]

CUSTOMER NO.	REPAIRS PROPERLY COMPLETED & CHECKED BY	TAG NO.	INVOICE DATE
[redacted]	KIM 592	736	11/10/11

LICENSE NO.	MILEAGE	COLOR
	46,749	DESERT TAN

[redacted]
DEARBORN HEIGHTS, MI [redacted]

WA[redacted]

RE[redacted] BUSINESS PHONE

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
09/SAAB/9-7X/WGN 9-7X 4.2	02/05/09	170

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
5S3ET13S092 [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
		11/09/11	

COMMENTS

MILEAGE OUT MO: 46750

LABOR & PARTS

JOB # 1 525A203 C/S/S /SOUND SYSTEM 2.1 1.1 UNITS 2.80 TECH(S) 539 WARRANTY
CLIENT STATES THE REAR SPEAKERS ARE MAKING A SCREECHING NOISE ALMOST ALL OF THE TIME
CENTER CONSOLE HARNESS SHORTING
RER UPPER AND LOWER CENTER CONSOLE AND REPLACED SPLICE HARNESS AND TESTED.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15-781-092	HARNESS ASM F.F		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

JOB # 2 525A203 C/S/S /SOUND SYSTEM 2.1 1.1 UNITS 1.50 TECH(S) 539 WARRANTY
CLIENT STATES BOTH REAR DOOR SPEAKERS CUT OUT INTERM.
RELATED TO LINE 1.

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

JOB # 3 253A203 C/S/S /HEATING/COOLING 2.1 UNITS 0.50 TECH(S) 539 WARRANTY
CLIENT STATES ALL OF THE BUTTONS ON THE ACC CONTROL PANEL ARE PEELING.
PEELING
REPLACED ACC CONTROL PANEL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	15-845-092	CONTROL ASM HTR		WARRANTY
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

JOB # 4 605A203 C/S/S /CUP HOLDER 2.1 1.1 UNITS 0.20 TECH(S) 539 WARRANTY
CLIENT STATES THE IN DASH CUP HOLDER IS BINDING.
BINDING
REPLACED CUP HOLDER.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	25-916-574	HOLDER ASM IP C		WARRANTY
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

JOB # 5 805A203 C/S/S /VISORS 2.1 1.1 UNITS 0.50 TECH(S) 539 WARRANTY
CLIENT STATES THE RIGHT SIDE VISOR COVER IS LOOSE.
VISOR COVER LOOSE
PARTIALLY REMOVED REAR HEAD LINER AND REPLACED VISOR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	1	25-810-556			WARRANTY
			JOB # 5 TOTAL PARTS		0.00

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We guarantee our service work for 12 months or 12,000 miles, except aftermarket parts, whichever comes first. If our repair or replacement fails in normal service within that period, we will fix it free of charge - parts and labor.

PAGE 1 OF 3 STORM COPY [CONTINUED ON NEXT PAGE] 07:39am

INSURANCE CO.

CLAIM #

DEDUCTIBLE

ADJUSTER

ATTENTION CASHIER

DEDUCTIBLE	DETTERMENT
$	
OTHER AMOUNT $	RELEASED

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS, That the undersigned does hereby constitute and appoint GLASSMAN AUTOMOTIVE GROUP my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Check or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.
I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.
THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE:

Signed _____

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X _____

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

Dent Financial Services, Inc. REORDER TOLL FREE (866) 200-2321

SERVICE INVOICE

SAAB

SUBARU

GLASSMAN AUTOMOTIVE GROUP

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 - 1-800-354-5558 - Fax (248) 372-5366

HYUNDAI

KIA

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 070484

WE HONOR

VISA MasterCard DISCOVER CASH

STATE REG: [redacted]

CUSTOMER NO: [redacted]	REPAIRS PROPERLY COMPLETED & CHECKED BY: KIM 592	TAG NO: 736	INVOICE DATE: 11/10/11	INVOICE NO: [redacted]
[redacted]	LICENSE NO:	MILEAGE: 46,749	COLOR: DESERT TAN	
DEARBORN HEIGHTS, MI [redacted]	YEAR / MAKE / MODEL: 09/SAAB/9-7X/WGN 9-7X 4.2		DELIVERY DATE: 02/05/09	DELIVERY MILES: 170
[redacted]	VEHICLE I.D. NO: 5S3ET13S092 [redacted]		SELLING DEALER NO:	PRODUCTION DATE
	F. T. E. NO:	P. O. [redacted]	R. O. DATE: 11/09/11	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
R [redacted]	BUSINESS PHONE:	COMMENTS		MILEAGE OUT: MO: 46750

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 60SMZ UNITS: 0.20 TECH(S): 539 WARRANTY
CLIENT STATES THE RIGHT SIDE DASH VENT KNOB IS LOOSE.
KNOB LOOSE
REPLACED RIGHT SIDE DASH VENT.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6	1	15-132-167	OUTLET ASM IP O		WARRANTY

JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7 60SAZ02 UNITS: 0.40 TECH(S): 539 WARRANTY
CLIENT STATES THE RING AROUND THE IGNITION IS PEELING.
PEELING
PART OF IGNITION LOCK CYLINDER. REMOVED LOCK CYLINDER.
CODED NEW CYLINDER AND INSTALLED. REPLACED COVER.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 7	1	19-189-224	CYLINDER KIT IG		WARRANTY

JOB # 7 TOTAL PARTS 0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

J# 8 60SAZ02 UNITS: 0.00 TECH(S): 539 WARRANTY
CUSTOMER DECLINED
CUSTOMER DECLINED DTC CHANGE
DOCUMENTATION ONLY.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 8 TOTAL PARTS 0.00

JOB # 8 TOTAL LABOR & PARTS 0.00

J# 9 60SAZ UNITS: 0.10 TECH(S): 539 WARRANTY
CLEAN SAAB CORNER VEHICLE
2 WAY SHEETS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 9 TOTAL PARTS 0.00

JOB # 9 TOTAL LABOR & PARTS 0.00

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

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT OUR SERVICE DEPARTMENT

We guarantee our service work for 12 months or 2,000 miles, except aftermarket parts, whichever comes first. If our repair of your original parts in normal service within this period, will be free of charge - parts and labor.

PAGE 1 OF 3 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 07:39am

INSURANCE CO.

CLAIM #

DEDUCTIBLE

ADJUSTER

ATTENTION CASHIER

DEDUCTIBLE	BETTERMENT
$	
OTHER AMOUNT	RELEASES
$	

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS: That the undersigned does hereby constitute and appoint GLASSMAN AUTOMOTIVE GROUP my (our) true and lawful attorney to sign name, place and stead of the undersigned on any insurance Check or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.
I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.
THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE:

Signed _____

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X _____

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Ryan Printed Services, Inc. RYCO/PICA TOLL FREE (800) 225-6821

SERVICE INVOICE

SAAB

SUBARU

GLASSMAN
AUTOMOTIVE GROUP

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 • 1-800-354-5558 • Fax (248) 372-5366

HYUNDAI

KIA

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 070484

WE HONOR

CASH

STATE [redacted]

CUSTOMER NO. [redacted]	REPAIRS PROPERLY COMPLETED & CHECKED BY KIM 592	TAG NO. 736	INVOICE DATE 11/10/11
[redacted]		LICENSE NO.	MILEAGE 46,749
DEARBORN HEIGHTS, MI [redacted]	YEAR / MAKE / MODEL 09/SAAB/9-7X/WGN 9-7X 4.2		DELIVERY DATE 02/05/09
[redacted]	VEHICLE I.D. NO. 5S3ET13S092 [redacted]		SELLING DEALER NO.
	F. I. E. NO.	P. O. NO.	R. O. DATE 11/09/11
RE [redacted]	BUSINESS PHONE	COMMENTS	MILEAGE OUT MD: 46750

COLOR DESERT TAN

DELIVERY MILES 170

PRODUCTION DATE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

TOTALS

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

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE. OUR GOAL IS TO HAVE YOU COMPLETELY SATISFIED WITH ALL SERVICES PROVIDED. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT SERVICE MANAGEMENT IMMEDIATELY.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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We guarantee our service work for 12 months or 12,000 miles, except aftermarket parts, whichever comes first. If our repair or adjustment fails to correct service within this period, we will, at our option, repair or replace the part(s) in question free of charge - parts and labor.

STORE COPY

END OF INVOICE) 07:39am

INSURANCE CO.

CLAIM #

DEDUCTIBLE

ADJUSTER

ATTENTION CASHIER

DEDUCTIBLE	BETTERMENT
$	
OTHER AMOUNT	RELEASES
$	

SIGNATURES

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X _____

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Paul Brandel Services, Inc. REORDER TOLL FREE (866) 345-8121

SERVICE INVOICE

SAAB

SUBARU

GLASSMAN AUTOMOTIVE GROUP

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 • 1-800-354-5558 • Fax (248) 372-5366

HYUNDAI

KIA

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 070484

WE HONOR

VISA CASH

STATE REG: [redacted]

CUSTOMER [redacted]

[redacted]
DEARBORN HEIGHTS, MI [redacted]

[redacted]

R [redacted] BUSINESS PHONE

REPAIRS PROPERLY COMPLETED & CHECKED BY: KIM 592 | TAG NO.: 0129 | INVOICE DATE: 11/17/11 [redacted]

LICENSE NO. | MILEAGE: 46,751 | COLOR: DESERT TAN [redacted]

YEAR / MAKE / MODEL: 09/SAAB/9-7X/WGN 9-7X 4.2 | DELIVERY DATE: 02/05/09 | DELIVERY MILES: 170

VEHICLE I.D. NO.: 5S3ET13S092 [redacted] | SELLING DEALER NO. | PRODUCTION DATE

F. T. E. NO. | P. O. NO. | R. O. DATE: 11/10/11 | ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

COMMENTS | MILEAGE OUT: MO: 46751

LABOR & PARTS

[illegible] TECH(S): 539 0.00

CLIENT STATES THE DRIVER'S DOOR TRIM PANEL STITCHING IS COMING APART
ORDERED DOOR PANEL

PARTS	QTY	PART NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25-933-535	PANEL ASH FRT S	253.69	0.00

PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

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

[ ] CASH [ ] CHECK OK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER.XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE. OUR GOAL IS TO HAVE YOU COMPLETELY SATISFIED WITH ALL SERVICES PROVIDED. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT SERVICE MANAGEMENT IMMEDIATELY.

CUSTOMER SIGNATURE

D.O.P. DUPLICATE INVOICE

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT OUR SERVICE DEPARTMENT.

We guarantee our service work for 12 months or 12,000 miles, except aftermarket parts, whichever comes first. If our repair or replacement fails in normal service within that time, we'll fix it free of charge - parts and labor.

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 07:37am

INSURANCE CO.

CLAIM #

DEDUCTIBLE

ADJUSTER

ATTENTION CASHIER

DEDUCTIBLE $	BETTERMENT
OTHER $ AMOUNT	RELEASER

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garage keeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS, That the undersigned does hereby constitute and appoint GLASSMAN AUTOMOTIVE GROUP my (our) true and lawful attorney to sign name, place and stead of the undersigned on any insurance Check or Drafts issued by insurance Company covering any repairs to my (our) automobile sustained by myself (ourselves) in whatever manner it necessary to place check or draft in a cashable position.
I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.
THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE:

Signed _____

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X _____

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Bird Rivard Service, Inc. RECORDS TOLL FREE (800) 543-8121

SERVICE INVOICE

SAAB

SUBARU

GLASSMAN
AUTOMOTIVE GROUP

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 · 1-800-354-5558 · Fax (248) 372-5366

HYUNDAI

KIA

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 070484

WE HONOR

VISA [redacted] CASH

STATE [redacted]

CUSTOMER NO. [redacted]	REPAIRS PROPERLY COMPLETED & CHECKED BY KIM 592	TAG NO. 831	INVOICE DATE 11/28/11	[redacted]
[redacted]		LICENSE NO.	MILEAGE 49,015	COLOR DESERT TAN
DEARBORN HEIGHTS, MI [redacted]	YEAR / MAKE / MODEL 09/SAAB/9-7X/WGN 9-7X 4.2		DELIVERY DATE 02/05/09	DELIVERY MILES 170
[redacted]	VEHICLE I.D. NO. 5S3ET13S092[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 11/28/11	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MILEAGE OUT MO: 49015

LABOR & PARTS

JOB # 1 50SAZ [redacted] ENGINE ELECTRICAL CONCERNS 1.30 TECH(S) 1539 WARRANTY

CLIENT STATES THE STITCHING ON THE DRIVER'S DOOR PANEL IS COMING APART. SOP IS TO REPLACE DRIVER'S DOOR PANEL IF STITCHING COMING APART.
REPLACED DRIVER'S DOOR PANEL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25-933-535	PANEL ASH FRT S		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

JOB # 2 50SAZ [redacted] ENGINE ELECTRICAL CONCERNS 1.30 TECH(S) 1539 WARRANTY

CLIENT STATES AFTER DRIVING VEHICLE SEVERAL HOURS, SHUT THE VEHICLE OFF AND WOULD NOT RESTART. HAD TO BE JUMP STARTED.
BATTERY FAILED 3B2C C79B
TESTED AND FOUND NECESSARY TO REPLACE THE BATTERY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	02-00-141	BATTERY 65-78 W		WARRANTY
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

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

TOTALS

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

[ ] CASH [ ] CHECK CK NO [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE. OUR GOAL IS TO HAVE YOU COMPLETELY SATISFIED WITH ALL SERVICES PROVIDED. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT SERVICE MANAGEMENT IMMEDIATELY.

CUSTOMER SIGNATURE

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT OUR SERVICE DEPARTMENT

We guarantee our service work for 12 months or 12,000 miles, except aftermarket parts, whichever comes first. If our repair or replacement is in normal service within the period, it will be free of charge - parts and labor.

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 07:38am

INSURANCE CO.
CLAIM #
DEDUCTIBLE
ADJUSTER

ATTENTION CASHIER

DEDUCTIBLE	BETTERMENT
$	
OTHER AMOUNT	RELEASED
$	
SIGNATURES	

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS, That the undersigned does hereby constitute and appoint GLASSMAN AUTOMOTIVE GROUP my (our) true and lawful attorney in fact name, place and stead of the undersigned on any Insurance Check or Drafts issued by Insurance Company covering any repairs on my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.
I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.
THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE:

Signed ____

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X ____

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

2mm Flagship Services, Inc. REPORT TOLL FREE (866) 258-3172

SERVICE INVOICE

VIA FAX ONLY

July 26, 2012

Katherine Pittel, Esq.
Consumer Legal Services, PC
30928 Ford Rd
Garden City, MI 48135

RE: [redacted]
Service Request [redacted]
2009 Saab 9-7X Sport Utility Vehicle
Vehicle Identification Number: 5S3ET13S092[redacted]
Customer Relationship Specialist: Timia

Dear Ms. Pittel:

This is to advise that General Motors is in receipt of the above referenced case. 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.

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

GLASSMAN
AUTOMOTIVE GROUP
28000 Telegraph Road • Southfield, MI 48034 • (248) 354-3300 • (800) 354-5558 • FAX (248) 372-5366
www.glassmanautogroup.com

FAX COVER SHEET

DATE: 8-8-12

TO: Tania Williams
8616-432-1687

FROM: Kim

RE: [redacted]

 # PAGES 11 **INCLUDING COVER SHEET**

REMARKS

THANK YOU AND HAVE A WONDERFUL DAY!!!!

SAAB

SUBARU

GLASSMAN AUTOMOTIVE GROUP

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 • 1-800-354-5558 • Fax (248) 372-5366

HYUNDAI

KIA

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 070484

WE HONOR

VISA MasterCard DISCOVER CASH

STATE [redacted]

CUSTOMER NO. [redacted]	REPAIRS PROPERLY COMPLETED & CHECKED BY: KIM 592	TAG NO. 831	INVOICE DATE 11/28/11
[redacted]	LICENSE NO.	MILEAGE 49,015	COLOR DESERT TAN
DEARBORN HEIGHTS, MI [redacted]	YEAR / MAKE / MODEL 09/SAAB/9-7X/WGN 9-7X 4.2		DELIVERY DATE 02/05/09
[redacted]	VEHICLE I.D. NO. 5S3ET13S092[redacted]	SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F. T. E. NO.	P. O. NO.	R. O. DATE 11/28/11
[redacted] BUSINESS PHONE	COMMENTS		MILEAGE OUT MO: 49015

LABOR & PARTS

J# 1 60SAZ INTERIOR TRIM UNITS: 0.20 TECH(S):539 WARRANTY

CLIENT STATES THE STITCHING ON THE DRIVER'S DOOR PANEL IS COMING APART. SOP IS IN.
STITCHING COMING APART
REPLACED DRIVER'S DOOR PANEL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25-933-535	PANEL ASM FRT S		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 50SAZ ENGINE ELECTRICAL UNITS: 1.10 TECH(S):539 WARRANTY

CLIENT STATES AFTER DRIVING VEHICLE SEVERAL HOURS, SHUT THE VEHICLE OFF AND WOULD NOT RESTART. HAD TO BE JUMP STARTED.
BATTERY FAILED 382C C79B
TESTED AND FOUND NECESSARY TO REPLACE THE BATTERY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	02-00-141	BATTERY 65-78 W		WARRANTY
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

ESTIMATE

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

COMMENTS

TOTALS

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

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

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE. OUR GOAL IS TO HAVE YOU COMPLETELY SATISFIED WITH ALL SERVICES PROVIDED. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT SERVICE MANAGEMENT IMMEDIATELY.

CUSTOMER SIGNATURE

DO NOT PAY FROM INVOICE

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT OUR SERVICE DEPARTMENT

We guarantee our service work for 12 months or 12,000 miles, except aftermarket parts, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge - parts and labor.

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 02:20pm

INSURANCE CO.

