

PE10-005

GM

4/14/2010

ATTACHMENT

Q 07

Q 03 Subject Legal

ATT



# Service Request Detail

|                      |   |              |                     |           |                       |
|----------------------|---|--------------|---------------------|-----------|-----------------------|
| SR No. 71-511129169  | Ref No.   | Goodwill     | No Goodwill Offered | BRC Type  | PAR                   |
| Account              | Site  | GW SubType   |                     | Eva. Unit | BRC                   |
| Last Name            | First Name  | Approval     | Not Initiated       | Area      | PAR                   |
| Daytime #            | Evening #   | UCC          | Steering - General  | Sub-Area  | Initiate PAR- Injury  |
| Address              | City  | Involved Dir |                     | Safety    | Yes                   |
| State ZipCd          | Con Acct  | Source       | Phone               | Updated   | 4/27/2007 12:28:48 PM |
| Serial #/VIN         | Model Year 2006   | Priority     | Medium License #    | Owner     | RODRIGOS              |
| Make Chevrolet       | Warr. Start   | Status       | Open                | Opened    | 4/25/2007 09:57:04 AM |
| Model Cobalt         | Mileage   | Sub-Status   |                     | Closed    |                       |
| Abstract             | Customer had a collision and alleges the steering was defective   |              |                     |           |                       |
| Customer Description | VIN:1G1AK55F467619606*** BRC PAR CASE. DO NOT ASSUME. FORWARD ALL INQUIRIES TO JOSE RODRIGUEZ EXT 21333 *** |              |                     |           |                       |

## Pre-PAR

|                           |                            |                        |                  |              |           |              |                |
|---------------------------|----------------------------|------------------------|------------------|--------------|-----------|--------------|----------------|
| PAR Notifier              | Incident Date/Time         | Injuries - # Other Veh | # People in Veh  | Road Surface | Road Cond | Fire Report# | Police Report# |
| Fleet Manager             | 4/27/2007 01:00:00 AM      | Y                      |                  |              |           |              | 0765004884     |
| Driver Last Name          | Driver First Name          | Height                 | DOB              | Disabilities |           |              |                |
| Insurance Agent Last Name | Insurance Agent First Name | Phone #                | Insurance Agency |              |           |              |                |

|                 |  |               |  |
|-----------------|--|---------------|--|
| Incident Loc    | Ramp 8th, southbound lane, Powdermill MD         | Incident Desc | Cust was supposedly getting off the ramp @ Ramp 8th, southbound lane, Powdermill MD  |
| Component       |  | Damage Desc   |  |
| Vehicle Loc     | in isolation - exact location undisclosed as yet | Add'l Info    | customer died in the accident, Informant is Kelly Wilson Pisciotto/ Ecco Administrative-Enterprise Vehicle Rental, MDV 3012082235, 8am-5pm EST, who has stated that the bereaved has legal |
| Emgcy Svc Names |  | Maint Loc     |  |

## PAR Detail

|                        |   |                      |                 |   |                         |   |                      |  |
|------------------------|---|----------------------|-----------------|---|-------------------------|---|----------------------|--|
| Collision              | Y | Non Collision        | Property Damage | N | Thermal Evt             | N | Spec Equip           |  |
| Vehicle Speed          |   | Weather Condition    |                 |   | Prop Owner              |   | Property Type        |  |
| Last Service Date      |   | Loc Last Service     |                 |   | Property Location       |   | Prop Est Repair Cost |  |
| Veh Est Repair Cost    |   | Spec Equip Installer |                 |   | Prop Damage Description |   |                      |  |
| Primary Veh Use        |   | Inspection Type      |                 |   | Inspected By            |   | Inspection Date/Time |  |
| Veh Damage Description |   |                      |                 |   | Explain Other           |   |                      |  |

## Service Request Detail

### PAR Injuries

|                    |            |              |                    |          |             |                |
|--------------------|------------|--------------|--------------------|----------|-------------|----------------|
| Last Name          | First Name | DOB          | Location           | Phone #  | Seating Pos | Restraint Type |
| Injury Description |            | Medical Rpt# | Treatment Location |          | Treated By  |                |
| Street Address     |            | City         | State              | Zip Code |             |                |

### Activities

|                       |                    |             |                   |                            |        |                       |                            |
|-----------------------|--------------------|-------------|-------------------|----------------------------|--------|-----------------------|----------------------------|
| Created               | Created By         | Assigned To | Activity Type     | Activity Sub-Type          | Status | Completed             | Description                |
| 4/27/2007 12:28:48 PM | RODRIGOS           | RODRIGOS    | Ownership Changed | Ownership Escalated to BRC | Done   | 4/27/2007 12:28:49 PM | Ownership Escalated to BRC |
| Contact Last Name     | Contact First Name | Account     | BAC Code          |                            |        |                       |                            |

Comments

Confidential Comments

|                       |                    |             |               |                   |             |           |                  |
|-----------------------|--------------------|-------------|---------------|-------------------|-------------|-----------|------------------|
| Created               | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status      | Completed | Description      |
| 4/27/2007 12:20:07 PM | RODRIGOS           | ESISBIQU    | Escalation    | ESIS - Fatalities | In Progress |           | Assigned to ESIS |
| Contact Last Name     | Contact First Name | Account     | BAC Code      |                   |             |           |                  |

Comments

Fatality

Confidential Comments

|                       |                    |             |                   |                   |        |                       |   |
|-----------------------|--------------------|-------------|-------------------|-------------------|--------|-----------------------|---|
| Created               | Created By         | Assigned To | Activity Type     | Activity Sub-Type | Status | Completed             | Description   |
| 4/26/2007 11:45:22 AM | DRAHEICM           | RODRIGOS    | Ownership Changed |                   | Done   | 4/26/2007 11:45:22 AM | Service Request Ownership has changed FROM: IGNACIPH TO: RODRIGOS |
| Contact Last Name     | Contact First Name | Account     | BAC Code          |                   |        |                       |   |

Comments

Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By         | Assigned To        | Activity Type | Activity Sub-Type      | Status | Completed             | Description |
|-----------------------|--------------------|--------------------|---------------|------------------------|--------|-----------------------|-------------|
| 4/26/2007 11:44:35 AM | DRAHEICM           | RODRUOS            | BRC PAR       | Initial Contact- Phone | Done   | 4/27/2007 12:20:03 PM | Called      |
| Contact Last Name     | Contact First Name | Contact Email Name | Account       | BAC Code               |        |                       |             |

#### Comments

fatality. Escalating case to ESIS.

Jose Rodriguez ATX PAR

Confidential Comments

| Created               | Created By         | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed             | Description |
|-----------------------|--------------------|--------------------|---------------|-------------------|--------|-----------------------|-------------|
| 4/26/2007 11:44:35 AM | DRAHEICM           | RODRUOS            | BRC PAR       | Acknowledgement   | Done   | 4/27/2007 12:19:56 PM | Called      |
| Contact Last Name     | Contact First Name | Contact Email Name | Account       | BAC Code          |        |                       |             |

#### Comments

fatality. Escalating case to ESIS.

Jose Rodriguez ATX PAR

Confidential Comments

| Created               | Created By         | Assigned To        | Activity Type | Activity Sub-Type       | Status | Completed             | Description |
|-----------------------|--------------------|--------------------|---------------|-------------------------|--------|-----------------------|-------------|
| 4/26/2007 11:44:34 AM | DRAHEICM           | RODRUOS            | BRC PAR       | Initial Contact- Dealer | Done   | 4/27/2007 12:19:51 PM | Called      |
| Contact Last Name     | Contact First Name | Contact Email Name | Account       | BAC Code                |        |                       |             |

#### Comments

fatality. Escalating case to ESIS.