CLAIM #

DEDUCTIBLE

ADJUSTER

ATTENTION CASHIER

DEDUCTIBLE $ | BETTERMENT

OTHER AMOUNT $ | RELEASES

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS, That the undersigned does hereby constitute and appoint GLASSMAN AUTOMOTIVE GROUP my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Check or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.
I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.
THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE:

Signed _____

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X _____

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2sm Triumph Systems, Inc. REORDER TOLL-FREE (800) 225-6121

SERVICE INVOICE

SAAB
SUBARU

GLASSMAN AUTOMOTIVE GROUP

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 • 1-800-354-5558 • Fax (248) 372-5366

HYUNDAI
KIA

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 070484

WE HONOR VISA MasterCard CASH

STATE REG.: [redacted]

CUSTOMER NO. [redacted]	REPAIRS PROPERLY COMPLETED & CHECKED BY X JM 592	TAG NO. 736	INVOICE DATE 11/10/11
[redacted]	LICENSE NO.	MILEAGE 46,749	COLOR DESERT TAN
DEARBORN HEIGHTS, MI 4[redacted]	YEAR / MAKE / MODEL 09/SAAB/9-7X/WGN 9-7X 4.2		DELIVERY DATE 02/05/09 — DELIVERY MILES 170
[redacted]	VEHICLE I.D. NO. 5 5 3 E T 1 3 S 0 9 2 [redacted]	SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 11/09/11 — ALL PARTS ARE NEW UNLESS OTHERWISE
P [redacted]	BUSINESS PHONE	COMMENTS	MILEAGE OUT MO: 46750

LABOR & PARTS

J# 1 52SAZ03 SOUND SYSTEM UNITS: 1.80 TECH(S):539 WARRANTY

CLIENT STATES THE REAR SPEAKERS ARE MAKING A SCREECHING NOISE ALMOST ALL OF THE TIME
CENTER CONSOLE HARNESS SHORTING
R&R UPPER AND LOWER CENTER CONSOLE AND REPLACED SPLICE HARNESS AND TESTED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15-781-092	HARNESS ASM F F		WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 52SAZ04 SOUND SYSTEM UNITS: TECH(S):539 WARRANTY

CLIENT STATES BOTH REAR DOOR SPEAKERS CUT OUT INTERM.
RELATED TO LINE 1

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 20SAZ HEATING / COOLING UNITS: 0.50 TECH(S):539 WARRANTY

CLIENT STATES ALL OF THE BUTTONS ON THE ACC CONTROL PANEL ARE PEELING.
PEELING
REPLACED ACC CONTROL PANEL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	15-845-092	CONTROL ASM HTR		WARRANTY

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 60SAZ07 CUP HOLDER UNITS: 0.20 TECH(S):539 WARRANTY

CLIENT STATES THE IN DASH CUP HOLDER IS BINDING.
BINDING
REPLACED CUP HOLDER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	25-916-574	HOLDER ASM IP C		WARRANTY

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 60SAZ12 VISORS UNITS: 0.60 TECH(S):539 WARRANTY

CLIENT STATES THE RIGHT SIDE VISOR COVER IS LOOSE
VISOR COVER LOOSE
PARTIALLY R&R HEAD LINER AND REPLACED VISOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	1	25-810-556			WARRANTY

JOB # 5 TOTAL PARTS 0.00

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT OUR SERVICE DEPARTMENT

We guarantee our service work for 12 months or 12,000 miles, except aftermarket parts, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge - parts and labor.

PAGE 1 OF 3 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 02:20pm

INSURANCE CO.

CLAIM #

DEDUCTIBLE

ADJUSTER

ATTENTION CASHIER

DEDUCTIBLE $ | BETTERMENT

OTHER $ AMOUNT | RELEASES

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS, That the undersigned does hereby constitute and appoint GLASSMAN AUTOMOTIVE GROUP my (our) true and lawful attorney to sign name, place and stead of the undersigned on any insurance Check or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) as wherever insurer is necessary to place check or draft in a cashable position.
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Signed _____

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X _____

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2eth Financial Services, Inc. REORDER TOLL FREE (800) 328-5121

SERVICE INVOICE

SAAB

SUBARU

GLASSMAN AUTOMOTIVE GROUP

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 • 1-800-354-5558 • Fax (248) 372-5366

HYUNDAI

KIA

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 070484

WE HONOR
VISA [redacted] CASH

STATE [redacted]

CUSTOMER N [redacted]	REPAIRS PROPERLY COMPLETED & CHECKED BY KIM 592	TAG NO. 736	INVOICE DATE 11/10/11	[redacted]
[redacted]		LICENSE NO.	MILEAGE 46,749	COLOR DESERT TAN
DEARBORN HEIGHTS, MI [redacted]	YEAR / MAKE / MODEL 09/SAAB/9-7X/WGN 9-7X 4.2		DELIVERY DATE 02/05/09	DELIVERY MILES 170
	VEHICLE I.D. NO. 5S3ET13S092[redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F. T. E. NO.	P. O. NO.	R. O. DATE 11/09/11	ALL PARTS ARE NEW UNLESS OTHERWISE
	BUSINESS PHONE	COMMENTS		MILEAGE OUT MO: 46750

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 60SAZ INTERIOR TRIM UNITS: 0.20 TECH(S):539 WARRANTY
CLIENT STATES THE RIGHT SIDE DASH VENT KNOB IS LOOSE.
KNOB LOOSE
REPLACED RIGHT SIDE DASH VENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6	1	15-132-167	OUTLET ASM IP O		WARRANTY

JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7 60SAZ01 INT TRIM CONCERN UNITS: 0.40 TECH(S):539 WARRANTY
CLIENT STATES THE RING AROUND THE IGNITION IS PEELING.
PEELING
PART OF IGNITION LOCK CYLINDER. REMOVED LOCK CYLINDER.
CODED NEW CYLINDER AND INSTALLED. REPLACED COVER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 7	1	19-180-224	CYLINDER KIT IG		WARRANTY

JOB # 7 TOTAL PARTS 0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

J# 8 01SADEC CUSTOMER DECLINED UNITS: TECH(S):539 WARRANTY
CUSTOMER DECLINED OIL CHANGE
DOCUMENTATION ONLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 8 TOTAL PARTS 0.00

JOB # 8 TOTAL LABOR & PARTS 0.00

J# 9 70SALOANER SAAB LOANER VEHICLE UNITS: TECH(S):539 WARRANTY
2 WAY SHUTTLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 9 TOTAL PARTS 0.00

JOB # 9 TOTAL LABOR & PARTS 0.00

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

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[CONTINUED ON NEXT PAGE] 02:20pm

INSURANCE CO.

CLAIM #

DEDUCTIBLE

ADJUSTER

ATTENTION CASHIER

DEDUCTIBLE	BETTERMENT
$	
OTHER AMOUNT	RELEASES
$	

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 40 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS, That the undersigned does hereby constitute and appoint GLASSMAN AUTOMOTIVE GROUP my (our) true and lawful attorney to sign name, place and stead of the undersigned on any insurance Check or Drafts issued by insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.
I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.
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Signed _____

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X _____

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Bank Financial Services, Inc. REORDER TOLL FREE 1-800-669-5122

SERVICE INVOICE

SAAB
SUBARU

GLASSMAN
AUTOMOTIVE GROUP

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 • 1-800-354-5558 • Fax (248) 372-5366

HYUNDAI
KIA

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 070484

WE HONOR
VISA MasterCard DISCOVER CASH

STATE REGISTR [redacted]

CUSTOMER NO. [redacted]	REPAIRS PROPERLY COMPLETED & CHECKED BY KIM 592	TAG NO. 736	INVOICE DATE 11/10/11	INVOICE NO. [redacted]
[redacted]		LICENSE NO.	MILEAGE 46,749	COLOR DESERT TAN
DEARBORN HEIGHTS, MI [redacted]	YEAR / MAKE / MODEL 09/SAAB/9-7X/WGN 9-7X 4.2		DELIVERY DATE 02/05/09	DELIVERY MILES 170
[redacted]	VEHICLE ID. NO. 5S3ET13S092[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 11/09/11	ALL DATE ARE NOW UNLESS SPECIFIED OTHERWISE
[redacted]	BUSINESS PHONE	COMMENTS		MILEAGE OUT MO: 46750

TOTALS

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

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE. OUR GOAL IS TO HAVE YOU COMPLETELY SATISFIED WITH ALL SERVICES PROVIDED. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT SERVICE MANAGEMENT IMMEDIATELY.

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

INSURANCE CO.
CLAIM #
DEDUCTIBLE
ADJUSTER

ATTENTION CASHIER

DEDUCTIBLE	BETTERMENT
$	
OTHER AMOUNT	RELEASES
$	
SIGNATURES	

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I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.
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Signed _____

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X _____

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CUSTOMER COPY [END OF INVOICE] 02:20pm

SERVICE INVOICE

Reiff Financial Services, Inc. REORDER TOLL FREE (800) 255-0121

SAAB
SUBARU

GLASSMAN
AUTOMOTIVE GROUP

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 • 1-800-354-5558 • Fax (248) 372-5366

HYUNDAI
KIA

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 070484

WE HONOR VISA MasterCard CASH

STATE REGISTR[redacted]

CUSTOMER NO. [redacted]	REPAIRS PROPERLY COMPLETED & CHECKED BY KIM 592	TAG NO. 790	INVOICE DATE 04/11/11	$
[redacted]		LICENSE NO. / MILEAGE 35,734	COLOR DESERT TAN	$ [redacted]
DEARBORN HEIGHTS, MI [redacted]	YEAR / MAKE / MODEL 09/SAAB/9-7X/WGN 9-7X 4.2		DELIVERY DATE 02/05/09	DELIVERY MILES 170
[redacted]	VEHICLE I.D. NO. 5S3ET13S0928 [redacted]		BILLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 04/11/11	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
[redacted]	BUSINESS PHONE	COMMENTS		MILEAGE OUT MO: 35745

LABOR & PARTS

J# 1 51SAZ05 HEADLIGHTS UNITS: 2.40 TECH(S):274 WARRANTY

CLIENT STATES THE HEADLIGHTS ARE INOP
NO POWER TO EITHER HEAD LAMP CONNECTOR. NO POWER FRO UEC
PIN OUT OF POSITION
NECESSARY TO CHECK BOTH HEAD LIGHT BULBS. ALL GOOD CHECKED
HEAD LIGHT RELAY. GOOD CHECKED R&R UNDER HOOD ELECTRICAL CEN
TER DIAGNOSED POOR CONNECTION. PIN PUSHED OUTOF POSITION. RE
SECURED ALL PINS REASSEMBLED AND RETESTED ALL SYSTEMS
NO OTHER PROBLEM FOUND AT THIS TIME.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2+70SAZ03 RENTAL UNITS: TECH(S):274 WARRANTY

NECESSARY TO PROVIDE EENTERPRISE RENTAL
NECESSARY TO PROVIDE ENTERPRISE RENTAL,WHILE PERFORMING DIAG
AND REPAIRS.

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#-INV.DATE-DESCRIPTION	
JOB # 2	64013	INV#53052 04/12/11 INV#530523	WARRANTY
		TOTAL - SUBLET	0.00

ESTIMATE

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

COMMENTS

TECHNICIAN CERTIFICATION

274 THOMAS M238072

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT OUR SERVICE DEPARTMENT

We guarantee our service work for 12 months or 12,000 miles, except aftermarket parts, whichever comes first. If our repair or replacement fails in normal service within the period, we will fix it free of charge - parts and labor.

INSURANCE CO.

CLAIM #

DEDUCTIBLE

ADJUSTER

ATTENTION CASHIER

DEDUCTIBLE	BETTERMENT
$	
OTHER AMOUNT	RELEASES
$	
SIGNATURES	

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS, That the undersigned does hereby constitute and appoint GLASSMAN AUTOMOTIVE GROUP my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Check or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE:

Signed _____

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X _____

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

Bath Financial Services, Inc. FORCER TOLL FREE (877) 255-6121

 [CONTINUED ON NEXT PAGE] 02:21pm

SERVICE INVOICE

SAAB
SUBARU

GLASSMAN
AUTOMOTIVE GROUP

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 • 1-800-354-5558 • Fax (248) 372-5366

HYUNDAI
KIA

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 070484

WE HONOR
VISA MasterCard DISCOVER CASH

STATE REG [redacted]

CUSTOMER NO. [redacted]	REPAIRS PROPERLY COMPLETED & CHECKED BY KIM 592	TAG NO. 790	INVOICE DATE 04/11/11	$ [redacted]
[redacted]		LICENSE NO.	MILEAGE 35,734	COLOR DESERT TAN [redacted]
DEARBORN HEIGHTS, MI [redacted]	YEAR / MAKE / MODEL 09/SAAB/9-7X/WGN 9-7X 4.2		DELIVERY DATE 02/05/09	DELIVERY MILES 170
[redacted]	VEHICLE I.D. NO. 5S3ET13S092 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 04/11/11	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
[redacted]	BUSINESS PHONE	COMMENTS		MILEAGE OUT MO: 35745

TOTALS

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

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE. OUR GOAL IS TO HAVE YOU COMPLETELY SATISFIED WITH ALL SERVICES PROVIDED. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT SERVICE MANAGEMENT IMMEDIATELY.

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

INSURANCE CO.

CLAIM #

DEDUCTIBLE

ADJUSTER

ATTENTION CASHIER

DEDUCTIBLE $	BETTERMENT
OTHER AMOUNT $	RELEASES

SIGNATURES

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CUSTOMER COPY [END OF INVOICE] 02:21pm

SERVICE INVOICE

Bent Time rd Services, Inc. RECORDER TOLL FREE (800) 255-5121

SAAB
SUBARU

GLASSMAN AUTOMOTIVE GROUP

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 • 1-800-354-5558 • Fax (248) 372-5366

HYUNDAI
KIA

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 070484

WE HONOR
VISA MasterCard CASH

STATE REG.: [redacted]

CUSTOMER NO. [redacted]	REPAIRS PROPERLY COMPLETED & CHECKED BY KIM 592	TAG NO. 516	INVOICE DATE 04/01/11
[redacted]	LICENSE NO.	MILEAGE 35,164	COLOR DESERT TAN
DEARBORN HEIGHTS, MI [redacted]	YEAR / MAKE / MODEL 09/SAAB/9-7X/WGN 9-7X 4.2		DELIVERY DATE 02/05/09
WANDASAAB@HOTMAIL.COM	VEHICLE I.D. NO. 5S3ET13S092[redacted]		DELIVERY MILES 170
[redacted] BUSINESS PHONE	R. T. E. NO.	P. O. NO.	R. O. DATE 03/30/11
	COMMENTS		MILEAGE OUT MO: 35166

LABOR & PARTS

J# 1 51SAZ12 WIPER/WASHER UNITS: 0.90 TECH(S):274 WARRANTY

CLIENT STATES WHEN SHE USES THE WASHERS THEY WILL NOT TURN OFF UNTIL THE CAR TURNS OFF.
WIPER UNIT CAUSING RELAY TO STAY ACTIVATED.
REPLACED WIPER ASSEMBLY AND WASHER PUMP AND TESTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	19-116-057	RELAY ASM		WARRANTY
JOB # 1	1	15-878-429	MODULE ASM WSW		WARRANTY
JOB # 1	1	Z5000	COST DIFF		WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 60SAZ07 CUP HOLDER UNITS: 0.20 TECH(S):274 WARRANTY

CLIENT STATES THE IN DASH CUP HOLDER IS LOOSE
CUP HOLDER LOOSE
REPLACED IN DASH CUP HOLDER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	25-916-574	HOLDER ASM IP C		WARRANTY

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 51SAZ10 POWER WINDOWS UNITS: 0.90 TECH(S):274 WARRANTY

CLIENT STATES THE RIGHT FRONT WINDOW GOES DOWN SLOWLY
RIGHT FRONT WINDOW BINDING ON SEAL CAUSED DAMAGE TO WINDOW REGULATOR.
R&R DOOR PANEL AND REPLACED RIGHT FRONT WINDOW SEAL AND REGULATOR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	20-930-664	REGULATOR ASM-F		WARRANTY
JOB # 3	1	15-857-605	WEATHERSTRIP FR		WARRANTY

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 10SAZ DRIVEABILITY UNITS: TECH(S):274 WARRANTY

CLIENT STATES WHEN ACCELERATING AROUND 40 MPH VEHICLE FEELS LIKE IT DOWNSHIFTS THEN JERKS INTO GEAR.
COULD NOT VERIFY CONCERN AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 61SAZ07 ORNAMENTS/EMBLEMS UNITS: 0.20 TECH(S):274 WARRANTY

CLIENT STATES THE HOOD EMBLEM IS PEELING
PEELING
REPLACED HOOD EMBLEM

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PAGE 1 OF 2 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 02:21pm

INSURANCE CO.

CLAIM #

DEDUCTIBLE

ADJUSTER

ATTENTION CASHIER

DEDUCTIBLE $ | RETIREMENT

OTHER AMOUNT $ | RELEASES

SIGNATURES

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THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE:

Signed _____

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X _____

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3mm Financial Services, Inc. REORDER TOLL FREE (866) 895-5121

SERVICE INVOICE

GLASSMAN AUTOMOTIVE GROUP

SAAB SUBARU HYUNDAI KIA

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 • 1-800-354-5558 • Fax (248) 372-5366

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 070484

WE HONOR VISA MasterCard CASH

STATE REGIST [redacted]

CUSTOMER NO. [redacted]	REPAIRS PROPERLY COMPLETED & CHECKED BY KIM 592	TAG NO. 516	INVOICE DATE 04/01/11	
[redacted]		LICENSE NO.	MILEAGE 35,164	COLOR DESERT TAN
DEARBORN HEIGHTS, MI [redacted]	YEAR / MAKE / MODEL 09/SAAB/9-7X/WGN 9-7X 4.2		DELIVERY DATE 02/05/09	DELIVERY MILES 170
	VEHICLE I.D. NO. 5S3ET13S09[redacted]		SELLING DEALER NO.	PRODUCTION DATE
WANDASAAD@HOTMAIL.COM	F. T. E. NO.	P. O. NO.	R. O. DATE 03/30/11	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
[redacted] BUSINESS PHONE	COMMENTS			MILEAGE OUT MO: 35166

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	1	12-844-161	EMBLEM		WARRANTY
			JOB # 5 TOTAL PARTS		0.00
			JOB # 5 TOTAL LABOR & PARTS		0.00

J# 6 52SAZ03 SOUND SYSTEM UNITS: 0.50 TECH(S):274 WARRANTY
CLIENT STATES THE RIGHT REAR SPEAKER BUZZES INTERM WHEN RADIO IS TURNED UP.
RIGHT REAR SPEAKER BLOWN
R&R DOOR PANEL AND REPLACED DOOR SPEAKER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6	1	15-135-033	SPEAKER ASM-RDO		WARRANTY
			JOB # 6 TOTAL PARTS		0.00
			JOB # 6 TOTAL LABOR & PARTS		0.00

J# 7 01SAZ036 35000 MILE SERVICE UNITS: 0.70 TECH(S):274 WARRANTY
CUSTOMER REQUESTS 35,000 MILE MAJOR MAINTENANCE.
1120501 .7 OIL CHANGE. TIRE ROTATION, AND AIR FILTER
CHECK TIRE PRESSURE
SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE
COMPLETED 35,000 MILE MAJOR MAINTENANCE.
TOPPED OFF FLUIDS, SET TIRE PRESSURE, AND COMPLETED INSPECTION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 7	1	19-210-285	FILTER ASM,OIL		WARRANTY
JOB # 7	1	35-36-966	GASKETDRAINPLUG		WARRANTY
JOB # 7	1	19-239-713	ELEMENT,A/CLRD		WARRANTY
JOB # 7	1	02-15-830	WASHER FLUID/GA		WARRANTY
			JOB # 7 TOTAL PARTS		0.00
			JOB # 7 TOTAL LABOR & PARTS		0.00

J# 8 11SAZ04 FLUID LEAK ENGINE UNITS: 1.50 TECH(S):274 WARRANTY
CLIENT STATES THERE IS AN OIL LEAK FROM THE FRONT END
FRONT PINION SEAL LEAKING
REPLACED FRONT PINION SEAL AND TOPPED OFF FLUID

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 8	1	12-471-614	SEAL,FRT DIFF D		WARRANTY
JOB # 8	2	88-862-624	DEXRON LS GEAR		WARRANTY
			JOB # 8 TOTAL PARTS		0.00
			JOB # 8 TOTAL LABOR & PARTS		0.00

J# 9 01SADEC CUSTOMER DECLINED UNITS: TECH(S):274 WARRANTY
CUSTOMER DECLINED FUEL INDUCTION DOCUMENTATION ONLY

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT OUR SERVICE DEPARTMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 9 TOTAL PARTS		0.00

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[CONTINUED ON NEXT PAGE] 02:21pm

INSURANCE CO.

CLAIM #

DEDUCTIBLE

ADJUSTER

ATTENTION CASHIER

DEDUCTIBLE $ | BETTERMENT

OTHER AMOUNT $ | RELEASES

SIGNATURES

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Signed _____

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X _____

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Bank Financial Services, Inc. SCHICK® TOLL FREE (800) 265-5121

SERVICE INVOICE

SAAB
SUBARU

GLASSMAN
AUTOMOTIVE GROUP

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 • 1-800-354-5558 • Fax (248) 372-5366

HYUNDAI
KIA

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 070484

WE HONOR
VISA MasterCard Discover CASH

STATE REGISTRATION [redacted]

CUSTOMER NO. [redacted]	REPAIRS PROPERLY COMPLETED & CHECKED BY KIM 592	TAG NO. 516	INVOICE DATE 04/01/11	
	LICENSE NO.	MILEAGE 35,164	COLOR DESERT TAN [redacted]	
[redacted] DEARBORN HEIGHTS, MI [redacted]	YEAR / MAKE / MODEL 09/SAAB/9-7X/WGN 9-7X 4.2		DELIVERY DATE 02/05/09	DELIVERY MILES 170
[redacted]	VEHICLE I.D. NO. 5 5 3 E T 1 3 S 0 9 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R. T. E. NO.	P. O. NO.	R. O. DATE 03/30/11	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
[redacted]	BUSINESS PHONE	COMMENTS		MILEAGE OUT MO: 35166

JOB # 9 TOTAL LABOR & PARTS 0.00

J#10 70SALOANER SAAB LOANER VEHICLE UNITS: TECH(S):274 WARRANTY
2 WAY SHUTTLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE

JOB # 10 TOTAL PARTS 0.00

JOB # 10 TOTAL LABOR & PARTS 0.00

J#11+11SAZ06 ENGINE NOISE UNITS: 0.30 TECH(S):274 WARRANTY
CLIENT STATES THERE IS A WHINING NOISE FROM THE ENGINE
AREA ON ACCEL.
NOISE COMING FROM IDLER PULLEY
REPLACED IDLER PULLEY AND BELT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 11	1	12-618-111	PULLEY ASM BELT		WARRANTY
JOB # 11	1	12-593-774	BELT WITH PMP A		WARRANTY

JOB # 11 TOTAL PARTS 0.00

JOB # 11 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES
JOB # 7 1.0 7QT SEMI 0294249 @ /UNIT WARRANTY
TOTAL - GOG 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 7	WSS	WARRANTY SHOP SUPPLIES		WARRANTY
JOB # 10	CS	COURTESY SHUTTLE		WARRANTY

TOTAL - MISC 0.00

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

COMMENTS

RECOMMENDATIONS
RECOMMEND FUEL INDUCTION $135
RECOMMEND 4 TIRES AND ALIGNMENT

TECHNICIAN CERTIFICATION
274 THOMAS M238072

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PAGE 3 OF 4 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 02:21pm

INSURANCE CO.

CLAIM #

DEDUCTIBLE

ADJUSTER

ATTENTION CASHIER

DEDUCTIBLE	RETIREMENT
$	
OTHER AMOUNT	HOLEARES
$	

SIGNATURES

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Reynolds Financial Services, Inc. RECYNDER TOLL FREE: (866) 285-5171

SERVICE INVOICE

SAAB
SUBARU

GLASSMAN AUTOMOTIVE GROUP

28000 Telegraph Road
SOUTHFIELD, MICHIGAN 48034
Phone (248) 354-3300 • 1-800-354-5558 • Fax (248) 372-5366

HYUNDAI
KIA

DEALER CODES:
SAAB: 1721
HYUNDAI: MI-007
KIA: MI-001
SUBARU: 070484

WE HONOR
VISA MasterCard CASH

STATE [redacted]

CUSTOMER NO. [redacted]	REPAIRS PROPERLY COMPLETED & CHECKED BY X JM 592	TAG NO. 516	INVOICE DATE 04/01/11	SERVICE NO. SAC5157[redacted]
[redacted]	LICENSE NO.	MILEAGE 35,164	COLOR DESERT TAN	STOCK NO. [redacted]
DEARBORN HEIGHTS, MI [redacted]	YEAR / MAKE / MODEL 09/SAAB/9-7X/WGN 9-7X 4.2		DELIVERY DATE 02/05/09	DELIVERY MILES 170
[redacted]	VEHICLE I.D. NO. 5S3ET13S092[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 03/30/11	ALL PARTS ARE N.A.W. UNLESS SPECIFIED OTHERWISE
[redacted]	BUSINESS PHONE	COMMENTS		MILEAGE OUT MO: 35166

TOTALS

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

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE. OUR GOAL IS TO HAVE YOU COMPLETELY SATISFIED WITH ALL SERVICES PROVIDED. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT SERVICE MANAGEMENT IMMEDIATELY.

CUSTOMER SIGNATURE

INSURANCE CO.
CLAIM #
DEDUCTIBLE
ADJUSTER

ATTENTION CASHIER

DEDUCTIBLE	DETTERMENT
$	
OTHER AMOUNT $	RELEASES

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY KNOW ALL MEN THESE PRESENTS, That the undersigned does hereby constitute and appoint GLASSMAN AUTOMOTIVE GROUP my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Check or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.
I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.
THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE:

Signed _____

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X _____

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

********** DUPLICATE INVOICE **********

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT OUR SERVICE DEPARTMENT

We guarantee our service work for 12 months or 12,000 miles, except aftermarket parts, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge - parts and labor.

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 02:21pm

Reed Financial Services, Inc. FECHLER TOLL FREE (800) 255-2121

SERVICE INVOICE

PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL

BRC CASE ASSESSMENT

Latest Revision Date: 8.9.12

All Fields Are Required
(Do not delete or modify any sections of this form)

SR: [redacted]
By: Timia Williams BRC Legal

GM Legal File / BBB Case No.: n/a
Negotiator: Timia Williams

Customer Last Name: Saad
Only customer's last name to be recorded. Do not include first name.

State: Michigan

Vehicle ID No.: 5S3ET13S0928[redacted]

In Service Date: 02/05/2009

Vehicle Purchased: Used

BAC Code: {Selling Dealer}

Year, Make & Model: 2009 Saab 9-7X Sport Utility Vehicle

Vehicle Purchased Used on: n/a at odometer n/a

Current Mileage: 52,000
Sale Type: Purchase [X] Lease [ ] Other [ ] : n/a

Dealer Name : None GM Dlr
Service Manager Name:{Name}
Phone Number: {Number}

Lien holder: GMAC [ ] Other [X] : Unknown

DVM Name:{Name}
Phone/Cell Number: {Number}

Purchase Price of Vehicle: $ Unknown

DVM requests involvement?:No

Name of Involved Attorney: Steven S. Toth
Name of Involved Firm: Consumer Legal Services
Phone Number : (734)261-4700
Fax Number : (734) 261-4737

CAM Name:Ron Johnson
Phone Number: 630-531-7235

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary.
None

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

Glassman Automotive Group
28000 Telegraph Rd.
Southfield MI 48034
P: (248)354-3300
F: (248)372-5366

Did the dealership contact TAC about this vehicle (Y/N)? : No
If TAC was contacted, what did they say? (Include TAC case #)
N/A

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved, regardless of dealership explanation.
Not needed

DVM/DSM Notified Regarding TAC Involvement? No

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 GWM for accuracy.**

Warranty Restrictions (indicate one): Branded Title ☐ Warranty Block ☐ No Restrictions ☒

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:
3/30/11	[redacted]	*	35,166	#8 C/S there is an oil leak from the front end / front pinion seal leaking - replaced front seal and topped off fluid #11 C/S there is a whining noise from the engine area on accel / noise coming from idler pulley - replaced idler pulley and belt
11/28/11		1	49,015	#2 C/S after driving veh several hours, shut the veh off and would not restart had to be jump started / Battery failed - tested and found necessary to replace the battery

☐ 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:
3/30/11	[redacted]	*	35,166	#4 C/S when accelerating around 40 MPH veh feels like downshifts then jerks into gear / **could not verify concern at this time**

☐ 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:

3/30/11	[redacted]	*	35,166	#2 C/S the in dash cup holder is loose / cup holder loose - replaced in dash cup holder #3 C/S the right front window binding on seal caused damage to window regulator / R&R door panel and replaced right front window seal and regulator #5 C/S the hood emblem is peeling / peeling - replaced hood emblem
11/09/11		*	46,750	#3 C/S all of the buttons on the ACC control panel are peeling / peeling - replaced ACC control panel #4 C/S the in dash holder is binding / binding - replaced cup holder #5 C/S the right side visor cover is loose / visor cover loose - partially head liner and replaced visor #6 C/S the right side dash vent knob is loose / knob loose - replaced right side dash vent #7 C/S the ring around the ignition is peeling / peeling - part of ignition lock cylinder removed lock cylinder coded new cylinder and installed replaced cover
11/28/11		*	49,015	#1 C/S that the stitching on the driver's door panel is coming apart sop is in / Stitching coming apart - Replaced driver's panel

☐ Chassis

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

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/30/11	[redacted]	3	35,166	Shuttle #1 C/S when she uses the washers they will not turn off until the car turns off / wiper unit causing relay to stay activated - replaced wiper assembly and washer pump and tested #6 C/S the right rear speaker buzzes interm when radio is turned up / right rear speaker blown - R&R panel replaced door speaker
4/11/11		1	35,745	Rental C/S the headlights are inop / no power to either head lamp connector No power fro UCC pin out of postion - necessary to check both head light bulbs all good checked head ligjt relay, good checked R&R under hood electrical center diagnosed poor connection pin pushed out of postion resecured al pins reassembled and retested all systems no other problem found at this time
11/09/11		2	46,750	Shuttle #1 C/S the r r speakers are making a screeching noise almost all of the time / center console harness shorting - R&R upper and lower center console and replaced slice harness and tested #2 C/S both rear door speakers cut out interm. / Related to line 1

☐ Glass

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

☐ HVAC

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

☐ Paint

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

☐ 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:

☐ 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:

Important: SES light is to be captured under affected component above.

ACCIDENT / INSURANCE INFORMATION:

Information unknown*

Has the vehicle ever been involved in an accident? (Y or N) Y
Did you confirm your answer with the dealer/Customer (if ADR)/attorney (if Legal)? (Y or N) _____
What type of damage was sustained (example: front end collision)?
{Description of Damage}

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 obtain the following information below

Insurance Company: _____

Insurance Rep : _____
(First and Last Name)

Phone # _____

Claim Made? (Y or N): _____

Claim Status: _____
Pending/Denied/NA

Claim # _____

Did Insurance Company refer customer to GM? (Y or N) _____

If Yes. Did the insurance company deny the claim? (Y or N) _____

AFTERMARKET MODIFICATIONS:

Are there any Aftermarket Modifications to the Vehicle? (Y or N) _____

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.
{List Aftermarket Modification}

Have you confirmed modification with the dealership? (Y or N) Y

PERTINENT FACTS FROM All SR's RELATED TO THIS VIN:

[redacted] Saab Warranty Dissatisfied
Date open/closed & Offer/Result:
Opened 5/21/2012
Closed 5/21/2012

1. cust owns a 2009 Saab 9-7 with 52,000 miles.

2. a little over a year ago veh had front end problems and was repaired by a Saab dlr. now the veh is having the same problem. dlr advised cust that since it had been over a year that there was no warranty on the repair and for cust to contact Saab.

3. crs advised cust that because veh was outside it's 4/50 warranty, gm would not be able to provide any assistance with a repair.

bryan stratton/cac specialty/atx

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

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

BBB PROGRAM SUMMARY ASSESSMENT:

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? N/A

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:
N/A

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:
N/A

Customer/Plaintiff Seeks: What exactly does the Demand Letter state?

Repurchase

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.

On or about February 5, 2009, Ms. [redacted] purchased the 2009 Saab 9-7x. [redacted] returned the 2009 Saab 9-7x for repair on at least five (5) different occasions. The limited written warranty provides that General Motors, LLC, 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' inability to repair this vehicle after five attempts is a breach of its warranty and violation of the Michigan Lemon Law. As such, [redacted] respectfully requests that General Motors, LLC repurchase the 2009 Saab 9-7x and pay her attorney fees and costs.

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: Yes

Under what State?	MI	Claimed Presumptive?	Yes
Does Purchase Qualify?	Yes	If not, why?	n/a

State Definition Is: The same nonconformity continues to exist after (1) being subject to repair four or more times by manufacturer or Michigan dealer within two years of the date of the first repair attempt; or (2) the vehicle is out of service for repair of the same nonconformity for 30 or more days during earlier of the term of the manufacturer's express warranty or one year from delivery to the original consumer.

# of Visits for a Non-Conformity?	4+	# of Days out of Service?	30 Calendar
# of visits for a Safety Complaint?	0	# of Visits Total?	4
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim? (separate from State Presumption)	within two years of the date of the first		

(Do not include maintenance visits, never duplicated concerns or any performed recalls as a repair or day out of service)

Vehicle Service History (During Presumptive Period) is:

# of Visits for same non-conformity?	5	Days out of Service-same non-conformity?	7
# of visits for all non-conformities	5	# of total days out of svc.	7
# of visits for a Safety Complaint?	0	# of Visits Total?	5
Complaint appears to Continue?	Yes	Final Repair/Arbitration Complete?	No

Does History appear Presumptive: No

Vehicle Service History is:

# of Visits for same non-Conformity?	5	Days out of Service-same nonconformity?	7
# of visits for all non-conformities	5	# of total days out of svc.	7
# of visits for a Safety Complaint?	0	# of Visits Total?	5
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Req'd?	Yes

Repairs beyond NVLW: No

Related repairs?	No	If yes – identify component	n/a
Customer Pay?	No	If no, identify responsible party:	Warranty
Additional Days out of Service?	0	Additional # of Repair Visits?	0

Other Considerations:		**No**
Outcome/Findings of Arb/Final Repair:		n/a
Prior Goodwill/reimbursement:	No	n/a
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:
vehicle is a Saab, Dealer are no longer in service, so DDMA is+ unknown

Pertinent vehicle information provided by dealer Service Manager:
vehicle is a Saab, Dealer are no longer in service

Identify at least three main strengths of the customer's case?

1. The veh has been to the dlr 5 time for repairs
2.

Identify at least three main weaknesses of the customer's case?

1. Most of the customer concerns are body/trim
2. The veh has only been out of service for 7 days
3. Does not appear to have a breach of warranty as all issues resolved within reasonable amount of time

Are there any additional allegations or complaints from Demand Letter, or considerations to be made under other applicable laws? (If yes, Explain in detail)
Federal Magnuson-Moss Warranty Act, Breach of Implied/Express Warranties & Uniform Commercial Code.

Recommendation:

$3,000-$5,000 inclusive

Rationale:

The Veh has been is service since 2/05/09. The vehicle has been to the dealer a total of 5 times with 7 days out for service for mostly Body/ Trim concerns. Does not appear to have a breach of warranty as all issues resolved within reasonable amount of time and days out of service. Does not appear to have suffered loss of use, value or safety.

Repairs was made at a GM approved Dealership

Settlement/Defense Strategy:

Recommend cash settlement of $3,000-$5,000 inclusive to offset the inconvenience.

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: N/A **Arbitrate case:** ☐ **Settle case:** ☐
Settlement Type: {GW/Repurchase/Repair} **Attorney Fees (if applicable):** **$**{Amount}

Recommendation of Field: N/A **Arbitrate case:** ☐ **Settle case:** ☐
Settlement Type: {GW/Repurchase/Repair} **Attorney Fees (if applicable):** **$**{Amount}

Final Decision: N/A **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.