Jose Rodriguez ATX PAR

Confidential Comments

| Created               | Created By         | Assigned To        | Activity Type | Activity Sub-Type    | Status | Completed             | Description |
|-----------------------|--------------------|--------------------|---------------|----------------------|--------|-----------------------|-------------|
| 4/26/2007 11:44:34 AM | DRAHEICM           | RODRUOS            | BRC PAR       | Initial Contact- AVM | Done   | 4/27/2007 12:19:42 PM | Called      |
| Contact Last Name     | Contact First Name | Contact Email Name | Account       | BAC Code             |        |                       |             |

#### Comments

fatality. Escalating case to ESIS.

Jose Rodriguez ATX PAR

Confidential Comments



## Service Request Detail

### Activities

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed             | Description   |
|-----------------------|------------|--------------------|---------------|-------------------|--------|-----------------------|---------------|
| 4/26/2007 11:44:34 AM | DRAHEICM   | RODRIJOS           | Notify CRM    |                   | Done   | 4/27/2007 12:19:35 PM | File Assigned |
| Contact Last Name     |            | Contact First Name |               | Account           |        | BAC Code              |               |

#### Comments

fatality. Escalating case to ESIS.

Jose Rodriguez ATX PAR

Confidential Comments

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed             | Description    |
|-----------------------|------------|--------------------|---------------|-------------------|--------|-----------------------|----------------|
| 4/26/2007 11:44:34 AM | DRAHEICM   | RODRIJOS           | Research      |                   | Done   | 4/27/2007 12:19:28 PM | Researched VIN |
| Contact Last Name     |            | Contact First Name |               | Account           |        | BAC Code              |                |

#### Comments

fatality. Escalating case to ESIS.

Jose Rodriguez ATX PAR

Confidential Comments

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed             | Description                               |
|-----------------------|------------|--------------------|---------------|-------------------|--------|-----------------------|---|
| 4/26/2007 11:44:34 AM | DRAHEICM   | RODRIJOS           | BRC PAR       | Case Assigned     | Done   | 4/27/2007 11:58:12 AM | Assigned File to Jose Rodriguez ext 21333 |
| Contact Last Name     |            | Contact First Name |               | Account           |        | BAC Code              |   |

#### Comments

Case received.

Jose Rodriguez ATX PAR

Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status   | Completed             | Description                        |
|-----------------------|--------------------|-------------|---------------|-------------------|----------|-----------------------|------------------------------------|
| 4/25/2007 04:12:09 PM | IGNACIPH           | DRAHEICM    | Escalation    | Initiate PAR      | Done     | 4/26/2007 10:28:59 AM | "Assigning activity to PAR QUEUE." |
| Contact Last Name     | Contact First Name |             | Account       |                   | BAC Code |                       |                                    |

#### Comments

"CRS advised that a person from the PAR Department will contact the customer within 2 business days."

phil stewart (ignacio) elementalCAC/Mla

Received and assigned in PAR.  
Chad Draheim/ATX/Par Workflow

#### Confidential Comments

| Created               | Created By         | Assigned To | Activity Type            | Activity Sub-Type | Status   | Completed             | Description   |
|-----------------------|--------------------|-------------|--------------------------|-------------------|----------|-----------------------|---|
| 4/25/2007 10:10:45 AM | IGNACIPH           | IGNACIPH    | Inbound Call Third Party | Complex Request   | Done     | 4/25/2007 02:42:57 PM | Alleged product allegation-"steering system was defective". |
| Contact Last Name     | Contact First Name |             | Account                  |                   | BAC Code |                       |   |

#### Comments

Customer states : A fatality resulted in the driver perishing from the accident due to the supposedly manufacturing defect on the steering system.

Customer seeks: client is represented, initializing report for documentation.

CRS advised customer that "their information will be forwarded to the Product Allegation Department within the BRC."

phil stewart (ignacio) elementalCAC/Mla

#### Confidential Comments

### UCC Information

| UCC Code | Symptom              | Description        |
|----------|----------------------|--------------------|
| M01      | No Symptom Indicated | Steering - General |

# GM Vehicle Inquiry System

## Summary

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|       |             |
|-------|-------------|
| VIN : | 1G1AK55F467 |
|-------|-------------|

### VEHICLE INFORMATION

|                       |  |                           |                |
|-----------------------|--|---------------------------|----------------|
| Merchandising Model : | 1AK69 -2006 COBALT 4-DOOR LS SEDAN   | Warranty Start Date :     | 07/28/2005     |
| BARS Order Type :     | 50 - FLEET   |                           |                |
| Delivering Dealer :   | OURISMAN S ROCKMONT<br>CHEVROLET<br>15301 FREDERICK RD<br>ROCKVILLE, MD 20855-2120<br>(301) 424-5900 | Selling Source :          | 13 - CHEVROLET |
|                       |  | Site Code :               | 14469          |
|                       |  | Business Associate Code : | 113694         |
| Service Contract :    | No   | Branded Title :           | No             |
| Warranty Block :      | No   | PDI Status :              | Paid           |

### REQUIRED FIELD ACTIONS

|  |
|--|
| Vehicle Has No Current Record Of Outstanding Campaigns |
|--|

### SERVICE INFORMATIONAL ITEMS

|  |
|--|
| Vehicle Has No Current Record Of Outstanding Service Information |
|--|

### ON STAR AND XM SATELLITE RADIO INFORMATION

|  |
|--|
| Vehicle Has No Associated On Star or XM Radio Information. |
|--|

### APPLICABLE WARRANTIES

| Description                                       | Effective Date | Effective Odometer | End Date   | End Odometer |
|---|----------------|--------------------|------------|--------------|
| 36/36000 BUMPER TO BUMPER                         | 07/28/2005     | 10 miles           | 07/28/2008 | 36010 miles  |
| 72/100000 SHEET METAL COVERAGE RUST THROUGH       | 07/28/2005     | 10 miles           | 07/28/2011 | 100010 miles |
| 96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM | 07/28/2005     | 10 miles           | 07/28/2013 | 80010 miles  |
| 36/36000 FEDERAL EMISSION                         | 07/28/2005     | 10 miles           | 07/28/2008 | 36010 miles  |
| 60/60000 POWERTRAIN - U.S.                        | 07/28/2005     | 10 miles           | 07/28/2010 | 60010 miles  |

### CLAIM HISTORY

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

|            |        |   |  |             |
|------------|--------|---|--|-------------|
| 09/01/2006 | 587295 | # | B4367 - ROD, FRONT DOOR OUTSIDE HANDLE TO LOCK - LEFT - R&R OR REP | 23052 miles |
| 01/31/2006 | 532337 | # | K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE                    | 9633 miles  |
| 01/31/2006 | 532337 | F | Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT                       | 9633 miles  |
| 01/31/2006 | 532337 | # | Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)               | 9633 miles  |
| 07/26/2005 | A19606 | I | Z7000 - PRE-DELIVERY INSPECTION - BASE TIME                        | 0 miles     |

**CHECK HISTORY INFORMATION**

|   |  |
|---|--|
| <b>Vehicle Has No Associated Check History Information.</b> |  |
|---|--|