"Katie Pittel"
<kpittel@lemonauto.com>
08/09/2012 10:34 AM

To <timia_morado@gmexpert.com>
cc
bcc
Subject RE: Saad Vs. GM [redacted]

History: This message has been replied to.

1 attachment

Repair orders.pdf

Timia,
Please see the attached ROs which were scanned. Hope this helps.
Katie Pittel

-----Original Message-----
From: timia_morado@gmexpert.com [mailto:timia_morado@gmexpert.com]
Sent: Wednesday, August 08, 2012 2:52 PM
To: Katie Pittel
Subject: Saad Vs. GM [redacted]

RE: [redacted] [redacted]
Service Request:
2009 Saab 9-7X Sport Utility Vehicle
Vehicle Identification Number: 5S3ET13S092[redacted]
Customer Relationship Specialist: Timia

Katie,

I need a better copy for the RO's for Mr.Saad is there anyway you can fax those over to me? 866-432-1687

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 8:30 a.m. and 5:15 p.m., Eastern Time. Please refer to the service request number above.

Sincerely,

Timia Williams
BRC Mediation Liaison

Aditya Birla Minacs | Inspired every day
Phone: 866 790 5700 ext 41075
Fax: 866-432-1687 | timia.morado@gmexpert.com

PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL

BRC CASE ASSESSMENT

Latest Revision Date: 8.9.12

All Fields Are Required
(Do not delete or modify any sections of this form)

SR: [redacted]
By: Timia Williams BRC Legal

GM Legal File / BBB Case No.: n/a
Negotiator: Timia Williams

Customer Last Name: Saad
Only customer's last name to be recorded. Do not include first name.

State: Michigan

Vehicle ID No.: 5S3ET13S0928[redacted]

In Service Date: 02/05/2009

Vehicle Purchased: Used

BAC Code: {Selling Dealer}

Year, Make & Model: 2009 Saab 9-7X Sport Utility Vehicle

Vehicle Purchased Used on: n/a at odometer n/a

Current Mileage: 52,000
Sale Type: Purchase [X] Lease [ ] Other [ ] : n/a

Dealer Name : None GM Dlr
Service Manager Name:{Name}
Phone Number: {Number}

Lien holder: GMAC [ ] Other [X] : Unknown

DVM Name:{Name}
Phone/Cell Number: {Number}

Purchase Price of Vehicle: $ Unknown

DVM requests involvement?:No

Name of Involved Attorney: Steven S. Toth
Name of Involved Firm: Consumer Legal Services
Phone Number : (734)261-4700
Fax Number : (734) 261-4737

CAM Name:Ron Johnson
Phone Number: 630-531-7235

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary.
None

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

Glassman Automotive Group
28000 Telegraph Rd.
Southfield MI 48034
P: (248)354-3300
F: (248)372-5366

Did the dealership contact TAC about this vehicle (Y/N)? : No
If TAC was contacted, what did they say? (Include TAC case #)
N/A

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved, regardless of dealership explanation.
Not needed

DVM/DSM Notified Regarding TAC Involvement? No

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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 GWM for accuracy.**

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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:
3/30/11	[redacted]	*	35,166	#8 C/S there is an oil leak from the front end / front pinion seal leaking - replaced front seal and topped off fluid #11 C/S there is a whining noise from the engine area on accel / noise coming from idler pulley - replaced idler pulley and belt
11/28/11		1	49,015	#2 C/S after driving veh several hours, shut the veh off and would not restart had to be jump started / Battery failed - tested and found necessary to replace the battery

☐ 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:
3/30/11	[redacted]	*	35,166	#4 C/S when accelerating around 40 MPH veh feels like downshifts then jerks into gear / **could not verify concern at this time**

☐ 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:

3/30/11	[redacted]	*	35,166	#2 C/S the in dash cup holder is loose / cup holder loose - replaced in dash cup holder #3 C/S the right front window binding on seal caused damage to window regulator / R&R door panel and replaced right front window seal and regulator #5 C/S the hood emblem is peeling / peeling - replaced hood emblem
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☐ Chassis

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

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/30/11	[redacted]	3	35,166	Shuttle #1 C/S when she uses the washers they will not turn off until the car turns off / wiper unit causing relay to stay activated - replaced wiper assembly and washer pump and tested #6 C/S the right rear speaker buzzes interm when radio is turned up / right rear speaker blown - R&R panel replaced door speaker
4/11/11		1	35,745	Rental C/S the headlights are inop / no power to either head lamp connector No power fro UCC pin out of postion - necessary to check both head light bulbs all good checked head ligjt relay, good checked R&R under hood electrical center diagnosed poor connection pin pushed out of postion resecured al pins reassembled and retested all systems no other problem found at this time
11/09/11		2	46,750	Shuttle #1 C/S the r r speakers are making a screeching noise almost all of the time / center console harness shorting - R&R upper and lower center console and replaced slice harness and tested #2 C/S both rear door speakers cut out interm. / Related to line 1

☐ Glass

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

☐ HVAC

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

☐ Paint

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

☐ 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:

☐ 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:

Important: SES light is to be captured under affected component above.

ACCIDENT / INSURANCE INFORMATION:

Information unknown*

Has the vehicle ever been involved in an accident? (Y or N) Y
Did you confirm your answer with the dealer/Customer (if ADR)/attorney (if Legal)? (Y or N) _____
What type of damage was sustained (example: front end collision)?
{Description of Damage}

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 obtain the following information below

Insurance Company: _____

Insurance Rep : _____
(First and Last Name)

Phone # _____

Claim Made? (Y or N): _____

Claim Status: _____
Pending/Denied/NA

Claim # _____

Did Insurance Company refer customer to GM? (Y or N) _____

If Yes. Did the insurance company deny the claim? (Y or N) _____

AFTERMARKET MODIFICATIONS:

Are there any Aftermarket Modifications to the Vehicle? (Y or N) _____

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.
{List Aftermarket Modification}

Have you confirmed modification with the dealership? (Y or N) Y

PERTINENT FACTS FROM All SR's RELATED TO THIS VIN:

Concern: [redacted]1 Saab Warranty Dissatisfied
Date open/closed & Offer/Result:
Opened 5/21/2012
Closed 5/21/2012

1. cust owns a 2009 Saab 9-7 with 52,000 miles.

2. a little over a year ago veh had front end problems and was repaired by a Saab dlr. now the veh is having the same problem. dlr advised cust that since it had been over a year that there was no warranty on the repair and for cust to contact Saab.

3. crs advised cust that because veh was outside it's 4/50 warranty, gm would not be able to provide any assistance with a repair.

bryan stratton/cac specialty/atx

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

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

BBB PROGRAM SUMMARY ASSESSMENT:

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? N/A

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:
N/A

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:
N/A

Customer/Plaintiff Seeks: What exactly does the Demand Letter state?

Repurchase

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.

On or about February 5, 2009, [redacted] purchased the 2009 Saab 9-7x. [redacted] has returned the 2009 Saab 9-7x for repair on at least five (5) different occasions. The limited written warranty provides that General Motors, LLC, 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' inability to repair this vehicle after five attempts is a breach of its warranty and violation of the Michigan Lemon Law. As such, Ms. Saad respectfully requests that General Motors, LLC repurchase the 2009 Saab 9-7x and pay her attorney fees and costs.

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: Yes

Under what State?	MI	Claimed Presumptive?	Yes
Does Purchase Qualify?	Yes	If not, why?	n/a

State Definition Is: The same nonconformity continues to exist after (1) being subject to repair four or more times by manufacturer or Michigan dealer within two years of the date of the first repair attempt; or (2) the vehicle is out of service for repair of the same nonconformity for 30 or more days during earlier of the term of the manufacturer's express warranty or one year from delivery to the original consumer.

# of Visits for a Non-Conformity?	4+	# of Days out of Service?	30 Calendar
# of visits for a Safety Complaint?	0	# of Visits Total?	4
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim? (separate from State Presumption)	within two years of the date of the first		

(Do not include maintenance visits, never duplicated concerns or any performed recalls as a repair or day out of service)

Vehicle Service History (During Presumptive Period) is:

# of Visits for same non-conformity?	5	Days out of Service-same non-conformity?	7
# of visits for all non-conformities	5	# of total days out of svc.	7
# of visits for a Safety Complaint?	0	# of Visits Total?	5
Complaint appears to Continue?	Yes	Final Repair/Arbitration Complete?	No

Does History appear Presumptive: No

Vehicle Service History is:

# of Visits for same non-Conformity?	5	Days out of Service-same nonconformity?	7
# of visits for all non-conformities	5	# of total days out of svc.	7
# of visits for a Safety Complaint?	0	# of Visits Total?	5
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Req'd?	Yes

Repairs beyond NVLW: No

Related repairs?	No	If yes – identify component	n/a
Customer Pay?	No	If no, identify responsible party:	Warranty
Additional Days out of Service?	0	Additional # of Repair Visits?	0

Other Considerations:		**No**
Outcome/Findings of Arb/Final Repair:		n/a
Prior Goodwill/reimbursement:	No	n/a
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:
vehicle is a Saab, Dealer are no longer in service, so DDMA is+ unknown

Pertinent vehicle information provided by dealer Service Manager:
vehicle is a Saab, Dealer are no longer in service

Identify at least three main strengths of the customer's case?

1. The veh has been to the dlr 5 time for repairs
2.

Identify at least three main weaknesses of the customer's case?

1. Most of the customer concerns are body/trim
2. The veh has only been out of service for 7 days
3. Does not appear to have a breach of warranty as all issues resolved within reasonable amount of time

Are there any additional allegations or complaints from Demand Letter, or considerations to be made under other applicable laws? (If yes, Explain in detail)
Federal Magnuson-Moss Warranty Act, Breach of Implied/Express Warranties & Uniform Commercial Code.

Recommendation:

Denial

Rationale:

The Veh has been is service since 2/05/09. The vehicle has been to the dealer a total of 5 times with 7 days out for service for mostly Body/ Trim concerns. Does not appear to have a breach of warranty as all issues resolved within reasonable amount of time and days out of service. Does not appear to have suffered loss of use, value or safety.

Repairs was made at a GM approved Dealership

Settlement/Defense Strategy:

Recommend denial as this vehicle does not appear to meet presumption and the vehicle concerns do not appear to impact use, value, or safety. There appears to be no breach of express/implied warranty.

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.**

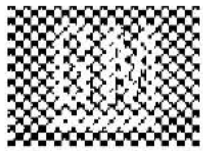
Recommendation of CRS: N/A **Arbitrate case:** ☐ **Settle case:** ☐
Settlement Type: {GW/Repurchase/Repair} **Attorney Fees (if applicable):** **$**{Amount}

Recommendation of Field: N/A **Arbitrate case:** ☐ **Settle case:** ☐
Settlement Type: {GW/Repurchase/Repair} **Attorney Fees (if applicable):** **$**{Amount}

Final Decision: N/A **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.



VIA FAX ONLY

August 20, 2012

Katherine Pittel, Esq.
Consumer Legal Services
30928 Ford Road
Garden City, MI 48135

RE: [redacted]
Service Request: [redacted]
2009 Saab 9-7X Sport Utility Vehicle
Vehicle Identification Number: 5S3ET13S09[redacted]
Customer Relationship Specialist: Timia

Dear Ms. Pittel:

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

December 13, 2017

[redacted]
Davisburg, MI [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]

December 13, 2017

[redacted]
Kissimmee, FL [redacted]3

Dear M[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 1-800-222-1020. Please refer to the service request number listed below 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
Service Request [redacted]9

December 13, 2017

[redacted]
Vero Beach, FL 3[redacted]

Dear[redacted]

At Buick, 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 Buick Rainier.

This offer is valid towards one service visit on VIN 5GADS13S55[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 Buick dealership for redemption. If you have future questions, 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 Reques[redacted]

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.

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.

STEARNS WEAVER MILLER
WEISSLER ALHADEFF & SITTERSON, P.A.

Museum Tower
150 West Flagler Street, Suite 2200
Miami, FL 33130
(305) 789-3200
stearnsweaver.com

FAX COVER SHEET

TO: Ms. Jamie Arnold	FROM: [redacted]
COMPANY: General Motors	DATE: 11/20/2012
FAX NUMBER: 866-834-3547	TOTAL NO. OF PAGES INCLUDING COVER: 3
MAIN NUMBER:	SENDER'S REFERENCE NUMBER: [redacted]

MESSAGE

Jamie:

I had a problem with the headlamps in my SAAB 97-x. They both went out last night. Turns out it was a relay that went bad and shorted them out. Attached is the repair invoice from my dealer.

Many thanks.

[redacted]

#2495738 v1
The information contained in this facsimile message is attorney privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, 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 address above via the U.S. Postal Service. Thank you.

Customer Numb[redacted] Invoice N[redacted]

INVOICE

DEEL

3650 BIRD ROAD * MIAMI, FLORIDA 33133
PHONE: 444-2222 * www.deelsales.com

[redacted]

KEY BISCAYNE, FL 3[redacted]

Page 1 of 1

Home: [redacted] Cell: MV-02021 MVR-00118

Email:

SERVICE ADVISOR: *3258 ROBERT FRANK*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRAPHITE	09	SAAB 9-7X	5S3ET13S892[redacted]		49467 / 49467	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02DEC08			17:00 20NOV12		115.00	AMEX	20NOV12

R.O. OPENED	READY	OPTIONS: STK[redacted] DLR:2069 ENG:4.2
13:28 20NOV12	16:17 20NOV12	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	HEADLIGHTS NOT WORKING OWNER STATES							
	NC FAULT TRACE--FOUND HEADLIGHT CONTROL RELAY							
	SHORTED OUT--BLEW OUT BOTH HEADLIGHT							
	BULBS--REPLACE RELAY WITH HEADLIGHT							
	BULBS-RESET READINESCODE							
	3350		CS	2.00			230.00	230.00
2	989838		BULB			25.92	25.92	51.84
1	15016745		RELAY ASM,MULTIU			75.00	75.00	75.00

****

THIS CHARGE REPRESENTS COSTS AND PROFITS, NOT EXCEEDING $20.00, REASONABLY RELATED TO THE VEHICLE REPAIR FACILITY, FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES AND/OR WASTE DISPOSAL AT A RATE OF 5% OF LABOR SALES

VIN #: 5S3ET13S892[redacted]

PAID [redacted]

NOTE: Estimate amounts are based on initial inspection only. Additional parts and labor may be required. You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by $10 or 10%, whichever is greater, not to exceed $50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be $ 25.00.

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

LIMITED WARRANTY: The only warranties to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Refer to the back of your customer copy for individual parts and labor guarantees. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREOF.

CUSTOMER SIGNATURE

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

DESCRIPTIO		
LABOR AMOUNT		[redacted].00
PARTS AMOUNT	$	126.84
GAS, OIL, LUBE	$	0.00
SUBLET AMOUNT	$	0.00
MISC. CHARGES	$	0.00
TOTAL CHARGES	$	356.84
LESS DEDUCTION	$	0.00
SALES TAX	$	24.98
PLEASE PAY THIS AMOUNT	$	381.82

Customer Copy

DEEL VOLVO, VOLKSWAGEN
3650 BIRD ROAD
MIAMI, FL 33133
305-444-2222

11/20/2012 17:28:03
Merchant ID:
Device ID: XXXXXX[redacted]9520
Terminal ID: PD061.

CREDIT CARD
AMEX SALE

CARD # XXXXXXXX[redacted]
TRANS # 027
Batch #: 0
Approval Code:
TRANS ID: [redacted]
Entry Method: Swiped
Mode: Online

SALE AMOUNT $381.82

928045

CUSTOMER COPY

December 13, 2017

[redacted]
Key Biscayne, FL [redacted]

Dear [redacted]

We sincerely regret that you experienced a concern with your 2009 Saab 9-7X Sport Utility Vehicle, which resulted in an unexpected repair expense to you.

We value you as a Saab 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 $381.82. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Saab, our commitment to customer satisfaction is a top priority. 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,

Saab Executive Office
Service Request: 7[redacted]

STEARNS WEAVER MILLER
WEISSLER ALHADEFF & SITTERSON, P.A.

Museum Tower
150 West Flagler Street, Suite 2200
Miami, FL 33130
(305) 789-3200
stearnsweaver.com

FAX COVER SHEET

TO: Ms. Jamie Arnold	FROM: [redacted]
COMPANY: General Motors	DATE: 12/5/2012
FAX NUMBER: 866-842-9474	TOTAL NO. OF PAGES INCLUDING COVER: 2
MAIN NUMBER:	SENDER'S REFERENCE NUMBER: 70000.0580

MESSAGE

Jamie:

Vehicle registration as requested.

Sincerely,

[redacted]

#2563525 v1
The information contained in this facsimile message is attorney privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, 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 address above via the U.S. Postal Service. Thank you.

CO/AGY 68 / 2 T# 728368066
B# 66906

FLORIDA VEHICLE REGISTRATION

PLATE [redacted] DECAL **13795277** Expires **Midnight Fri 10/18/2013**

YR/MK	**2009/SAA**	BODY	**UT**	COLOR	**SIL**	Reg. Tax	Class Code 1
VIN	**5S3ET13S89[redacted]**			TITLE	[redacted]	Init. Reg.	Tax Months
Plate Type	**RGS**	NET WT	**4705**			County Fee	Back Tax Mos
						Mail Fee	Credit Class
DL/FEID	**A520784413780**					Sales Tax	Credit Months
Date Issued	**10/23/2012**	Plate Issued	**11/13/2006**			Voluntary Fees	
						Grand Total	0.00

[redacted]
KEY BISCAYNE, FL [redacted]

IMPORTANT INFORMATION

1. The Florida license plate must remain with the registrant upon sale of vehicle.
2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to a replacement vehicle.
3. Your registration must be updated to your new address within 20 days of moving.
4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.