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# GM Vehicle Inquiry System

## Claim History

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|       |                        |
|-------|------------------------|
| VIN : | 1G1AK55F467 [REDACTED] |
|-------|------------------------|

### CLAIM HISTORY

|                     |           |  |      |  |  |                           |  |                    |             |             |          |
|---------------------|-----------|--|------|--|--|---------------------------|--|--------------------|-------------|-------------|----------|
| Repair Order Date : |           | 09/01/2006   |      | Repair Order Number :  |  | 587295                    |  | Odometer Reading : |             | 23052 miles |          |
| Served By :         |           | FITZGERALD CHEVROLET-CADILLAC<br>114 BAUGHMAN'S LN<br>FREDERICK, MD 21702-4011<br>(301) 696-9200 |      |  |  | Selling Source :          |  | 13 - CHEVROLET     |             |             |          |
|                     |           |  |      |  |  | Site Code :               |  | 14322              |             |             |          |
|                     |           |  |      |  |  | Business Associate Code : |  | 113673             |             |             |          |
| Cycle Date          | Cycle Nbr | Case   | Type | Labor Operation  |  | Part                      |  | Auth Code          | Person Code | Line Total  | Comments |
| 09/08/2006          | 724       | 01   | #    | B4367 - ROD, FRONT DOOR OUTSIDE HANDLE TO LOCK - LEFT - R&R OR REP |  | N/A                       |  | N/A                | N/A         | \$ 48.80    | <u>Y</u> |

|                     |           |  |      |  |  |                           |  |                    |             |            |          |
|---------------------|-----------|--|------|--|--|---------------------------|--|--------------------|-------------|------------|----------|
| Repair Order Date : |           |  |      | Repair Order Number :                                |  | 532337                    |  | Odometer Reading : |             | 9633 miles |          |
| Served By :         |           | CRISWELL CHEVROLET, INC.<br>503 QUINCE ORCHARD RD<br>GAITHERSBURG, MD 20878-1497<br>(301) 948-0880 |      |  |  | Selling Source :          |  | 13 - CHEVROLET     |             |            |          |
|                     |           |  |      |  |  | Site Code :               |  | 14126              |             |            |          |
|                     |           |  |      |  |  | Business Associate Code : |  | 113713             |             |            |          |
| Cycle Date          | Cycle Nbr | Case   | Type | Labor Operation                                      |  | Part                      |  | Auth Code          | Person Code | Line Total | Comments |
| 02/21/2006          | 667       | 01   | F    | Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT         |  | N/A                       |  | N/A                | N/A         | \$ 27.34   | N        |
| 02/10/2006          | 664       | 01   | #    | K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE      |  | 15244138 - CONTROL        |  | N/A                | N/A         | \$ 176.45  | N        |
| 02/10/2006          | 664       | 02   | #    | Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY) |  | 15244138 - CONTROL        |  | N/A                | N/A         | \$ 6.47    | N        |

|                                       |   |                              |        |                                  |                |
|---------------------------------------|---|------------------------------|--------|----------------------------------|----------------|
| <b>Repair Order Date :</b> 07/26/2005 |   | <b>Repair Order Number :</b> | A19606 | <b>Odometer Reading :</b>        | 0 miles        |
| <b>Serviced By :</b>                  | OURISMAN S ROCKMONT CHEVROLET<br>15301 FREDERICK RD<br>ROCKVILLE, MD 20855-2120<br>(301) 424-5900 |                              |        | <b>Selling Source :</b>          | 13 - CHEVROLET |
|                                       |   |                              |        | <b>Site Code :</b>               | 14469          |
|                                       |   |                              |        | <b>Business Associate Code :</b> | 113694         |

4/30/2007

| Cycle Date | Cycle Nbr | Case | Type | Labor Operation                             | Part | Auth Code | Person Code | Line Total | Comments |
|------------|-----------|------|------|---|------|-----------|-------------|------------|----------|
| 07/29/2005 | 608       | 01   | I    | Z7000 - PRE-DELIVERY INSPECTION - BASE TIME | N/A  | N/A       | N/A         | \$ 107.64  | N        |

**CHECK HISTORY**

Vehicle Has No Associated Check History.

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# GM Vehicle Inquiry System

## Vehicle Build

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|     |             |
|-----|-------------|
| VIN | 1G1AK55F467 |
|-----|-------------|

### VEHICLE BUILD

|                               |                                    |                |        |
|-------------------------------|------------------------------------|----------------|--------|
| Merchandising Model :         | 1AK69 -2006 COBALT 4-DOOR LS SEDAN |                |        |
| Gross Vehicle Weight Rating : | 1705 kg (3760 lb)                  | Order Number : | JDMBQR |
| Build Date :                  | 07/26/2005                         | Build Plant :  | 167A   |

### OPTION CODES

|  |                                       |
|--|---------------------------------------|
| AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS  | AR9 - DELUXE FRONT BUCKET SEAT        |
| B0L - GM PRODUCTION WEEK #29                   | C1U - FLT-ENTERPRISE RENT A CAR       |
| C67 - ELECT. FRONT AIR CONDITIONER             | DC8 - MIRROR, O/S MANUAL FLDG, BLK    |
| DT4 - ASHTRAY AND LIGHTER                      | FE1 - SUSPENSION SYSTEM-SOFT RIDE     |
| FE9 - FEDERAL EMISSIONS                        | FLT - FLEET PROCESSING OPTION         |
| FY1 - TRANS/AXLE 3.63 RATIO                    | IPB - INTERIOR TRIM DESIGN            |
| J41 - POWER DISC FRONT BRAKES                  | K64 - 115 AMP GENERATOR               |
| LOD - ASSEMBLY PLANT - LORDSTOWN,OHIO          | L61 - 2.2L DOHC 4 CYL ENGINE          |
| MN5 - 4 SPEED AUTO TRANSMISSION                | MX0 - 4-SPD. AUTO. TRANS. W/OVERDRIVE |
| NT7 - FEDERAL EMISSION TIER 2                  | N46 - 4 SPOKE STEERING WHEEL          |
| PG1 - 15" STEEL WHEEL                          | QTU - P195/60R15 TOURING BW TIRES     |
| R6F - IDENTIFY B-CODE USERS                    | R6P - PREMIUM PAINT                   |
| UN0 - AM/FM STEREO W/CD & RDS                  | UQ4 - BASE SPEAKER SYSTEM             |
| VK3 - FRONT LICENSE PLATE MOUNT                | VQ2 - FLEET ORDERING AND ASSISTANCE   |
| VX7 - LONG TERM DAILY RENTAL PROGRAM           | V2G - FULL FUEL FILL CREDIT           |
| V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA | 1LS - 1LS BASE PACKAGE                |
| 1SZ - OPTION PACKAGE DISCOUNT                  | 14B - GRAY                            |
| 14I - GRAY                                     | 6AR - FRONT SPRING                    |
| 7AR - FRONT SPRING                             | 74U - VICTORY RED                     |
| 8AA - REAR SPRING                              | 9AA - REAR SPRING                     |

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4/30/2007

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ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C19 B61  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Deborah Chisholm**  
Claims Administrator

August 29, 2008

Salsbury, Clements, Bekman, Marder & Adkins  
300 West Pratt Street, Suite 450  
Baltimore, MD 21201

RE: Claimant: [REDACTED]  
Our File No.: 632179  
Our Client: General Motors Corporation  
Date/Event: 4/7/07  
Vehicle: 2006 Chevrolet Cobalt  
VIN: 1G1AK55F467 [REDACTED]

Dear Mr. Hopper:

This will confirm that we have completed our review of your claim regarding your client's 2006 Chevrolet Cobalt. At this time, based on all documentation received and reviewed, ESIS, on behalf of General Motors Corporation, will not be in a position to honor your request for damages as the information is inconclusive. If you have any additional evidence that supports your claim of a product defect, please forward it to my attention for further review.

Also, you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.

Sincerely,

**Deborah Chisholm**  
Claims Administrator



**SALSBURY CLEMENTS BEKMAN**  
**MARDER & ADKINS, L.L.C.**

300 WEST PRATT STREET, SUITE 450  
BALTIMORE, MARYLAND 21201  
(410) 539-6633 • fax (410) 625-9554

STUART M. SALSBURY\*  
PAUL D. BEKMAN  
DANIEL M. CLEMENTS\*  
LAURENCE A. MARDER  
H. DALE ADKINS, III\*  
WENDY L. SHIFF  
JULIA A. LODOWSKI  
MICHAEL R. SMITH

\*ALSO ADMITTED IN D.C.

October 30, 2008

JAMES O'C. GENTRY, JR.  
COUNSEL TO THE PRESIDENT  
GREGORY G. HOPPER  
KENNETH O. FORD  
EDWIN C. MANNING  
BENJAMIN S. SALSBURY  
MAX R. ISRAELSON  
(1915-2008)

Kimberly Harris  
Elco Administrative Services  
P. O. Box 8385  
Gaithersburg, MD 20898

Re:

2006 Chevrolet Cobalt  
Your file: 183755

Dear Ms. Harris:

Please provide dates in which the above-referenced vehicle can be inspected. We are looking to inspect the interior of the vehicle, including seat, seat assembly, steering wheel, airbag module and enclosures. We also intend to inspect all structural damage to the vehicle including the bumper, hood, engine compartment, driver side door, door footers and headers and Apillar.

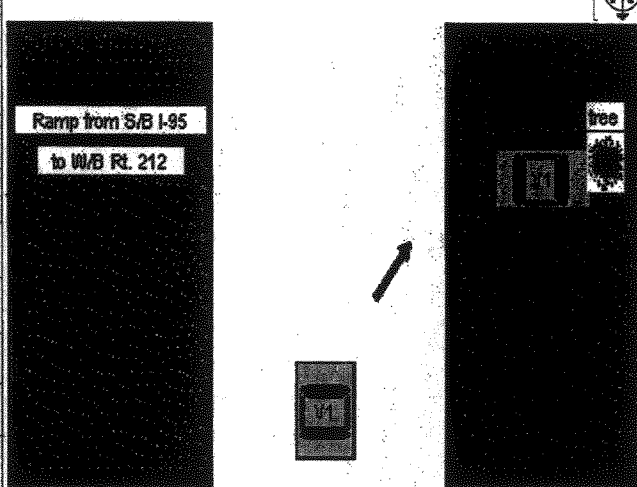
Thank you for your kind attention.

Very truly yours,

*Gregory G. Hopper*  
Gregory G. Hopper

GGH/jjb.