RGS - SUNSHINE STATE

General Motors LLC
PO Box 62530
Phoenix, AZ 85082-2530

CHECK **No.** 902096225

50-937
213

DATE		AMOUNT
12/07/12	381 DOLLARS 82 CENTS	381.82

PAY TO THE ORDER OF [redacted] KEY BISCAYNE FL [redacted]

General Motors LLC
Disbursement Account

SIGNATURE

he Chase Manhattan Bank, N.A.
yracuse, New York

AUDIT

[redacted]

General Motors LLC
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

ENDOR JNS NO. BB 000000042 1

CHECK NO. 902096225

ENDOR NAME [redacted]

PAYMENT DATE 12/07/12

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
5S3ET13S8928[redacted]	12/06/12	VM 1-IQ6CNR [redacted].1-IQ6CNR	00.0000	381.82	.00	381.82

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

W3

TOTAL	381.82	.00	381.82

Jose Garcia/Austin/GM1
12/05/2012 10:39 AM

To chad.williams@gm.com
cc
bcc
Subject [redacted] AR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging a thermal event. This case is being escalated to ESIS because of a thermal event.

Gray
2002 Chevrol[redacted]zer
1GNES16S42[redacted]
No involved dealer

This is only a notification. No action is required on your part at this time.

Best wishes,
Joe Garcia | CRS

Aditya Birla Minacs | inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone 866-790-5600 x11291 | Fax 866-270-0217 | www.minacs.adityabirla.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.

December 13, 2017

[redacted]
Shreveport, LA [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 1GNES16S44[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.mygmlink.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 13, 2017

[redacted]
Williston, OH 4[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 1-800-222-1020. Please refer to the service request number listed below 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
Service Request Number: [redacted]

XX02-26-13 DET MI 480XX

CHEVROLET

Customer Assistance Center

Chevrolet Division
P.O. Box 33170
Detroit, MI 48232-5170

PRESORTED FIRST CLASS

UNITED STATES POSTAGE PITNEY BOWES

02 1M $ 00.43³
0004271184 FEB 25 2013
MAILED FROM ZIP CODE 48331

03-07-13 A08:57 IN

A C S
☐ INSUFFICIENT ADDRESS
☐ ATTEMPTED NOT KNOWN
☒ NO SUCH NUMBER/ STREET
☐ NOT DELIVERABLE AS ADDRESSED - UNABLE TO FORWARD
☐ OTHER

RTS RETURN TO SENDER

NIXIE 430 DE 1 00 03/04/13
RETURN TO SENDER
NO SUCH STREET
UNABLE TO FORWARD

BC: 48232517070 *2396-13508-01-02

48232@5170 43468

CHEVROLET

February 25, 2013

Customer did not receive letter from GM.

[redacted]

Williston, OH [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 1-800-222-1020. Please refer to the service request number listed below 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
Service Request Number: [redacted]

December 13, 2017

[redacted]
Williston, FL [redacted]

[redacted]s,

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 below 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
Service Request Number:[redacted]

System (2:02:17 PM): chat_has_been_initiated
System (2:02:22 PM): [You are now chatting with Cassie.]
Cassie (2:02:26 PM) : Hello! Thank you for contacting Chevrolet. My name is Cassie , how may I help you today?
Customer (2:03:44 PM) : I wanted to see if there was any recalls on the 2007 Chevy Trailblazer SS?
Cassie (2:04:00 PM) : Thank you for chatting with me today! Unfortunately, I have very limited information in my resources on currently owned vehicles. I would suggest speaking with our GM customer assistance center to discuss this. If you would like, I would be more than happy to transfer you to our customer assistance chat team.
Customer (2:04:26 PM) : That would be great thanks
Cassie (2:05:53 PM) : You're welcome! One moment please.
Customer (2:06:03 PM) : Ok thanks
System (2:06:17 PM): [You have been transferred to department: Customer Assistance Center]
System (2:06:25 PM): [You are now chatting with Regina.]
Regina (2:07:06 PM) : Thank you for contacting GM Customer Assistance. My name is Regina. If you have your VIN and approximate mileage, I can check recall information for you.
Customer (2:09:03 PM) : VIN:1GNES13H372[redacted]and approximate mileage is 122,000
Regina (2:09:25 PM) : Thank you. Now are you experiencing any concerns with your vehicle currently?
Customer (2:09:41 PM) : Yes I am
Regina (2:10:10 PM) : Could you describe what is going on with your vehicle? Have you contacted your preferred Chevrolet dealership regarding the concern?
Customer (2:11:03 PM) : MY headlights aren't working and no I have not
Regina (2:11:36 PM) : Sorry to hear about this concern. How long has this been happening? Do you have a preferred dealership?
Regina (2:11:51 PM) : Can I have your name and email address for documentation purposes?
Customer (2:13:23 PM) : This has been going on for 1 week and a half and no I do not.My name is [redacted] and my email is [redacted]
Regina (2:15:44 PM) : Well I researched your VIN. There are no recalls applied to your vehicle or anything related to your current vehicle concern. I would like to assist in getting the concern resolved at one of our certified Chevrolet dealerships. Is that something you are willing to do?
Customer (2:18:33 PM) : I would like to l talk to my wife about the issue since it's her vehicle and go from there
Regina (2:19:38 PM) : Okay, well I will provide you with a Service Request number as reference to the vehicle complaint. It is [redacted] my name is Regina. I can be contacted at 1-866-790-5600 ext 30709 once you have made a decision.
Regina (2:19:50 PM) : Is there anything else I can assist with?
System (2:22:17 PM): [Customer has left the session]
System (2:22:54 PM): [Agent Regina has closed the session]

December 13, 2017

[redacted]
Poughkeepsie, NY [redacted]

Dear [redacted],

At GMC, 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 GMC Envoy.

This offer is valid towards one service visit on VIN 1GKDT13S0821[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 GMC dealership for redemption. 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]2

For more information regarding the maintenance and care of your vehicle, please visit www.gm.com/vehicles/owner_advantages.html. 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 0600046. 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.

System (2:50:40 PM): chat_has_been_initiated
System (2:51:23 PM): [You are now chatting with Tomika.]
Tomika (2:51:26 PM): Hello! Thank you for contacting Chevrolet. My name is Tomika , how may I help you today?
Customer (2:52:40 PM): My headlights (low beams) are continuously blowing. We have replaced them 4 times in 6 months. The pigtails keep melting. This is getting rediculously expensive to replace
Tomika (2:53:20 PM): I'm sorry to hear you're experiencing issues with your GM brand vehicle.
Tomika (2:53:23 PM): To better assist you I am going to transfer you to the customer assistance chat department. Please hold one moment and you will be directed to an agent specializing in ownership information. Thank you.
System (2:53:32 PM): [You have been transferred to department: Customer Assistance Center]
System (2:53:41 PM): [You are now chatting with Jeniese.]
Customer (2:53:45 PM): Omg. Ok thank you
Jeniese (2:54:04 PM): Hello, my name is Jeniese.
Jeniese (2:54:21 PM): I apologize for the unfortunate circumstance concerning your vehicle.
Customer (2:54:22 PM): Hi
Jeniese (2:54:38 PM): May I please have the last 8 digits of your VIN?
Customer (2:54:53 PM): Is there a recall on my headlights, we have been replacing them often. Have an 03 trailblazer
Customer (2:55:02 PM): Give me just a sec
Jeniese (2:55:15 PM): No problem ,take your time.
Customer (2:56:01 PM): 36216963
Jeniese (2:56:33 PM): Thank you! Please allow me 2-4 minutes to look up your vehicle's information.
Customer (2:56:53 PM): Ok, I'll be here
Jeniese (2:59:26 PM): Thank you for waiting! There are no recalls attached to your vehicle at this time for this issue. However, I must advise you to have the vehicle looked at by one of our certified technicians. Would you like me to locate a dealership and schedule an appointment/
Jeniese (2:59:29 PM): *?
System (2:59:56 PM): [The following message could not be delivered. Try to send it again.]Thank you for waiting! There are no recalls attached to your vehicle at this time for this issue. However, I must advise you to have the vehicle looked at by one of our certified technicians. Would you like me to locate a dealership and schedule an appointment/
Customer (3:00:16 PM): I'm here
Customer (3:00:31 PM): Any luck finding anything
Jeniese (3:00:40 PM): Thank you for waiting! There are no recalls attached to your vehicle at this time for this issue. However, I must advise you to have the vehicle looked at by one of our certified technicians. Would you like me to locate a dealership and schedule an appointment/
Jeniese (2:59:29 PM): *?
Jeniese (3:00:53 PM): Sorry my PC did something goofy.
Customer (3:01:33 PM): We already have and it's been replaced by the dealership several times when my Inlaws owned it
Customer (3:02:15 PM): So in 2 years, it's been replaced 10 times
Jeniese (3:02:53 PM): I see. Again, we apologize for the unfortunate circumstance. What would you like us to to do?
Customer (3:05:32 PM): Fix the problem. I have read several forums with other people having the same problem. If it is getting hot enough to melt plastic, it's surely hot enough to catch fire and that is a major hazard!!!!!! She be a recall on it so we don't have to keep replacing it
Customer (3:07:35 PM): If I could send a pic I would, just took some this morning because I got pulled over last night AGAIN for my headlight being out!!!! So we took it apart again and it was melted AGAIN! So I took pics
Jeniese (3:08:39 PM): I understand you're frustration. Recalls are administered by the National Highway Traffic and Safety Administration, not GM. If you feel that your vehicle's issue is common enough that it should be acknowledged you have the right to file a claim with your local government agency. I am happy to facilitate a diagnosis appointment and work toward a repair

with you, but I can't promise that GM is going to pay for it.
Customer (3:09:35 PM): I can't afford to take it to a dealership again for a problem that is obviously a manufacturers issue
Jeniese (3:10:51 PM): I understand and apologize for the frustration. I can take your information (full name, phone number, mailing address) and document your complaint if you like? This will make GM aware of your issue.
Customer (3:11:11 [redacted]
Customer (3:11:32 PM): [redacted] Marietta Ohio [redacted]
Customer (3:11:41 PM): [redacted]
Customer (3:11:57 PM): [redacted]
Jeniese (3:12:36 PM): Thank you [redacted]. Is there anything else we can do for you today?
Customer (3:13:55 PM): No
Jeniese (3:14:06 PM): Thank you for contacting GM's Customer Service Center. We appreciate your business! Please feel free to contact us anytime you require assistance regarding your vehicle at 1-866-790-5700. Our hours of operation are 8am-9pm Mon-Fri Eastern time.

System (1:58:27 PM): chat_has_been_initiated

System (1:58:42 PM): [You are now chatting with Veronica.]

Veronica (1:58:49 PM): Hi! How may I help you?

Customer (1:59:32 PM): Is there some way for me to email regarding reoccurring problems that I am having with my vehicle?

Veronica (2:01:00 PM): Thank you for being part of the GM family. I am sorry to hear you are having some issues. What I can do is transfer you over to our Customer Assistance department where they can take your concern on that. Would that be ok?

Customer (2:01:12 PM): That would be great.

Veronica (2:01:56 PM): Please allow me a moment while I transfer you.

System (2:02:01 PM): [You have been transferred to department: Customer Assistance Center]

System (2:04:08 PM): [You are now chatting with Margaret.]

Customer (2:04:09 PM): Hello

Margaret (2:04:14 PM):

Welcome to the GM Customer Assistance Center! My name is Margaret.

Please give me a moment to read your concern.

Margaret (2:04:47 PM): Thank you for holding. I see you are having an issue with your vehicle.

Customer (2:05:29 PM): Yes, I have had reoccurring issues since I purchased my vehicle brand new.

Customer (2:05:59 PM): The different dealers that have serviced my vehicle under warranty never resolved the actual problem.

Customer (2:06:21 PM): I would like to know who I could email or call to discuss this.

Margaret (2:06:57 PM): I can certainly assist you with your concerns. May I have the Vehicle Identification Number (VIN), so that I may check for recalls, and the service history.

Margaret (2:07:24 PM): *?, excuse me.

Customer (2:07:43 PM): 1GNET13H082[redacted]

Margaret (2:07:52 PM): Thank you; just one moment.

Customer (2:07:56 PM): The vehicle is currently being serviced at Naperville Chevy in IL

Margaret (2:08:19 PM): Ok, and what issues are you having with the vehicle?

Customer (2:09:20 PM): Today the issue was the headlights would not work. Last week the driver seat would not move and I was unable to touch the pedals. Following the seat not working, the air conditioning stopped working.

Customer (2:10:28 PM): The other issues that are reoccurring are: radio turns itself on or off. The ignition switch will chime when the key is not in. The easy exit seat does not work at all time. The driver window will stop working.

Customer (2:11:45 PM): I have a friend who was a previous Engineer with GM and we spoke at length prior to the recent servicing of my vehicle. When my husband dropped my vehicle off, the tech was not interested in the advice given to us from the engineer.

Margaret (2:13:13 PM): Ok, just one moment while I look over your service history.

Customer (2:13:20 PM): Ok

Margaret (2:15:28 PM): Ok, I see that most of the work has been done in Naperville. And, the vehicle is currently there?

Customer (2:16:03 PM): Yes, they claimed the issue that they were able to fix today is just the headlight relay.

Margaret (2:17:20 PM): Ok. What need to do is contact the dealership to see about these issues. There are some steps that we can take to see about getting it repaired.

Customer (2:18:32 PM): Ok, but will these issues be covered under warranty since they were

previous issues unresolved? Also, the issues are sporadic. Therefore, without being able to replicate the issue, it is not addressed.
Margaret (2:20:27 PM): I will need to speak with the dealership about that since they have not been able to duplicate the issues. At this time, I cannot guarantee that it will be covered under warranty. How many miles are on the vehicle?
Customer (2:20:41 PM): 45,500.
Margaret (2:21:01 PM): Ok, thank you. May I have your name and a contact e-mail so I can follow up with you after I've spoken to the dealership?
Customer (2:22:23 PM): If the work will not be completed under warranty, even though the issues are ones that are reoccurring and previously attempted to be corrected while under warranty, I do not want the dealer to begin work without a quote and my approval.
Customer (2:23:06 PM): My name is [redacted] ([redacted] dropped my vehicle off). Email: [redacted]
Margaret (2:24:49 PM): Thank you, Mrs. [redacted] I will contact the dealership this afternoon and see what information I can find out for you. I will be suggesting to them that they contact our Technical Assistance Center about the issues you are having with your vehicle.
Customer (2:25:06 PM): Ok, thank you.
Margaret (2:25:19 PM): You're welcome. Is there anything else I can assist you with today?
Customer (2:25:28 PM): No, that is all.
Margaret (2:25:46 PM): Have a great day, and I will e-mail you when I have information.
Margaret (2:25:49 PM): Thank you for contacting General Motors Customer Assistance. If you have any further questions or concerns, please feel free to contact us through our Chat Tab Monday-Saturday 8am-11pm Eastern and Sunday 12pm-9pm Eastern, or at 866-790-5700 Monday-Friday 8am-9pm Eastern.

System (2:43:39 PM): chat_has_been_initiated

System (2:43:45 PM): [You are now chatting with Laura.]

Laura (2:43:50 PM) : Welcome! Thank you for chatting with us today. How may I assist you?

Customer (2:45:11 PM) : Hi Laura I have a 2004 trailblazer ext that has had a series of headlight failures due to a relay in the fuse box. I asw online that many people have had a similar problem. IS there a recall on this?

Laura (2:46:00 PM) : Your question about a possible recall is one that we have a special support team for. To better assist you I am going to transfer you to the Customer Assistance Center chat department. Please hold one moment and you will be directed to an agent specializing in that information. Please be aware if maybe a few minutes to speak to an agent.

System (2:46:15 PM): [You have been transferred to department: Customer Assistance Center]

Customer (2:46:19 PM) : thanks

System (2:46:45 PM): [You are now chatting with Stephen.]

Stephen (2:46:52 PM) : Hello! Thank you for contacting GM customer assistance! My name is Stephen. Please allow me a moment to review your previous conversation.

Customer (2:46:53 PM) : hi stephen

Stephen (2:47:32 PM) : So I understand you're trying to see if you have a recall on your headlights?

Customer (2:48:02 PM) : on the headlights or on the fusebox or on the relay (anything that is related)

Customer (2:48:18 PM) : do you need my vim

Customer (2:48:22 PM) : vin?

Stephen (2:48:37 PM) : I can definitely look into that for you. yes I would need your first and last name and your VIN please

Customer (2:49:08 PM) : [redacted]1GNET 16S7462[redacted]

Stephen (2:50:33 PM) : unfortunately I couldn't pull up any information with the VIN you have provided me. Are you sure it is correct?

Customer (2:51:31 PM) : 1 GNET 16S7 [redacted] at least that is what it looks like...

Customer (2:52:22 PM) : are all of the letters and numbers not in the correct positions?

Stephen (2:52:32 PM) : Unfortunately there are no open recalls attached to your VIN

Customer (2:52:46 PM) : did you find my vin?

Stephen (2:52:51 PM) : Have you taken your vehicle into a Gm dealership for this issue yet?

Stephen (2:52:55 PM) : Yes, I did

Customer (2:53:03 PM) : there are none in the area

Customer (2:53:49 PM) : I am going to take it to a garage. The last relay just melted in the fuse box. Apparently a lot of people are having similar problems

Customer (2:54:09 PM) : 21403 is ,y zip code

Stephen (2:54:31 PM) : would you like me to look up a GM dealership for you to take your vehicle to?