# State of Maryland Motor Vehicle Accident Report

|   |   |  |  |   |  |  |   |   |
|---|---|--|--|---|--|--|---|---|
| Report No.<br><b>09863992</b>   | Page of<br><b>1 of 1</b>  | Accident Date<br><b>04/07/07</b>   | Accident Time<br><b>10:26</b>  | Report Type<br><input checked="" type="checkbox"/> Fatal <input type="checkbox"/> Injury <input type="checkbox"/> PDO<br><input checked="" type="checkbox"/> Hit + Run <input type="checkbox"/> Non-Traffic | Research<br><b>0766004883</b>  | Local Case No.<br><b>0766004883</b>  | Local Codes<br><b>000</b>   | Photos?<br><input type="checkbox"/> No <input checked="" type="checkbox"/> Yes            |
| Investigating Officer ID<br><b>Tpr Treleven, J</b>  | Agency and Area<br><b>MSP 66</b>  | Supervising Officer ID<br><b>Sgt. Redpath, T</b>   | Reviewer ID<br><b>2660</b>   | Code - And - Name of Municipality<br><b>000 Not Applicable</b>  | County<br><b>16</b>  |  |   |   |
| Rd Char 16<br><b>04</b>   | RTE NUM Accident Occurred On<br><b>UU 00000</b>   | Road Name<br><b>Ramp #8</b>  | In Lane 19<br><b>0 O</b>   | Tral Sig 20<br><input checked="" type="checkbox"/> No <input type="checkbox"/> Yes  | On Ramp 21<br><input type="checkbox"/> No <input checked="" type="checkbox"/> Yes          | Ramp Number (Direction)<br><b>8</b>  | 0-Not Ramp<br><b>1 N-W 2 W-N 3 E-N 4 N-E 5 S-E 6 E-S 7 W-S 8 S-W 9 Other</b>  | In Intersection 23<br><input checked="" type="checkbox"/> No <input type="checkbox"/> Yes |
| Rd Cond 24<br><b>01</b>   | Intersecting Route<br><b>IS 00095</b>   | Intersecting Road Name or Log Mile Reference Manual description<br><b>No name.</b>   | Mile PT 27<br><b>000.00</b>  | Dir 28<br><b>0</b>  | Dist. of Acc # INT-RTE/Ref. & Dir.<br><b>000.00</b>  | <input type="checkbox"/> FT <input checked="" type="checkbox"/> MI <input type="checkbox"/> U            |   |   |
| Rd Div 30<br><b>02</b>  | Accident Diagram<br> | Show Label: Roads, Traffic Units, the Travel Direction, consistent with the Log Mile Reference Manual, and Movement of Traffic Units.  | Describe Accident briefly; identify units by numbers. Also identify the following (a) the object damaged & nature of damage (property other than vehicles) and (b) the name & address of owner when applicable.<br><br><b>Vehicle 1 was travelling on the ramp from southbound I-95 to westbound Route 212. The driver of vehicle 1 advised the speed of the vehicle was too great to complete the turn. Subsequently, the driver of vehicle 1 lost control of the vehicle. Vehicle 1 then traveled off the roadway, struck a tree, and caught fire.</b> |   |  |  |   |   |
| Srt Cond 34<br><b>02</b>  | CM Zone 35<br><input checked="" type="checkbox"/> IN <input type="checkbox"/> Y                       | Junctn 36<br><b>01</b>   | Event-1 37<br><b>16</b>  | Event-2 38<br><b>09</b>   | Fix Obj 39<br><b>11</b>  | Coll Ty 4<br><b>17</b>   | Light 41<br><b>01</b>   | Weather 42<br><b>01</b>   |
| Unit 43<br><b>01</b>  | NAME (First, Middle, Last)<br><b>[REDACTED]</b>   | Sex 45<br><b>02</b>  | Unit 43<br><b>00</b>   | NAME (First, Middle, Last)<br><b>[REDACTED]</b>   | Sex 45<br><b>00</b>  | Address (No., Street, City, State, Zip) Tel<br><b>Res 410-521-5364</b><br><b>Baltimore MD [REDACTED]</b> |   |   |
| Type of Unit<br><input checked="" type="checkbox"/> Driver <input type="checkbox"/> "PED" | Address (No., Street, City, State, Zip) Tel<br><b>[REDACTED]</b>                                      | Inj 48<br><b>01</b>  | Type of Unit<br><input type="checkbox"/> Driver <input type="checkbox"/> "PED"   | Address (No., Street, City, State, Zip) Tel<br><b>[REDACTED]</b>  | Inj 48<br><b>01</b>  | EMS 49<br><b>B</b>   |   |   |
| Movement 50<br><b>07</b>  | Condition 51<br><b>01</b>   | Subst 52<br><b>01</b>  | Test 53<br><b>00</b>   | Result 54<br><b>00</b>  | For Ped Only<br><input type="checkbox"/>   | Age 55<br><b>00</b>  | Type 56<br><b>00</b>  | Locatn 57<br><b>00</b>  |
| Speed Limit 60<br><b>45</b>   | Saf. Equ 61<br><b>13</b>  | Eq Prob62<br><b>01</b>   | Eject 63<br><b>01</b>  | Citation Number(s)<br><b>PENDING</b>  | Fault 65<br><input checked="" type="checkbox"/> No <input type="checkbox"/> Yes            | Fault 65<br><input type="checkbox"/> No <input checked="" type="checkbox"/> Yes                          |   |   |
| Going 66<br><b>02</b>   | Driver's License Number<br><b>[REDACTED]</b>  | State 68<br><b>MD</b>  | Class 69<br><b>C</b>   | Going 66<br><b>02</b>   | Driver's License Number<br><b>[REDACTED]</b>   | State 68<br><b>MD</b>  | Class 69<br><b>C</b>  |   |
| Continue 70<br><b>04</b>  | DR Date of Birth 71<br><b>[REDACTED]</b>  | Irregular Condition<br><input type="checkbox"/> Caught Fire 72<br><input type="checkbox"/> Parked <input type="checkbox"/> Hit&Run <input type="checkbox"/> Driverless <input checked="" type="checkbox"/> Y | HM Spill 73<br><b>00</b>   | Haz Mat No. 74<br><b>00</b>   | Continue 70<br><b>04</b>   | DR Date of Birth 71<br><b>[REDACTED]</b>   | Irregular Condition<br><input type="checkbox"/> Caught Fire 72<br><input type="checkbox"/> Parked <input type="checkbox"/> Hit&Run <input type="checkbox"/> Driverless <input type="checkbox"/> Y | HM Spill 73<br><b>00</b>  |
| Body Ty 7<br><b>02</b>  | Commercial Vehicle Only<br><b>00</b>  | U.S. DOT Number 76<br><b>00</b>  | ICC Number 77<br><b>00</b>   | Body Ty 78<br><b>00</b>   | CDL? 79<br><input checked="" type="checkbox"/> Y <input type="checkbox"/> N                | Body Ty 75<br><b>02</b>  | Commercial Vehicle Only<br><b>00</b>  | U.S. DOT Number 76<br><b>00</b>   |
| Most HE 80<br><b>09</b>   | Owner or Carrier Name (Write "SAME" if Driver)<br><b>Enterprise Lease (Res) 3017735675</b>            | Owner / Carrier Address<br><b>2273 Research Blvd. 600 Rockville MD 20850</b>   | Towed Vehicles 84<br><b>00 00 00</b>   | Most HE 80<br><b>09</b>   | Owner or Carrier Name (Write "SAME" if Driver)<br><b>Enterprise Lease (Res) 3017735675</b> | Owner / Carrier Address<br><b>2273 Research Blvd. 600 Rockville MD 20850</b>                             | Towed Vehicles 84<br><b>00 00 00</b>  |   |
| 82-2<br><b>07</b>   | Year & Make of Vehicle<br><b>2006 Chevrolet</b>   | Model<br><b>Cobalt</b>   | 1st Impact Pt 87<br><b>01</b>  | 82-2<br><b>07</b>   | Year & Make of Vehicle<br><b>2006 Chevrolet</b>  | Model<br><b>Cobalt</b>   | 1st Impact Pt 87<br><b>01</b>   |   |
| 82-3<br><b>00</b>   | Exp Yr & Registr # State<br><b>08/07 SASV04 MD</b>  | Areas Damaged 90<br><b>01 16 17</b>  | Insurer<br><b>Enterprise Rent a Car</b>  | 82-3<br><b>00</b>   | Exp Yr & Registr # State<br><b>08/07 SASV04 MD</b>   | Areas Damaged 90<br><b>01 16 17</b>  | Insurer<br><b>Enterprise Rent a Car</b>   |   |
| 82-4<br><b>00</b>   | Vehicle ID Number<br><b>1G1AK55F467 [REDACTED]</b>  | Policy No.<br><b>0093</b>  | 82-4<br><b>00</b>  | Vehicle ID Number<br><b>1G1AK55F467 [REDACTED]</b>  | Policy No.<br><b>0093</b>  |  |   |   |
| Dam Ext 94<br><b>04</b>   | Vehicle Removed By<br><b>Past and Present Tow</b>   | Vehicle Removed To<br><b>Tow Lot</b>   | Dam Ext 9<br><b>04</b>   | Vehicle Removed By<br><b>Past and Present Tow</b>   | Vehicle Removed To<br><b>Tow Lot</b>   |  |   |   |
| Traffic Unit 97<br><b>01</b>  | Seat 98<br><b>03</b>  | CODE all injured & uninsured Passengers below. Use "W" for witness in TRAF UNIT and SEAT columns. Write Name & Address of injured & witnesses (phone).<br><b>[REDACTED] Randallstown MD [REDACTED]</b>       | 99<br><b>01</b>  | Sex 100<br><b>01</b>  | Age 101<br><b>01</b>   | Saf. Equ 102<br><b>00</b>  | Eq Prob 103<br><b>00</b>  | Injury 104<br><b>05</b>   |
| EMS Unit<br><b>A</b>  | Injured 108 Taken By<br><b>Medic 117, 93</b>  | Injured 109 Taken To<br><b>Laurel Hospital</b>   | EMS Run Report # 110<br><b>70970095</b>  | EMS Unit<br><b>B</b>  | Injured 108 Taken By 108<br><b>Trooper 2</b>   | Injured 109 Taken To<br><b>PGHC</b>  | EMS Run Report # 110<br><b>70970095</b>   |   |





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ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Deborah Evans**  
Claims Administrator

November 18, 2008

ELCO  
PO Box 8385  
Gathersburg, MD 20898  
Fax: 301-216-2318

RE: Claimant: [REDACTED]  
Our File No.: [REDACTED]  
Our Client: General Motors Corporation  
Date/Event: 4/7/07  
Subject vehicle: 2006 Chevrolet Cobalt  
VIN: 1G1AK55F467 [REDACTED]

Dear Ms. Harris:

ESIS provides administrative claims handling services to General Motors (GM) in connection with product liability claims against GM. I am the claim administrator assigned to this file.

I received your letter dated November 4, 2008 regarding an upcoming inspection of the subject vehicle. Please forward a copy of the protocol for the inspection to ensure that there will be no destructive testing. Also, please call me with the location of the subject vehicle so that I can assign an investigator to witness and document the inspection.

Be advised that you may have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition.

Should you have any questions regarding this letter or your claim, please do not hesitate to contact me directly at 800.888.0164, Monday through Friday, 7:00 a.m. to 3:30 p.m., EST.