Customer (2:55:01 PM) : ok

Stephen (2:56:03 PM) : I show this is your closest GM dealership
Stephen (2:56:11 PM) :

OURISMAN CHEVROLET OF BOWIE

16610 GOVERNOR BRIDGE RD
BOWIE, MD 20716-3617
Phone: (301) 262-7600
Fax: (301) 464-8534

Stephen (2:59:42 PM) : Are you still there?
Stephen (3:01:12 PM) : I will be ending this chat session due to no response. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. and Sunday 12:00 p.m. to 9:00 p.m. Eastern time. Thanks for visiting us at GM.com!
System (3:01:14 PM): [Agent Stephen has closed the session]

[redacted]
Bradenton, FL [redacted]

TAMPA FL 335
SAINT PETERSBURG FL
29 JUL 2013 PM 3 L

08-01-13 A09:19 IN

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

48232517070

General Motors Product Field Action
Customer Reimbursement Request Form

Customer Name: [redacted] (please print)

Street Address or P. O. Box Number: [redacted]

City: Bradenton State: FL Zip Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): [redacted]

Date Request Form and Supporting Documentation Submitted to Dealer: 5/30/13

Vehicle Identification Number of Involved Vehicle: 1GNDS13S[redacted] (17 Characters)

Mileage at Time of Repair: 64,307 Date of Repair: 5/30/13

Amount of Reimbursement Requested: $ 801.36

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.
  (Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: [redacted]

Please provide this request form and the required documents to your General Motors dealer for processing. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: ____ Date: _____ Amount: $_____

Request Denied: ____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

[redacted]

SUNSET

CHEVROLET BUICK GMC

A PROUD MEMBER OF THE SUNSET AUTOMOTIVE GROUP

1800-1850 BAY RD. • SARASOTA, FL 34239
www.sunsetautogroup.com
(941) 366-7800

COPY

ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR PAT SWEETNICH 339	TAG NO. 7264	INVOICE DATE 05/30/13	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 64,307	COLOR BLACK/LIGHT	STOCK NO.
BRADENTON, FL [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 12/27/06	DELIVERY MILES 67	
	VEHICLE I.D. NO. 1GNDS13S672 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/29/13	MILEAGE OUT	
R [redacted]	COMMENTS			MO: 64308	

LABOR & PARTS

J# 1 02CVZ02 CHECK ENGINE LIGHT TECH(S):38 165.75

CUSTOMER STATES CHECK ENGINE LIGHT CAME ON BUT NOW IS OFF
PLEASE CHECK AND ADVISE.
CODE P0300 AND P0449 STORED. FAULTY VENT VALVE SOLENOID
(SEIZED)
CLEARED CODES AND REPLACED FAULTY VENT VALVE SOLENOID

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25950499	VALVE 3.130	61.04	61.04
			JOB # 1 TOTAL PARTS		61.04
			JOB # 1 TOTAL LABOR & PARTS		226.79

J# 2 08CVZ BODY ELECTRICAL TECH(S):38 222.10

CUSTOMER STATES HEADLIGHTS WILL GO OFF WHILE DRIVING.
RADIO TURNS ON AND OFF INTERMITTENTLY. RADIO WILL
CONTINUE TO PLAY AFTER EXITING VEHICLE. AND SOUND
SEEMS TO BE ONLY COMING FROM CENTER SPEAKERS.
ALL CONDITIONS BECAME PRESENT WHEN CHECK ENGINE LIGHT
CAME ON. PLEASE CHECK AND ADVISE.
CODES B2575,B1055,B1045,B1025 (HEADLIGHT),U1016,U1128 AND
U1064 (SPEAKERS) STORED.
FOR B CODES REPLACED BODY CONTROL MODULE. ADVISED CUSTOMER
THIS WAS EDUCATED GUESS FOR THIS REPAIR. FOR U CODES VEHICLE
HAS 3 BLOWN SPEAKERS RIGHT REAR,LEFT REAR AND LEFT FRONT.
CUSTOMER DECLINED REPAIRS ON SPEAKER REPAIRS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	25802312	MODULE 2.560	265.04	265.04
			JOB # 2 TOTAL PARTS		265.04
			JOB # 2 TOTAL LABOR & PARTS		487.14

J# 3 00CVZ MVI GM MPVI TECH(S):38 0.00

PERFORM COMPLIMENTARY CERTIFIED SERVICE MULTIPOINT
INSPECTION PER ATTACHED.
GM MULTI-POINT VEHICLE INSPECTION COMPLETED

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

J# 4 90CVZ RECOMMENDED SERV TECH(S):38 0.00

RECOMMEND FUEL INDUCTION SERVICE $128.88
RECOMMEND FUEL INJECTOR SERVICE $128.88
RECOMMEND BRAKE FLUID FLUSH $98.88
RECOMMEND POWER STEERING FLUID FLUCH $98.88
RECOMMEND RIGHT FRONT DOOR SPEAKER,LEFT FRONT DOOR SPEAKER
AND RIGHT REAR DOOR SPEAKER $580.58

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 4 TOTAL PARTS		0.00

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

I ACKNOWLEDGE AND APPROVE OF ALL WORK PERFORMED, INCLUDING ANY ADDITIONAL WORK THAT MAY HAVE BEEN ADDED ON THE ORIGINAL WORK ORDER. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE AND I HAVE REVIEWED THE TERMS AND CONDITIONS LISTED ON THE REVERSE SIDE OF THIS PAGE.

CUSTOMER SIGNATURE X _____

SF656595 O (02/13)

[redacted]

SUNSET

CHEVROLET BUICK GMC

A PROUD MEMBER OF THE SUNSET AUTOMOTIVE GROUP

1800-1850 BAY RD. • SARASOTA, FL 34239

www.sunsetautogroup.com

(941) 366-7800

COPY

SEE REVERSE FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR PAT SWEETNICH 339	TAG NO. 7264	INVOICE DATE 05/30/13	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 64,307	COLOR BLACK/LIGHT	STOCK NO.
BRADENTON, FL 3[redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4DR 2		DELIVERY DATE 12/27/06	DELIVERY MILES 67
	VEHICLE I.D. NO. 1 G N D S 1 3 S 6 7 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P.O.	R.O. DATE 05/29/13	MILEAGE OUT
[redacted]	COMMENTS			MO: 64308

JOB # 4 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP MATERIALS & SUPPLIES		35.00
			TOTAL - MISC	35.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $65.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $801.36 (+TAX) ON 05/30/13 AT 10:56am
BY NICHOLE COMMENTS OK'D REPAIRS BY PHONE
COMMENTS

TOTALS

METHOD OF PAYMENT

( ) cash... ( ) check #.....
( ) credit card.. ( ) other.....
( ) charge #.....

TOTAL LABOR....	387.85
TOTAL PARTS....	326.08
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	35.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	52.43
TOTAL INVOICE $	**801.36**

"This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal." [s.559.904(4)]

"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]."

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

I ACKNOWLEDGE AND APPROVE OF ALL WORK PERFORMED, INCLUDING ANY ADDITIONAL WORK THAT MAY HAVE BEEN ADDED ON THE ORIGINAL WORK ORDER. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE AND I HAVE REVIEWED THE TERMS AND CONDITIONS LISTED ON THE REVERSE SIDE OF THIS PAGE.

CUSTOMER SIGNATURE X _____

The Reynolds and Reynolds Company ERALZRIIVE 0C339986 O (0808)

December 13, 2017

[redacted]
Bradenton, FL [redacted]

Dear [redacted]

Thank you for contacting us recently regarding the recall notice you received for your 2007 Chevrolet TrailBlazer. We apologize for any inconvenience you have experienced.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and performance. There are times when we identify a motor vehicle defect and release a recall notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement and regret that we are unable to reimburse you the amount requested. The reason for this decision is:

- The repair that was performed is not the repair covered by the recall.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. 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]

[redacted]
Reedley, CA [redacted]

FRESNO CA 936
29 AUG 2013 PM 1 L

09-03-13A09:17 RCVD

CHEVROLET
POBox 33170
DETROIT, MI 48232-5170

48232517070

[redacted]

Reedley, CA 9[redacted]

[redacted]

28 August 2013

Customer services

Chevrolet

P.O. Box 33170

Detroit, MI 48232-5170

To whomever will listen:

I have been told that I am at the least naive and at the most stupid to believe anyone will read this letter and respond to it. Nonetheless .....

I suppose that when a person becomes loyal to a particular brand he jealously guards his opinion in the face of "outsiders". To illustrate my points here is a list of GM products I have owned in the past 60 years.: 1939 Chevrolet, 1952 Chevrolet, 1955 Chevrolet, 1961 Corvair, 1963 Chevrolet, 1963 Corvair, 1990 Chevrolet 1500 pickup, 2000 Chevrolet 2500 pickup, 2001 GMC 2500 pickup and currently a 2004 Chevrolet trailblazer.

Thus it is difficult for me to face the series of repairs I have been having with my 2004 Chevrolet Trailblazer. This car has been a great car in almost every way but I keep burning up the connector from the wiring system to the low beam/driving light bulbs. This has happened in May of 2011, March of 2012, April of 2012, August 14 of 2013, and again August 25 2013. These dates represent a alternating pattern between the left and right headlights. The bill for the last two averaged over 170 dollars each time. I have included a picture of the connector. In every case that is what it looks like. I am not an engineer but if I were I would make these things out of ceramic material...

Can you give me any advice on how to stop these failures? I asked my mechanic to disable the driving light system and he said that cannot be done. We now use the override on the headlight switch to turn the lights off during the daytime. It is hard to remember.

Please respond to me as a courtesy if nothing else can be done. It would help if you could send my lifetime supply of the connectors which cost $37.17 each time. Then I would learn to replace them myself although at 79 years of age I am not excited by that prospect.

[redacted]

The weather cuff has been removed for photo

Note the burning extends 3/4 of an inch back on the wire -

The bulb was unharmed

December 13, 2017

[redacted]
Reedley, CA[redacted]

Dear R[redacted]

We sincerely regret that you experienced a concern with your 2004 Chevrolet TrailBlazer, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $100.00. 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 Reques[redacted]

General Motors LLC
PO Box 62530
Phoenix, AZ 85082-2530

CHECK **No.** 902109937

DATE		AMOUNT
09/23/13	100 DOLLARS 00 CENTS	100.00

General Motors LLC
Disbursement Account

PAY TO THE ORDER OF [redacted] REEDLEY CA [redacted]

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 CHE

VENDOR DUNS NO. BB 000000096 1

CHECK NO. [redacted]

VENDOR NAME ROBERT LEWIS

PAYMENT DATE 09/23/13

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
16NDS13S24228 [redacted]		VH 1-KADXPA 1-KADXPA	00.0000	100.00	.00	100.0

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

M3

TOTAL	100.00	.00	100

[redacted]
Reedley, CA [redacted]

FRESNO CA 936
27 SEP 2013 PM 2 L

09-30-13P02:20 RCVD

Chevrolet Customer Assistance Center

P.O. Box 33170

Detroit, MI 48232-5170

Reference 71-1221639475

48232517070

[redacted]

Reedley, CA [redacted]

[redacted]

26 Sept 2013

Chevrolet Customer Assistance Center

P.O.Box 33170

Detroit , MI 48232-5170

Reference: [redacted]

To Whomever;

First I wish to thank GM for the reimbursement of $100 for expenses related to the continued galore of my headlight connectors. While the sum represents slightly less than 25% of my actual repair costs, it also represents 100% of what I thought I would get on an automobile that is well out of warranty. I am impressed with the attention you gave to my problem.

In addition to thanking you, I wish to once more encourage someone in engineering to solve the problem with the connectors so that I can stop buying them so often. The fault appears to center on an excessive amount of resistance in the ground side of the circuit. Thus after a time the ground side of the connector simply melts away breaking the circuit. Curiously the bulb itself does not fail. There does not appear to be any potential for fire. I have been assured that if I have a recurrence you will revisit the claim. At that time I will mail the burned up connector to the appropriate place if you will be kind enough to send the address to me.

Sincerely;

[redacted]

P.S, In my initial letter I listed 10 GM products I have or have owned. I realized that I left out 2 Buicks and the Pontiac.

Deborah Stewart/Austin/GM1
09/11/2013 08:40 AM

To jeffery.b.sullivan@gm.com
cc
bcc
Subject [redacted] PAC Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging a thermal event in their vehicle. This case is being escalated to ESIS because there was a thermal event.

[redacted]

2008 Chevrolet TrailBlazer

1GNDS13S582[redacted]

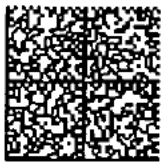
No involved dealer.

This is only a notification. No action is required on your part at this time.

Best wishes,
Debbie Stewart
Product Assistance Claims
Aditya Birla Minacs
deborah_stewart@gmexpert.com

System (10:06:18 PM): [Chat has been initiated by anonymous customer.]
System (10:06:23 PM): [You are now chatting with Melissa.]
Melissa (10:06:28 PM): Hi! How may I help you?
Customer (10:07:19 PM): Hello melissa
Customer (10:08:50 PM): my chevy trailblazer fuse box just caught on fire. I am at home when this happened. I do have ext warranty and see what I can do to get this repaired.
Melissa (10:09:44 PM): Thanks for your patronage with Chevrolet! I'm very sorry to hear about this. Just a moment while I transfer you to our Customer Assistance Center.
System (10:09:53 PM): [You have been transferred to department: Customer Assistance Center]
System (10:12:00 PM): [You are now chatting with Jeniese.]
Customer (10:12:18 PM): Hello jeniese
Jeniese (10:12:33 PM): Hello, is the vehicle on fire now?
Customer (10:13:52 PM): no it smoked and smelled foul. No fire now but you can see where it melted most of the fuses. I have a picture if I can text it you from my phone.
Customer (10:14:54 PM): car is outside, not in the garage for safety.
Jeniese (10:15:00 PM): No, I can't receive pictures from your phone.
Jeniese (10:15:33 PM): May I have your full name, phone number, and VIN please?
Customer (10:16:37 PM): [redacted] and vin number is 1GNDS13S58[redacted]
Customer (10:17:17 PM): title on car [redacted]
Jeniese (10:17:42 PM): Thank you. May I have a contact number and e-mail address please.
Customer (10:18:37 PM): [redacted]
Jeniese (10:19:22 PM): Thank you Mr.[redacted] What we will have to do is open up a service request for you, and have an agent follow up within the next 24 business hours.
Jeniese (10:19:54 PM): Just to clarify, you saw the vehicle smoking? If so, did this occur while you were driving the vehicle?
Customer (10:21:39 PM): yes the vehicle was smoking when I stopped the vehicle and could smell it burning. It was a black smoke and electrical smell.
Customer (10:22:17 PM): Yes I was driving when I noticed the smell and smoke and was about 2blocks from my house.
Jeniese (10:23:10 PM): Thank you for that information. Are there any other details about the incident that you would like to share?
Customer (10:24:35 PM): scary with my two kids in the car at the time coming home from Cubscouts. Do I need to wait on the agent to call or can I take directly to a chevy dealer?
Jeniese (10:25:14 PM): Someone will have to follow up no later than close of business tomorrow.
Jeniese (10:25:57 PM): If you do take the vehicle to the dealership you need to have it towed. I must advise you not to drive or start the vehicle until you hear from and are advised by your agent.
Customer (10:27:41 PM): ok thank you very much for your help. Awesome I can talk with someone on line even at 1030pm. I knew I liked chevy.
Jeniese (10:28:27 PM): I'm glad we were here to assist, and apologize for the unfortunate situation. Have a good evening. We will be following up with you soon.
Jeniese (10:28:38 PM): Thank you for contacting GM's Customer Service Center. We appreciate your business! Please feel free to contact us anytime you require assistance regarding your vehicle at 1-866-790-5700. Our hours of operation are 8am-9pm Mon-Fri Eastern time.

State of New York
Office of the Attorney General
Buffalo Regional Office
Main Place Tower
350 Main Street, Suite 300A
Buffalo, NY 14202-3699



UNITED STATES POSTAGE
PITNEY BOWES
02 1P $ 000.66⁰
0003211151 OCT 09 2013
MAILED FROM ZIP CODE 14202

10-15-13A09:30 RCVD

General Motors
PO Box 33170
Detroit, MI 48232

48232$5170 B051

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ERIC T. SCHNEIDERMAN
Attorney General

DIVISION OF REGIONAL OFFICES
BUFFALO REGIONAL OFFICE

October 9, 2013

General Motors
PO Box 33170
Detroit, MI 48232

Our File Number: [redacted]
Consumer: [redacted]

Dear Sir or Madam:

Enclosed please find a copy of a complaint filed by the above consumer.

Attorney General Eric T. Schneiderman's Bureau of Consumer Frauds and Protection enforces consumer protection laws and mediates consumer complaints. Our purpose in handling individual complaints is to assist in settling disputes fairly and amicably.

Since we now know only the consumer's side, I request that you review the complaint and state your position in writing. I enclose our response form. Kindly attach copies of any relevant documents.

Of course, if the consumer is entitled to a refund or other adjustment, it should be made promptly and you should advise us accordingly.

Please send your reply within seven business days.

I look forward to your cooperation.

Very truly yours,

Benjamin Whitford

Benjamin Whitford
Consumer Aide
Bureau of Consumer Frauds
And Protection

Enclosure

PLEASE INCLUDE ABOVE FILE NUMBER ON ALL CORRESPONDENCE

Bureau of Consumer Frauds & Protection
Main Place Tower, 350 Main Street Suite 300A, Buffalo, NY 14202•(716) 853-8404•Fax (716) 853-8414
http://www.oag.state.ny.us

State of New York
Office of the Attorney General
Bureau of Consumer Frauds and Protection
Main Place Tower, Suite 300-A, 350 Main Street
Buffalo, New York 14202
TELEPHONE: (716)853-8404; FAX: (716)853-8414

THIS FORM MUST BE RETURNED WITH RESPONSE

Staff: Benjamin Whitford

File [redacted]

Response Form

Name of consumer: _____

Legal name of company: _____

Executive office address: _____

If a corporation, names of president and general manager: _____

If a partnership, names of partners: _____

If a sole proprietorship, name of owner: _____

Name, address and telephone number of person to contact for additional information: _____

RESPONSE TO COMPLAINT:
(Enclose copies of documents in support of your position. Use additional pages if necessary.)

_____

_____

_____

_____

_____

_____

_____

_____

In order to resolve this matter, we offer to: _____

_____

I understand that any false statements made on this form are punishable as a Class A Misdemeanor under §175.30and/or §210.45 of the Penal Law.