Sincerely,

Deborah Evans  
Claim Administrator

5

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Kristy Gibb**  
Claims Administrator

May 2, 2007

Kelly Wilson Pisciotta  
Enterprise  
P.O. Box 8385  
Gaithersburg, MD 20898

RE: Claimant: [REDACTED]  
Our File No.: 632179  
Our Client: General Motors Corporation  
Date/Event: 04/07/07  
VIN: 1G1AK55F467 [REDACTED]

Dear Ms. Pisciotta:

I am writing to confirm your conversation with Sean Kelly on April 30, 2007 during which you agreed to allow us to inspect your 2006 Chevrolet Cobalt and retrieve data from the air bag system. I estimate the inspection will take about 3 1/2 hours.

As part of the inspection, we will likely take photographs and measurements. Also, your vehicle is equipped with an air bag Sensing and Diagnostic Module (SDM). As explained in the Owner's Manual, in addition to its other functions, the SDM records information about the air bag system and other crash related data in an air bag deployment event and some near-deployment crashes. The SDM in your vehicle also records the following pre-crash data: vehicle speed, throttle position, brake application and engine RPM for 5 seconds prior to the deployment or near deployment event. As part of our investigation, we will download the SDM data using the Vetronix Crash Data Retrieval software. We will provide you with a copy of that data at the time we retrieve it or as soon after as is practical. Also as we discussed we will provide this data to Attorney Alex Pobersky.

Please note the potential GM uses of this crash data once GM has a copy in its files. Once collected, the SDM crash data is available for GM's research needs. Also, in summary form, this information may be provided to non-GM organizations (i) which have a reasonable need for it, (ii) which have a demonstrated ability to utilize such data, and (iii) which are expected to use it for studies aimed at improving safety to the benefit of the public at large, the auto industry, or GM. However, information which ties SDM crash data to a particular vehicle, such as VIN, owner name, or date and location, will generally not be disclosed by GM other than (a) to the involved owner/lessee or his/her designated agent, (b) in response to an official request of police or similar government office, (c) for research where appropriate confidentiality is maintained and need is shown, (d) as part of GM's defense of litigation involving the subject vehicle or other GM products, or (e) as otherwise required by law.

If you have any additional questions about our upcoming inspection, you can contact me at 1.800.888.0164 Monday through Friday from 8:00 AM to 4:30 PM.

Sincerely,

Kristy Gibb

PE10-005

GM

4/14/2010

ATTACHMENT

Q 07

Q 03 Subject Legal

ATT



## Service Request Detail

|                      |  |             |            |              |                    |           |                         |
|----------------------|--|-------------|------------|--------------|--------------------|-----------|-------------------------|
| SR No.               | 71-530008215   | Ref No.     |            | Goodwill     |                    | BRC Type  | PAR                     |
| Account              |  | Site        |            | GW SubType   |                    | Buc. Unit | BRC                     |
| Last Name            |  | First Name  |            | Approval     | Not Initiated      | Area      | PAR                     |
| Daytime #            |  | Evening #   |            | UCC          | Steering - General | Sub-Area  | Initiate PAR- Collision |
| Address              |  | City        | Louisville | Involved Dir |                    | Safety    | Yes                     |
| State                | KY ZipCd   | Con Acct    |            | Source       | Phone              | Updated   | 6/28/2007 03:20:02 PM   |
| Serial #/VIN         | 1G1AK52F857  | Model Year  | 2005       | Priority     | Medium             | License # | CHEVROL                 |
| Make                 | Chevrolet  | Warr. Start |            | Status       | Open               | Owner     | VALVERDM                |
| Model                | Cobalt   | Mileage     | 19000      | Sub-Status   |                    | Opened    | 6/19/2007 02:19:44 PM   |
| Abstract             | steering concern   |             |            |              |                    | Closed    |                         |
| Customer Description | bre par case please do not assume forward all inquiries to Mark Valverde ext 11215 |             |            |              |                    |           |                         |

## Pre-PAR

|                            |                                  |                   |   |                 |              |           |              |                |
|----------------------------|----------------------------------|-------------------|---|-----------------|--------------|-----------|--------------|----------------|
| PAR Notifier               | Incident Date/Time               | Injuries          | # Other Veh   | # People in Veh | Road Surface | Road Cond | Fire Report# | Police Report# |
| Owner                      | 5/16/2007 06:30:00 PM            | Y                 | 0   | 2               | Asphalt      | Dry       | n/a          | 07035301       |
| Driver Last Name           | Driver First Name                | Height            | DOB   | Disabilities    |              |           |              |                |
|                            |                                  | 5'3               | 12/13/1988  |                 |              |           |              |                |
| Insurance Agent First Name | Phone #                          | Insurance Agency  |   |                 |              |           |              |                |
| Alan                       | (417) 887-0220                   | American national |   |                 |              |           |              |                |
| Incident Loc               | Chamberlain lane and shannondoph | Incident Desc     | turning left onto chamberlain and steering locked up, hit a telephone pole  |                 |              |           |              |                |
| Component                  | steering                         | Damage Desc       | front end buckled in, car is totaled  |                 |              |           |              |                |
| Vehicle Loc                | unknown                          | Add'l Info        | took vehicle to dir on monday the 14th of may about left turns with steering wheel, dir said there was nothing wrong with the steering or tires |                 |              |           |              |                |
| Empoy Svc Names            | n/a                              | Maint Loc         | n/a   |                 |              |           |              |                |

## PAR Detail

|                        |   |                      |                 |   |                         |   |                      |      |
|------------------------|---|----------------------|-----------------|---|-------------------------|---|----------------------|------|
| Collision              | Y   | Non Collision        | Property Damage | N | Thermal Evt             | N | Spec Equip           | none |
| Vehicle Speed          | 25  | Weather Condition    | sunny and dry   |   | Prop Owner              |   | Property Type        |      |
| Last Service Date      | 5/14/2007   | Loc Last Service     |                 |   | Property Location       |   | Prop Est Repair Cost |      |
| Veh Est Repair Cost    |   | Spec Equip Installer | n/a             |   | Prop Damage Description |   |                      |      |
| Primary Veh Use        | Personal  | Inspection Type      |                 |   | Inspected By            |   | Inspection Date/Time |      |
| Veh Damage Description | whole front end was crushed and dented. both airbags deployed |                      |                 |   | Explain Other           |   |                      |      |

## Service Request Detail

### PAR Injuries

|                                      |            |     |                             |                       |             |                |
|--------------------------------------|------------|-----|-----------------------------|-----------------------|-------------|----------------|
| Last Name                            | First Name | DOB | Location                    | Phone #               | Seating Pos | Restraint Type |
|                                      |            |     | Occupant of Owner's Vehicle |                       | Driver      | Seatbelt       |
| Injury Description                   |            |     | Medical Rpt#                | Treatment Location    |             | Treated By     |
| Injured neck, back and left shoulder |            |     |                             | Baptist hospital east |             |                |
| Street Address                       |            |     | City                        | State                 | Zip Code    |                |
| 8201 Latoria Dr                      |            |     | Louisville                  | KY                    | 40258-2019  |                |

### Activities

|                       |            |             |                         |                   |             |           |                |
|-----------------------|------------|-------------|-------------------------|-------------------|-------------|-----------|----------------|
| Created               | Created By | Assigned To | Activity Type           | Activity Sub-Type | Status      | Completed | Description    |
| 6/28/2007 03:21:51 PM | RODRIGOS   | RODRIGOS    | Scheduled Outbound Call | Cancelled         | In Progress |           | (71-530006215) |

|                   |                    |         |          |
|-------------------|--------------------|---------|----------|
| Contact Last Name | Contact First Name | Account | BAC Code |
|-------------------|--------------------|---------|----------|

Comments

Confidential Comments

|                       |            |             |               |                   |             |           |               |
|-----------------------|------------|-------------|---------------|-------------------|-------------|-----------|---------------|
| Created               | Created By | Assigned To | Activity Type | Activity Sub-Type | Status      | Completed | Description   |
| 6/28/2007 03:21:13 PM | RODRIGOS   | ESISBIQU    | Escalation    | ESIS - Injuries   | In Progress |           | ESIS-Med Comp |

|            |         |          |
|------------|---------|----------|
| First Name | Account | BAC Code |
|------------|---------|----------|

Comments

Confidential Comments

|                       |            |             |               |                   |        |                       |               |
|-----------------------|------------|-------------|---------------|-------------------|--------|-----------------------|---------------|
| Created               | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed             | Description   |
| 6/28/2007 03:12:31 AM | DRAHEICM   | RODRIGOS    | Notify CRM    |                   | Done   | 6/28/2007 03:21:09 PM | ESIS-Med Comp |

|            |         |          |
|------------|---------|----------|
| First Name | Account | BAC Code |
|------------|---------|----------|

Comments

Confidential Comments



## Service Request Detail

### Activities

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed             | Description      |
|-----------------------|------------|--------------------|---------------|-------------------|--------|-----------------------|------------------|
| 6/27/2007 01:53:45 PM | VALVERDM   | DRAHEICM           | BRC PAR       | ESIS- Injuries    | Done   | 6/28/2007 09:12:29 AM | escalate to esis |
| Contact Last Name     |            | Contact First Name |               | Account           |        | BAC Code              |                  |

Comments

seeking reimbursement for medical bills due to injuries from accident. also for pain and suffering neck back and left shuolder were sprained.

Received and assigned for ESIS escalation.

Chad Draheim/ATX/Workflow PAR

Confidential Comments

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed             | Description   |
|-----------------------|------------|--------------------|---------------|-------------------|--------|-----------------------|---------------|
| 6/22/2007 09:18:24 AM | DRAHEICM   | VALVERDM           | Notify CRM    |                   | Done   | 6/27/2007 01:53:44 PM | ESIS-Med comp |
| Contact Last Name     |            | Contact First Name |               | Account           |        | BAC Code              |               |

Comments

abstract and description fellds not filled out properly

Confidential Comments

| Created               | Created By | Assigned To        | Activity Type           | Activity Sub-Type | Status          | Completed | Description    |
|-----------------------|------------|--------------------|-------------------------|-------------------|-----------------|-----------|----------------|
| 6/21/2007 01:08:42 PM | VALVERDM   | VALVERDM           | Scheduled Outbound Call |                   | Scheduled Alarm |           | (71-530008215) |
| Contact Last Name     |            | Contact First Name |                         | Account           |                 | BAC Code  |                |

Comments

check esis  
(06-28)3-5pm

Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By         | Assigned To | Activity Type          | Activity Sub-Type | Status | Completed             | Description   |
|-----------------------|--------------------|-------------|------------------------|-------------------|--------|-----------------------|---------------|
| 6/21/2007 12:48:15 PM | VALVERDM           | VALVERDM    | Outbound Call Customer | Made Contact      | Done   | 6/21/2007 01:04:18 PM | did call cust |
| Contact Last Name     | Contact First Name | Account     | BAC Code               |                   |        |                       |               |
|                       |                    |             |                        |                   |        |                       |               |

### Comments

#### PAR INCIDENT QUESTIONNAIRE

- Can we start from the beginning? What were you doing prior to the accident?  
chamberlain rd and shenandoah dr
- What was the vehicle speed? \_\_\_\_\_ 25 mph
- Unable to stop--Did you come to a full stop or were you slowing down? \_\_\_\_\_ Was your foot on the accelerator or brake? \_\_\_\_\_ brakes did work fine  
was turning on left and steering wheel did lock up and hit a telephone pole. was not able to turn
- Describe Damage to the vehicle-  
whole front end was crushed and dented. both airbags deployed
- Police Report? yes #07-085-301
- How was vehicle removed from the scene - Was the vehicle towed or driven? \_\_\_\_\_ towed to impound lot  
are u the original owner of the vehicle? yes  
where do you have the maint done on the vehicle? bob hook  
who did the last maint on the vehicle? may 14th  
what are you seeking from gm? would like reimbursement for pain and suffering and medical bills.  
are there any injuries? neck back and left shuolder were sprained  
weather cond? sunny and dry  
veh damage desc?  
est repair cost?  
prim vehicle use? personal vehicle  
spec equipment? none  
equipment installer?

Mark Valverde/PAR/ATX

### Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed             | Description      |
|-----------------------|------------|--------------------|---------------|-------------------|--------|-----------------------|------------------|
| 6/21/2007 12:09:25 PM | VALVERDM   | DRAHEICM           | BRC PAR       | ESIS- Injuries    | Done   | 6/22/2007 09:17:38 AM | escalate to esis |
| Contact Last Name     |            | Contact First Name |               | Account           |        | BAC Code              |                  |

#### Comments

seeking reimbursement for medical bills due to injuries from accident. also for pain and suffering,neck back and left shuolder were sprained.

Received and assigned for ESIS escalation.

Chad Draheim/ATX/Workflow PAR

Confidential Comments

| Created               | Created By | Assigned To        | Activity Type     | Activity Sub-Type          | Status | Completed             | Description                |
|-----------------------|------------|--------------------|-------------------|----------------------------|--------|-----------------------|----------------------------|
| 6/20/2007 04:07:32 PM | VALVERDM   | VALVERDM           | Ownership Changed | Ownership Escalated to BRC | Done   | 6/20/2007 04:07:32 PM | Ownership Escalated to BRC |
| Contact Last Name     |            | Contact First Name |                   | Account                    |        | BAC Code              |                            |

#### Comments

Confidential Comments

| Created               | Created By | Assigned To        | Activity Type                | Activity Sub-Type | Status | Completed             | Description    |
|-----------------------|------------|--------------------|------------------------------|-------------------|--------|-----------------------|----------------|
| 6/20/2007 03:40:28 PM | VALVERDM   | VALVERDM           | Scheduled Outbound Call Cust | Cancelled         | Done   | 6/21/2007 12:07:46 PM | (71-530008216) |
| Contact Last Name     |            | Contact First Name |                              | Account           |        | BAC Code              |                |

#### Comments

Initial call  
(06-21)3-5pm

Confidential Comments

| Created               | Created By | Assigned To        | Activity Type     | Activity Sub-Type | Status | Completed             | Description   |
|-----------------------|------------|--------------------|-------------------|-------------------|--------|-----------------------|---|
| 6/20/2007 01:35:57 PM | DRAHEICM   | VALVERDM           | Ownership Changed |                   | Done   | 6/20/2007 01:35:57 PM | Service Request Ownership has changed FROM: BOURDEHE TO: VALVERDM |
| Contact Last Name     |            | Contact First Name |                   | Account           |        | BAC Code              |   |

#### Comments

Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By         | Assigned To | Activity Type | Activity Sub-Type      | Status | Completed             | Description |
|-----------------------|--------------------|-------------|---------------|------------------------|--------|-----------------------|-------------|
| 6/20/2007 01:34:58 PM | DRAHEICM           | VALVERDM    | BRC PAR       | Initial Contact- Phone | Done   | 6/21/2007 01:04:48 PM | Called      |
| Contact Last Name     | Contact First Name | Account     | BAC Code      |                        |        |                       |             |

#### Comments

##### Summary:

made call

Mark Valverde/PAR/ATX

Confidential Comments

| Created               | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status | Completed             | Description |
|-----------------------|--------------------|-------------|---------------|-------------------|--------|-----------------------|-------------|
| 6/20/2007 01:34:58 PM | DRAHEICM           | VALVERDM    | BRC PAR       | Acknowledgement   | Done   | 6/20/2007 03:40:07 PM | Called      |
| Contact Last Name     | Contact First Name | Account     | BAC Code      |                   |        |                       |             |

#### Comments

##### Summary:

did call cust to let them know that would be handling their case did get voice mail so did leave message.