Name: _____ Title: _____

Signature: _____ Date: _____

A COPY OF THIS REPLY WILL BE SENT TO THE CONSUMER

ATTORNEY GENERAL ERIC T. SCHNEIDERMAN
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
350 Main Street - Main Place Tower, Suite 300A
Buffalo, NY 14202-0341
Tel. (716) 853-8404 Fax (716) 853-8414

COMPLAINT FORM

Consumer Hotline 1 (800) 771-7755 For Hearing Impaired TDD 1 (800) 788-9898
http://www.ag.ny.gov

RECEIVED
OCT 3 2013
Buffalo Regional Office
NYS Office of the Attorney General

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

CONSUMER

YOUR NAME	HOME TELEPHONE NUMBER
[redacted]	[redacted]
	BUSINESS TELEPHONE NUMBER

CITY/TOWN	COUNTY	STATE	ZIP
Buffalo	Erie	NY	[redacted]

COMPLAINT

NAME OF SELLER OR PROVIDER OF SERVICES	NAME OF OTHER SELLER OR PROVIDER OF SERVICES
General Motors (manufacter)	The Auto Store
STREET ADDRESS: P.O. Box 33170	STREET ADDRESS: 6499 S. Transit Road
CITY/TOWN: Detroit STATE: MI ZIP: 48232	CITY/TOWN: Lockport STATE: NY ZIP: 14094
TELEPHONE NUMBER: 1-800-521-7300	TELEPHONE NUMBER: 716-625-6205

DATE OF TRANSACTION	COST OF PRODUCT OR SERVICE	HOW PAID (Check those which apply)
4-23-2012	$ 11,090.56	☒ Cash ☐ Check ☐ Credit Card ☐ Other _____

DID YOU SIGN A CONTRACT?	WHERE DID YOU SIGN THE CONTRACT?	DATE SIGNED
☒ Yes ☐ No	The Auto Store Purchase Agreement	4-23-12

WAS PRODUCT OR SERVICE ADVERTISED?	WHERE WAS IT ADVERTISED?	DATE ADVERTISED
☒ Yes ☐ No	Online Cars for Sale Buffalo NY	4-23-12

TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details)
SUV Headlights flickering See attach paper

DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL	PERSON CONTACTED	JOB TITLE
8-30-2013 ☐ By Mail ☒ By Telephone ☐ In Person	GM customer Service Annie	Customer Service

NATURE OF RESPONSE	DATE OF RESPONSE
Check fuse panel see attach paper	9-3-13

HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address)
☐ Yes ☒ No

IS COURT ACTION PENDING? (Please describe as necessary)
☐ Yes ☒ No

ADDITIONAL INFORMATION

MANUFACTURER OF PRODUCT	PRODUCT MODEL OR SERIAL NUMBER
General Motors	2005 Trailblazer
ADDRESS: P.O. Box 33170, Detroit MI 48232	WARRANTY EXPIRATION DATE: 6-23-12

DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company)
☐ Yes ☒ No _____

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT See attached Papers

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) Replace the vehicle or refund my money of full purchase price

WHO REFERRED YOU TO THIS OFFICE? Erie County Bar Assoc.

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM **PHOTOCOPIES** of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). **DO NOT SEND ORIGINALS.**

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature: Robyn O'Neill Date: 10-2-2013

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: **Office of the Attorney General**
Bureau of Consumer Frauds and Protection
Buffalo Regional Office
Main Place Tower, Suite 300A
350 Main Street
Buffalo, NY 14202

HISTORY OF THE PROMBLEM WITH THE 2005 TRAILBLAZER

On April 23, 2012 we purchased a 2005 Chevrolet trailblazer from a used car dealer The Auto Store 6499 S, Transit Road, Lockport, New York. The total purchase price was $11,090.56.

The truck was in excellent condition. My husband is the main driver of this truck. At his old job he worked nights and on his way home he did not encounter to much traffic, but when he did every once in awhile someone would flash their headlights at him. The part of his trip home is always with radar. He just thought people were warning him of police are up ahead..

Now, this past summer since he has changed jobs an is still working nights but the trip home is residential an encounters more traffic. Every night someone would flash their lights at him. He thought maybe he had his brights on, or their was a police ahead. He could not figure it out. Then about 2 months ago he notice going under a bridge his lights go dim an come back on. The more he paid attention to his lights he realized that people are thinking he is flashing his lights to them.

Then on 8-26-2013 his headlights went out and would not come back on. He checked the bulbs an they were all good. He checked all the fuses they were good. The owners manual states it is the relay module. So he called a couple of auto parts stores, they did not have them. He found the part at a Chevrolet dealer and bought one and replaced it on 8-27-2013. Now thinking maybe that was in part why the headlights were flickering. The next night the same problem is still there. He called several mechanics with the only answer was they weren't sure why that was happening. He called a dealer an they said the same thing to bring it in an have it put on a computer.

In the meantime I went online to see if there was a recall on this truck with this problem. I found out that there were hundreds of complaints to the NHTSA with this problem, an the latest was 6-17-2013. After the person spent hundreds of dollars at the DEALER trying to get this problem resolved, his lights are still flickering.

On 8-30-2013 I decided to call GM and ask if they have found a solution to this problem. I talked to a Annie at 1-866-790-5700, ext 21301. She looked in her data base and could not find anything on this problem. She said she would investigate it more an call me back on 9-3-2013. She did call back an asked if we checked the fuses the bulbs, I told her we did, Her suggestion was to take it to a dealer an let them check it out. I explained to her that people have been spending a lot of money trying to get this fixed and its not working,

an would GM be willing to help with some of the cost of the diagnostic test, we do not have that kind of money to test and replace parts that are not helping the problem. Her response was since she an I agreed that this is not only a nuisance problem but also a safety issue. My husband is now worried that the police are going to pull him over for the flickering headlights. There is also some people are slowing down and pulling over ahead of him because they think my husband is pulling them over.

Annie said she would asked her boss Eric to see if there was anything GM could help pay for. Later that week Eric did call his number is 1-866-790-5700 ext 21559. He agreed it is a SAFTEY issue an he urgently informs me to get it into a dealer right away, an because this is a used car no longer under warranty he could not help out with the cost. So I talked to Annie again and she called ahead to a dealer near us Paddock Chevrolet 3232 Delaware aver. Kenmore New York 876-0945 to let them know that I would be calling to set up a appointment an I have concerns about the cost of diagnosing the problem an if they could give me a cost or time frame. I did talk to a Mark Zemper the service manager, he said that he has several service bulletins on it that he needs to see the truck. I told him of my investigations on how 6-12-2013 someone also had a lot of work done an it did not fix it. He told me that with the service bulletins he has he could hopefully figure it out.

So we did play phone tag a couple of times trying to get a appointment. So on 9-13-2013 my husband an I went to the service department at Paddack Chevrolet an Mark was not in but his assistant Bill was. I explained to him we are willing to pay to get this fix but all my research shows no one ever gets it repaired. He went on his computer an found out that GM had sent a notice to the service department SEPTEMBER 23, 2008. That there are no repairs. How nice we bought this truck in 2012 without being notified that in 2008 there is no repair for this problem

So I called Annie back at GM an told her what I found out. All she really could say was that my FILE is now in Eric's hands. So I left a message for Eric and he did call me back. I explained to him what I found out an how unhappy I was that this is a safety issue an these trucks should NOT be on the road. He told me he would see what he could do to help us out he had to confirm with my dealer what I had found out an talk to his people there an call me back. Well 3 days went by, after he said he would call me in a few hours when I called him, he told me the best he could do is give us $1,000.00 certicate TOWARDS a new car or truck. I told him I don't have money for a new vehicle an I just bought this less that a year an half ago. This truck should of never been sold with this problem. His response was the same He could only issue the certificate. I told him I would talk to my husband an let him know.

Well I never did call him back , he did leave a message wanting to know if we wanted that offer. It's a joke if all the people that are trying to still get their trucks fixed and paying good money for it and not getting them fixed is a scam. On top of that I don't think I should trade in my truck an have someone else buy it with the problem that can not be fixed.

In the beginning I did call the NHTSA with the question of did anyone ever find out how to do the repair. They told me they did not have access to that but I could file a complain the gave me a reference numb[redacted] if I wish to file. At the time I told him its seems like no one is getting anywhere filing due to the last complaint was of 6-2013, an I would call GM an see if they knew how to fix this. Now as I have stated before even if I did file I don't think it would do any good, the other cases are not going anywhere
Where these trucks are still on the road. The more I talk to people about it I come to find out when people flash there headlights it can mean a number of things, like go ahead to someone who is turning from the other direction. I also noticed in some of the complaints to the NHTSA some people are being pulled over by police and getting fined. So now they have a vehicle they can't repair but they are also having to pay more money for fines.

I am contacting you to see if these trucks can be pulled from the road. I would like to be compensated with another SAFE truck that I don't have to come up with any money. WE already did that in 2012, we do not buy new trucks all the time.

Please feel free to contact me at [redacted] with any questions. I tried to give you the most information I can. I am sending you the copies of the information I have come up with. This whole problem has been upsetting. The only good that came out of it, was my investigating an letting the dealer know, that I already somewhat knew there was not a fix, an it didn't cost me anymore money. The problem is we still have the flickering headlights an can't get rid of it.

Thank you
Sincerely,

VEHICLE LISTING

Return to Inventory List

One Owner

2005 Chevrolet TrailBlazer LT 4WD **$10,995**

Stock #:	[redacted]	Color:	Black
VIN#:	1GNDT13S552[redacted]	Transmission:	Automatic
Year:	2005	Engine:	4.2L L6 DOHC 24V
Make:	Chevrolet	Drive Train:	4WD
Model:	TrailBlazer	Mileage:	75,686
Trim:	LT 4WD	State:	NY
Interior:	Cloth	Price:	$10,995
Vehicle Type:	SUV		

Photos | Slideshow | Video | Brochure

Vehicle Inquiry | Apply for Credit | View Seller Notes | Email to a Friend

Contact Information:

The Auto Store
Domenic Lista and John Mancuso
6499 S. Transit Rd.
Lockport , NY 14094
(716) 625-6205

15 City MPG

Estimated by EPA Actual Mileage May Vary

20 Hwy MPG

Vehicle History Report:

SHOW ME THE CARFAX
Get a CARFAX Record Check

2005 Chevrolet TrailBlazer LT 4WD Vehicle Options

- 4x4
- Air Conditioning
- Alarm System
- Alloy Wheels
- AM/FM
- Anti-Lock Brakes
- Automatic Headlights
- Cargo Area Tiedowns
- CD
- Child Safety Door Locks
- Cruise Control
- Daytime Running Lights
- Driver Airbag
- Driver Multi-Adjustable Power Seat
- Extra Keys
- Fog Lights
- Front Air Dam
- Heated Exterior Mirror
- Interval Wipers
- Keyless Entry
- Load Bearing Exterior Rack
- Luggage Rack
- On-Star
- Passenger Airbag
- Power Locks
- Power Mirrors
- Power Steering
- Power Windows
- Rear Air
- Rear Defroster
- Rear Wiper
- Satellite Radio
- Second Row Folding Seat
- Separate Driver/Front Passenger Climate Controls
- Tachometer
- Tilt Wheel
- Tinted Windows
- Tow Package
- Traction Control
- Trip Computer

2005 Chevrolet TrailBlazer LT 4WD Sellers Notes

GUARANTEED APPROVAL!<---- We'd like to thank all of our loyal repeat customers that we have had the pleasure of working with over the years. We sincerely love what we do and making our family of customers happy and secure in a vehicle is something we live for. We strive each and every day to be a true hometown family dealership you can trust! In a sea of dealers with big overheads, we keep it simple with our family that has been buying and selling cars since 1958! Our low overhead means you pay less. Our decades of experience mean you get a better car or truck for your money! Our reputation is our most valuable asset and if you've experienced the big dealerships you can rest assured knowing our doors are always open for you to come here and BUY with the one-on-one attention and consideration you deserve. The Chevy Trailblazer is the ultimate in family vehicles. Built for safety, you can drive with confidence in this vehicle no matter what precious cargo is on board! With a four wheel drive and top of the line traction control along with the rubber trunk mat this winter will be a breeze on the roads and no matter what winter toy has to get thrown in the trunk you won't have to fear damaging your interior! Handsfree calling and the GM on-star system already equipped within you will find yourself much less stressed behind the wheel! A towing package, luggage rack, cruise control and *satellite radio- this is the traveling machine you need! Stop in today for a test drive or give us a call at 716-625-6205 for more* information.

THE AUTO STORE

April 27th Effective

5499 S. Transit Road · Lockport, New York 14094

Dealer #/083065

Phone 716 - 625-6205

Fax 716 - 625-6282

IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE, **THE AUTO STORE** CERTIFIES THAT THE ENTIRE VEHICLE IS IN CONDITION AND REPAIR TO RENDER, UNDER NORMAL USE, SATISFACTORY AND ADEQUATE SERVICE UPON THE PUBLIC HIGHWAY AT THE TIME OF DELIVERY.

THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE SELLER AND THE BUYER

BUYER [redacted] SALESMAN John

STREET [redacted] RES. [redacted]

CITY Buffalo STATE NY [redacted] BUS. Phone [redacted]

THE TRANSACTION

I ORDER AND AGREE TO PURCHASE FROM YOU, ON THE TERMS CONTAINED ON BOTH SIDES OF THIS AGREEMENT, THE FOLLOWING VEHICLE. (READ OTHER SIDE)

THE VEHICLE

☐ NEW ☒ USED ☐ DEMONSTRATOR	YEAR 05	MAKE Chevrolet	MODEL Trail Blazer	STOCK NO 5	
☐ X RENTAL ☐ _____	COLOR BLK	TRIM LT	TOP	V.I.N. 1GNDT13S552 [redacted]	
ESTIMATED DELIVERY DATE	DELIVERY LOCATION				

NOTICE TO CONSUMER: IF THE VEHICLE IS NOT DELIVERED IN ACCORDANCE WITH THIS AGREEMENT WITHIN 30 DAYS AFTER THE ESTIMATED DELIVERY DATE AND THIS DELAY IS NOT ATTRIBUTABLE TO YOU, YOU HAVE THE RIGHT TO CANCEL THIS AGREEMENT AND TO RECEIVE A FULL REFUND OF YOUR DEPOSIT.

THE PRICE

LEASE TRANSACTION	TERMS	PAYMENT Check	VEHICLE PRICE		9995 00
MILEAGE 75	SECURITY DEPOSIT		DEALER INSTALLED EQUIPMENT AND SERVICES	(+)	
FACTORY INSTALLED EQUIPMENT			NYSE		
$1000 Paid Cash			1 OF Check Surplus How Wise		
			TOTAL		$
			LESS TRADE-IN CREDIT (SEE 1 AND 6(B) ON BACK) TRADE-IN IS SUBJECT TO REAPPRAISAL IF NOT IN THE SAME CONDITION AS ORIGINALLY APPRAISED	(-)	
			CASH PRICE OR TRADING DIFFERENCE		$
				(+)	
				(+)	
LESS CASH DEPOSIT SUBMITTED WITH ORDER	DATE RECEIPT NO.	$	"EXTENDED WARRANTY"	(+)	
ADDITIONAL CASH DEPOSIT	DATE RECEIPT NO.		TAXABLE BALANCE		$
TOTAL CASH DEPOSITS (TRANSFER TO RIGHT COLUMN)		$	TAXES AND OTHER FEES		

THE TRADE-IN

YEAR	MAKE	MODEL		MILEAGE
CYL. TRANS.	RADIO	P/S. P/B. P/W.	AC.	V. TOP
COLOR	V.I.N.			
TRADE-IN IS CLEAR OF ALL LIENS EXCEPT:			AMOUNT OWED	$
ACCT. NO.			TALKED TO:	
PLATE NO.	EXP. DATE	WT	GVW	

SALES TAX 8.75 Erie %	(+)	874	56
DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE (*FEE MAY NOT EXCEED $75.00 MAXIMUM)	(+)	75	00
INSPECTION FEE	(+)	11	00
OTHER - ITEMIZE Transfer Plates	(+)	125	00
TOTAL CASH PRICE DELIVERED		$ 11010	56
LESS TOTAL CASH DEPOSITS (TRANSFERRED FROM LEFT COLUMN)	(-)		
NET		$ 1000	00
REBATE PROGRAM #	(-)		
REBATE PROGRAM #	(-)	[illegible]	
PLUS BALANCE OWING ON TRADE-IN	(+)		
CASH DUE ON DELIVERY		$ 10091	56

IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION "Z" (TRUTH-IN-LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.

SPECIAL NOTICE TO CONSUMER

IF, UNDER THE LAW OF THE STATE OF NEW YORK CONTROLLING THE SALE OF USED MOTOR VEHICLES, YOU SHOULD BE ENTITLED TO A REFUND IN CONNECTION WITH THIS TRANSACTION, THE VALUE OF ANY VEHICLE YOU MAY HAVE TRADED-IN (IF THE SELLER CHOOSES NOT TO RETURN IT TO YOU) SHALL NOT BE THE VALUE LISTED IN THIS DOCUMENT. INSTEAD, THE VALUE WILL BE DETERMINED BASED ON THE NATIONAL AUTO DEALERS ASSOCIATION USED CAR GUIDE WHOLESALE VALUE OR OTHER GUIDE APPROVED BY THE COMMISSIONER OF MOTOR VEHICLES, AND ADJUSTED FROM MILEAGE, IMPROVEMENTS AND ANY MAJOR PHYSICAL OR MECHANICAL DEFECTS.

I have read the terms on the back of this agreement and have received a completed copy of this agreement. FOR USED VEHICLE ONLY — The information you see on the window form for this vehicle is part of this contract. Information [redacted] of sale.

BUYER [redacted] DATE: _____

SIGNATURE [redacted] DATE: _____

SELLER [redacted] DATE: 7-23-12

*Dealers optional fee for processing application for registration and/or certificate of title; and for securing special or distinctive plates (if applicable). THIS IS NOT A DMV FEE $75.00 *The optional dealer registration or title application processing fee ($75.00 maximum) and special plate processing fee ($5.00 maximum) and not New York State or Department of Motor Vehicles fees. Unless a lien is being recorded or the dealer issued number plates, you may submit your own application for registration and/or certificate of title or for a special or distinctive plate to any motor vehicle issuing office.

SEE OTHER SIDE FOR ADDITIONAL TERMS

Paddock CHEVROLET, Inc.

"GET THE BEST OF US!"

3232 Delaware Ave.
KENMORE, NEW YORK 14217
Telephone 716-876-0945 Toll Free 800-578-5688
www.paddockchevrolet.com
PARTS HOT LINE 876-0222

PARTS RETURNS MUST HAVE INVOICE, NO LATER THAN 10 DAYS, AND IN ORIGINAL PACKAGE. NO ELECTRICAL PART RETURNS...

WORLD CLASS PARTS INVENTORY
PADDOCK PARTS DEPARTMENT PERFORMS

WE APPRECIATE SERVICING YOUR GM PARTS NEEDS !
GM TRAINING SEMINAR 9/12/13 6PM REGISTER NOW!

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
[redacted]				PENDING	Ed, Thanks you!	08/27/13	[redacted]

BILL TO
[redacted]
BUFFALO, NY [redacted]

SHIP TO

QUANTITY SHIP	QUANTITY B. O.	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1.	0	15018745 RELAY 2.485 Y	011D	53.66	53.66	53.66

Cust Beam Halogen Headlight Bulb Dealer

Oldsmobile

GENUINE Parts

PAID
AUG 27 2013
EJ CASH

USE CAUTION IN OPENING - IF CONTAINER DAMAGED, TORN OR OTHERWISE DEFACED, PART NOT ELIGIBLE FOR RETURN CREDIT.

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

NO REFUNDS AFTER 10 DAYS. 10% HANDLING CHARGE ON ALL RETURNS.
NO RETURNS ON ELECTRICAL PARTS OR SPECIAL ORDER ITEMS.
RETURNED MERCHANDISE MUST BE IN ORIGINAL PACKAGE.
ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.

X _____
RECEIVED BY

THANK YOU

SUBTOTAL	53.66
TAX	4.70
FREIGHT	0.00
PAY THIS AMOUNT	58.36

11:25:36 CUSTOMER COPY NET510

#PIT4491C: Headlamp Flicker Or Momentarily Dim While driving 06-06-03-004 Supplement - keywords air battery erratic fluctuation headlight injection K18 LL8 normal operation pump reactor secondary voltage - (Sep 23, 2008)

Subject: **Headlamp Flicker or Momentarily Dim While Driving 06-06-03-004 Supplement**

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

This PI was superseded to advise this concern is normal and no repairs are recommended. Please discard PIT4491B.

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

Condition/Concern:

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

Recommendation/Instructions:

There are no repairs for this concern. Please disregard any previous communications and/or updated calibrations for this concern. This is considered a normal operating characteristic. Please reference bulletins 05-08-42-001 and 06-06-03-004 as needed.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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10/17/2013 04:16 716-875-6607 PADDOCK SERVICE PAGE 01

Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

October 18, 2013

State of New York
Office of the Attorney General
Bureau of Consumer Frauds & Protection
Main Place Tower,
350 Main Street, Ste 300A
Buffalo, NY 14202
Attention: Benjamin Whitford
Consumer Aide
(716/853-8414 – fax)

Customer [redacted]
Reference number: 2013-1136511 - [redacted]
Service reques[redacted]
Customer Relationship Specialist: Frances

Dear Mr. Whitford:

Thank you for your recent correspondence regarding [redacted] We are sorry she is dissatisfied with her 2005 Chevrolet TrailBlazer. Our continued success depends upon the satisfaction our customers receive from their vehicles.

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

After we review Failla's concerns, we will be in contact with you to discuss this matter further.

Sincerely,

Patricia Spacek
General Motors Legal Staff

cc: FILE

* * * Communication Result Report (Oct. 18. 2013 1:08PM) * * *

1) GM BRC 512 386 0786
2)

Date/Time: Oct. 18. 2013 1:08PM

File No.	Mode	Destination	Pg(s)	Result	Page Not Sent
1565	Memory TX	917168538414	P. 1	OK	

Reason for error
E. 1) Hang up or line fail
E. 2) Busy
E. 3) No answer
E. 4) No facsimile connection
E. 5) Exceeded max. E-mail size

Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

October 18, 2013

State of New York
Office of the Attorney General
Bureau of Consumer Frauds & Protection
Main Place Tower,
350 Main Street, Ste 300A
Buffalo, NY 14202
Attention: Benjamin Whitford
Consumer Aide
(716/853-8414 – fax)

Customer: [redacted]
Reference number: 2013-1136511 [redacted]
Service request: 7[redacted]
Customer Relationship Specialist: Frances

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Sincerely,

Patricia Spacek
General Motors Legal Staff

cc: FILE

Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

October 31, 2013

State of New York
Office of the Attorney General
Bureau of Consumer Frauds & Protection
Main Place Tower,
350 Main Street, Ste 300A
Buffalo, NY 14202
Attention: Benjamin Whitford
Consumer Aide
(716/853-8414 – fax)

Customer: [redacted]
Reference number: [redacted]
Service request [redacted]
Customer Relationship Specialist: Frances

Dear Mr. Whitford:

The inspection of Ms. [redacted] vehicle at Paddock Chevrolet, Inc. revealed it is operating within Chevrolet specifications. Although we would like to increase Ms [redacted] satisfaction with her vehicle, we do not feel additional repairs or adjustments are appropriate at this time.

We have attempted on 3 separate occasions to contact Ms. [redacted] o offer her an Owner's Loyalty Certificate, but have been unable to make contact.

If the condition the customer is experiencing should change, we will be happy to review the matter further.

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

Sincerely,

Patricia Spacek
General Motors Legal Staff

cc: FILE

* * * Communication Result Report (Oct. 31. 2013 3:24PM) * * *

1) GM BRC 512 386 0786
2)

Date/Time: Oct. 31. 2013 3:23PM

File No.	Mode	Destination	Pg(s)	Result	Page Not Sent
1591	Memory TX	917168538414	P. 1	OK	

Reason for error
E. 1) Hang up or line fail
E. 2) Busy
E. 3) No answer
E. 4) No facsimile connection
E. 5) Exceeded max. E-mail size

Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

October 31, 2013

State of New York
Office of the Attorney General
Bureau of Consumer Frauds & Protection
Main Place Tower,
350 Main Street, Ste 300A
Buffalo, NY 14202
Attention: Benjamin Whitford
Consumer Aide
(716/853-8414 – fax)

Customer: [redacted]
Reference num[redacted]
Service reque[redacted]
Customer Relationship Specialist: Frances

Dear Mr. Whitford:

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Sincerely,

Patricia Spacek
General Motors Legal Staff

cc: FILE

System (2:28:25 PM): [Chat has been initiated by anonymous customer.]
System (2:28:51 PM): [You are now chatting with Regina.]
Regina (2:28:53 PM) : Thanks for contacting GM Customer Assistance, how can I assist?

Customer (2:29:14 PM) : i am having trouble with one lowbeam headlight not coming on
Customer (2:29:32 PM) : i changed the bulb and it still does not work
Customer (2:29:52 PM) : it's a 2003 GMC Envoy
Regina (2:30:52 PM) : I understand that there is a low beam issue with your 2003 GMC Envoy. I am sorry to hear of this. We would not be able to advise on any technical information, but we can check for recalls and possibly refer you to a GM dealership for the concern.
Regina (2:31:01 PM) : Can I have the VIN and approximate mileage?
Customer (2:31:10 PM) : sure, stand by please
Regina (2:32:55 PM) : Can I have your name and contact information for documentation purposes?
Customer (2:33:46 PM) : my name is [redacted] and my phone number is [redacted]
Customer (2:34:05 PM) : the VIN is 1GKDS135X32[redacted]
Customer (2:34:14 PM) : and the mileage is 144,9[redacted]
Regina (2:34:49 PM) : Thanks, while I check for recalls, has this issue ever been presented to a GM dealership? How long has the concern been present?
Customer (2:35:11 PM) : i have not taken it to a GM dealership, this just happened two days ago
Customer (2:35:15 PM) : i changed the bulb out today
Regina (2:36:04 PM) : I understand. I checked the VIN, no recalls or applicable warranty. I can provide you with information on obtaining service manuals and diagrams or refer you to a GMC dealership in your area to resolve the concern.
Customer (2:36:20 PM) : that would be great
Regina (2:36:40 PM) : Both?
Customer (2:36:58 PM) : yes please
Regina (2:37:25 PM) : Can I have a zip code to provide a list of local dealerships contact information?
Customer (2:37:33 PM) : sure, it's 75143
Regina (2:38:48 PM) : GM Media Archive would have access to service manuals and diagrams if available. They can be contacted at 734-462-5543, extension 163. Please hold for a list of local dealerships.
Customer (2:39:06 PM) : ok thank you
Regina (2:39:53 PM) : CARL WHITE'S AUTOPLEX
2000 E STATE HIGHWAY 31
CORSICANA, TX 75109-9074
Phone: (903) 874-6591

BACON AUTO RANCH, INC
311 E TYLER
ATHENS, TX 75751-2013
Phone: (903) 675-5115

Regina (2:40:04 PM) : Is there anything else we can assist with?
Customer (2:40:52 PM) : no, that should help. thank you.
Regina (2:41:08 PM) : Thanks for contacting GM Customer Assistance
System (2:49:26 PM): [Agent Regina has closed the session]

Document last revised: 09/26/2013

Spell Check

CAC SR Data Share (Data Entry Page)

Clear Form

Customer's first name:	[redacted]
Customer's last name	H[redacted]
Customer's 1st choice phone#:	[redacted]
Alternate phone#	[redacted]
Best time to contact the customer:	anytime
Description of the customer's concern, request, expectations:	fuse box under the hood of your vehicle is melting-vehicle is operable but a lot of electrical items are not working such as the defroster, headlights etc, condition first occurred in June, went to the dealership today and the condition was discovered, hasn't driven vehicle at night since June, has a new dealership appointment tomorrow, cost for repairs is about $400 no discount offered-customer would like cost assistance, appointment is 8:30 AM may reschedule since also needs other work done
Current status of the vehicle concern (described above)?	Unresolved - Customer has a current vehicle concern
Current status of vehicle diagnosis (for concern described)?	Diagnosed
Current status of the vehicle repairs (for concern described)?	Repairs have been scheduled
How many times has vehicle been in for service (for concern described)?	1
(if the vehicle has been serviced for this concern previously) Details regarding previous trips to service:	was at dealership on 11/19/13 where diagnosis was made and the melted fusebox was discovered
Was the vehicle ever inoperable/down as a result of concern described?	No
(if the vehicle was ever inop/down for this concern) How many days down?	N/A
Current status of the vehicle (operable or inoperable)?	Vehicle is currently Inoperable/Down
Has customer spent money out-of-pocket as a result of this concern?	No
(if there are out-of pocket expenses) Provide the details:	N/A

At this point let the customer know: To better assist them, you need to gather some additional information from them….

Is this the original vehicle owner?	Yes - Customer bought vehicle brand new
(if bought used) When was the vehicle purchased?	N/A
(if bought used) How many miles were on the vehicle at time of purchase?	N/A
(if bought used) Was vehicle bought at a GM Dealership?	N/A (Not purchased used)
What is the current mileage on the vehicle (estimate is fine)?	89,867
Is this the customer's first GM vehicle?	Yes - This is the customer's 1st GM vehicle

Any other key points from the customer (notes):	customer is unable to drive at night because the headlights do not work

End conversation with the customer here. --> Complete the rest of the SR Data Share on your own (without the customer on the phone).

CAC Case type (categorized):	Customer explicitly requested cost assistance to fix a current vehicle operation concern
Today's date:	11/19/13
Service Request (SR) #	[redacted]
Is this a reopened SR (SR was reopened for same VIN, same concern)?	No - This is a new SR
(If this is a reopened SR) What is the customer's reason for calling back (reopening the concern)?	N/A (Not a reopened case)
(If reopened for some other reason) What was the other reason?	N/A
CAC Tier 2 Agent's first name:	Tony
CAC Tier 2 Agent's last name:	
CAC Tier 2 Agent's phone #:	(866) 790-5600
CAC Tier 2 Agent's phone extension #:	11544
BAC#:	112791
Involved dealer:	MCCLUSKEY CHEVROLET
Involved dealer phone #:	([redacted] 761-1111
CCS's first name:	K[redacted]
CCS's last name:	[redacted]
CCS's preferred method of contact:	Email
CCS's phone #:	[redacted]
CCS's email address:	[redacted]
VIN#:	1GNDT13S172[redacted]
Make:	Chevrolet
Model:	Trailblazer
Year:	2007
Is this a discontinued brand vehicle?	No
Is this a premium vehicle?	No
Has this customer owned non-GM vehicles? (conquest buyer)	Yes - Customer Owns/Has owned Non-GM vehicles
Total # of Required Field Actions listed for this VIN:	2
(if there are any Required Field Actions listed) How many are **still open**:	0
Total # of Special Coverage items listed for this VIN:	1
(If customer bought used) Is this a GM Certified Pre-owned used vehicle?	N/A (Not purchased used)
Does the vehicle have any Service Contracts?	No - This VIN has no service contracts
(Validated data) Total # of GM vehicles this customer has owned? *(including the one customer is calling about)* *(also including vehicles purchased under a maiden/spouse name)* *NOTE) Copy & paste the list of GM vehicles owned in the cell below (B58)*	1

CAC SR Data Share (Report)

SR=Service Request

Report date: **11/19/13**

File version#/date: 10-29-13, v 1.0

CAC Case Information:

Siebel Service Request (SR)	[redacted]
Is this a reopened SR (same VIN#, same concern)?	No - This is a new SR
(if reopened) Customer's reason for calling back (reopening)?	N/A (Not a reopened case)
(Validated) Has goodwill / cost assistance been applied to this VIN?	No
(if goodwill/cost assistance has been applied to VIN) Details:	N/A
CAC Tier 2 (T2) Agent's name:	Tony
CAC agent's phone #:	(866) 790-5600
CAC T2 Agent's Extension#:	11544
Involved dealer:	MCCLUSKEY CHEVROLET
BAC#:	112791
Involved dealer's phone #:	[redacted]513) 761-1111
CCS's name:	[redacted]
CCS's phone #:	[redacted]
CCS's email address:	a[redacted]
CCS's preferred method of contact:	Email

Customer Information:

[redacted]	
Customer's phone#:	[redacted]
Customer's alternate phone#:	([redacted]
Best time to contact the customer:	anytime

Vehicle Information:

VIN#:	1GNDT13S1721[redacted]
MY/Make/Model:	2007 Chevrolet Trailblazer
Original vehicle owner?:	Yes - Customer bought vehicle brand new
Is this a GM Certified Pre-owned vehicle?	N/A (Not purchased used)
(if bought used) Purchase date:	N/A
(if bought used) Estimated mileage at time of purchase:	N/A
Current mileage:	89,867
Total # of Special Coverage items listed (regardless of relevance):	1 Special Coverages
Are there Service Contracts for this vehicle? (regardless of relevance):	No - This VIN has no service contracts

Description of the customer's concern, request, expectations:	fuse box under the hood of your vehicle is melting-vehicle is operable but a lot of electrical items are not working such as the defroster, headlights etc, condition first occurred in June, went to the dealership today and the condition was discovered, hasn't driven vehicle at night since June, has a new dealership appointment tomorrow, cost for repairs is about $400 no discount offered-customer would like cost assistance, appointment is 8:30 AM may reschedule since also needs other work done
Any other key points made by the customer (notes):	customer is unable to drive at night because the headlights do not work
CAC Case type (categorized):	Customer explicitly requested cost assistance to fix a current vehicle operation concern

Current Status of the Vehicle (for the concern described):

Status of the original vehicle concern:	Unresolved - Customer has a current vehicle concern
Vehicle operation:	Vehicle is currently Inoperable/Down
Diagnosis:	Diagnosed
Repairs:	Repairs have been scheduled

Customer Inconvenience (for the concern described):

# of times in for service (per customer):	1 time(s) in for this same concern
Details regarding previous service trips (per the customer):	was at dealership on 11/19/13 where diagnosis was made and the melted fusebox was discovered
Vehicle ever inop/down due to concern described (per the customer):	No
How many days vehicle inop/down (per customer):	N/A days
Has customer spent money out-of-pocket for concern described?	No
Details regarding any out-of-pocket expenses:	N/A
(Validated) # of Required Field Actions listed for this VIN:	2 Field Actions
(Validated) # of open Required Field Actions:	0 still open

Customer Loyalty:

Is this a discontinued brand vehicle?	No
Is this a premium vehicle?	No
Is this a conquest customer (has owned non-GM vehicles)?	Yes - Customer Owns/Has owned Non-GM vehicles
Is this the customer's first GM vehicle?	Yes - This is the customer's 1st GM vehicle
(Validated)* Customer has owned this # of GM vehicles:	1
(Validated)* List of GM vehicles owned by this customer:	2007 Chevrolet Trailblazer

*Limited: Customer may not have provided maiden/spouse names

Version #/date

Pilot, 10-16-13
Pilot, 10-17-13
Pilot, 10-18-13
Pilot, 10-18-13 (2)
Draft, 10-21-13
Draft, 10-22-13
Draft, 10-23-13
Draft, 10-24-13
Draft, 10-25-13
Draft, 10-28-13 (AM)
Draft, 10-28-13 (PM)
10-29-13, v 1.0

Comments

Pilot file (T2 Austin & T2 Warren)
Shoy's team in Warren found a problem! Fixed it.
Wording changes to clarify CAC case categorization choices, Added line item to call out conquest customer
Added place for CCS's phone # & email address b/c the agent is going to need it once they're ready to send this to
Changes made in response to feedback from Austin & the Field (RSM's & CAM's)
Changes per pilot group feedback
Changes per TL Training session & pilot group feedback
Home, Format, Auto Row Height & Protected Workbook
Reworded reopened list dropdown, minor corrections, added other key points section to the report tab
MCE 1.0 Launch file -- Chris Burger added reset, autofit macros
Added N/A's to several dropdowns per pilot feedback & moved other key points up into new spot in the report; G
Final edits per pre-Launch training session feedback

Looking forward, can we just spellcheck the free text cells?

the CCS. Made B4 bigger. Changed color of B4.

ot rid of the merged cells on the data entry tab