Mark Valverde/PAR/ATX

Confidential Comments

| Created               | Created By         | Assigned To | Activity Type | Activity Sub-Type       | Status | Completed             | Description |
|-----------------------|--------------------|-------------|---------------|-------------------------|--------|-----------------------|-------------|
| 6/20/2007 01:34:58 PM | DRAHEICM           | VALVERDM    | BRC PAR       | Initial Contact- Dealer | Done   | 6/21/2007 01:05:31 PM | Called      |
| Contact Last Name     | Contact First Name | Account     | BAC Code      |                         |        |                       |             |

#### Comments

##### Summary:

no call needed.

Mark Valverde/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type    | Status | Completed             | Description |
|-----------------------|------------|--------------------|---------------|----------------------|--------|-----------------------|-------------|
| 6/20/2007 01:34:58 PM | DRAHEICM   | VALVERDM           | BRC PAR       | Initial Contact- AVM | Done   | 6/21/2007 01:06:02 PM | Called      |
| Contact Last Name     |            | Contact First Name |               | Account              |        | BAC Code              |             |

#### Comments

##### Summary:

no call needed.

Mark Valverde/PAR/ATX

Confidential Comments

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed             | Description   |
|-----------------------|------------|--------------------|---------------|-------------------|--------|-----------------------|---------------|
| 6/20/2007 01:34:58 PM | DRAHEICM   | VALVERDM           | Notify CRM    |                   | Done   | 6/28/2007 03:22:09 PM | File Assigned |
| Contact Last Name     |            | Contact First Name |               | Account           |        | BAC Code              |               |

#### Comments

Confidential Comments

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed             | Description    |
|-----------------------|------------|--------------------|---------------|-------------------|--------|-----------------------|----------------|
| 6/20/2007 01:34:58 PM | DRAHEICM   | VALVERDM           | Research      |                   | Done   | 6/21/2007 01:06:47 PM | Researched VIN |
| Contact Last Name     |            | Contact First Name |               | Account           |        | BAC Code              |                |

#### Summary:

no vin available

Mark Valverde/PAR/ATX

Confidential Comments

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status      | Completed | Description                              |
|-----------------------|------------|--------------------|---------------|-------------------|-------------|-----------|--|
| 6/20/2007 01:34:57 PM | DRAHEICM   | VALVERDM           | BRC PAR       | Case Assigned     | Not Started |           | Assigned File to Mark Valverde ext 11215 |
| Contact Last Name     |            | Contact First Name |               | Account           |             | BAC Code  |  |

#### Comments

Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed             | Description                     |
|-----------------------|------------|--------------------|---------------|-------------------|--------|-----------------------|---------------------------------|
| 6/19/2007 02:35:33 PM | BOURDEHE   | DRAHEICM           | Escalation    | Initiate PAR      | Done   | 6/20/2007 11:21:15 AM | Assigning activity to PAR QUEUE |
| Contact Last Name     |            | Contact First Name |               | Account           |        | BAC Code              |                                 |

#### Comments

CRS advised that a person from the PAR Department will contact the customer within 2 business days

HeatherBourden/CAC/STJ

Received and assigned in PAR.  
Chad Draheim/ATX/Workflow PAR

#### Confidential Comments

| Created               | Created By | Assigned To        | Activity Type         | Activity Sub-Type | Status | Completed             | Description |
|-----------------------|------------|--------------------|-----------------------|-------------------|--------|-----------------------|-------------|
| 6/19/2007 02:33:28 PM | BOURDEHE   | BOURDEHE           | Inbound Call Customer | Complex Request   | Done   | 6/19/2007 02:38:04 PM | Par         |
| Contact Last Name     |            | Contact First Name |                       | Account           |        | BAC Code              |             |

#### Comments

Cust states: she got in an accident because of her steering issue

cust seeks: what to do now

crs advised: we will need to fill out the paralegal forms and someone from that department will be in contact with you in the next 48 hours

HeatherBourden/CAC/STJ

#### Confidential Comments

### UCC Information

| UCC Code | Symptom     | Description        |
|----------|-------------|--------------------|
| M01      | Inoperative | Steering - General |

# GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

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|       |             |
|-------|-------------|
| VIN : | 1G1AK52F857 |
|-------|-------------|

## VEHICLE INFORMATION

|                       |  |                           |                |
|-----------------------|--|---------------------------|----------------|
| Merchandising Model : | 1AK69 -2005 COBALT 4-DOOR SEDAN  | Warranty Start Date :     | 12/31/2004     |
| BARS Order Type :     | 70 - RETAIL - STOCK  |                           |                |
| Delivering Dealer :   | BOB HOOK CHEVROLET, INC.<br>4144 BARDSTOWN RD<br>LOUISVILLE, KY 40218-3267<br>(502) 499-0800 | Selling Source :          | 13 - CHEVROLET |
|                       |  | Site Code :               | 25269          |
|                       |  | Business Associate Code : | 112988         |
| Service Contract :    | No   | Branded Title :           | No             |
| Warranty Block :      | No   | PDI Status :              | Paid           |

## REQUIRED FIELD ACTIONS

| Type | Number | Description   | Posted Date | Status |
|------|--------|---|-------------|--------|
| RC   | 05046  | A/C SYSTEM WIRING AND DUAL STAGE AIRBAG MODULE WIRING | N/A         | Closed |

## SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

## ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

## APPLICABLE WARRANTIES

| Description                                       | Effective Date | Effective Odometer | End Date   | End Odometer |
|---|----------------|--------------------|------------|--------------|
| 36/36000 BUMPER TO BUMPER                         | 12/31/2004     | 26 miles           | 12/31/2007 | 36026 miles  |
| 72/100000 SHEET METAL COVERAGE RUST THROUGH       | 12/31/2004     | 26 miles           | 12/31/2010 | 100026 miles |
| 96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM | 12/31/2004     | 26 miles           | 12/31/2012 | 80026 miles  |
| 36/36000 FEDERAL EMISSION                         | 12/31/2004     | 26 miles           | 12/31/2007 | 36026 miles  |
| 60/60000 POWERTRAIN - U.S.                        | 12/31/2004     | 26 miles           | 12/31/2009 | 60026 miles  |

## CLAIM HISTORY

| R.O Date   | R.O Number | Type | Labor Operation          | Odometer Reading |
|------------|------------|------|--------------------------|------------------|
| 05/14/2007 | 289413     | #    | D9714 - HVAC CASE RESEAL | 19164 miles      |

|            |        |   |  |             |
|------------|--------|---|--|-------------|
| 04/10/2007 | 288013 | # | B7288 - HEADLAMP/COMPOSITE ASSEMBLY - RIGHT - REPLACE    | 17360 miles |
| 06/06/2005 | 257166 | # | V1359 - 05046 - REWIRE AIRBAG AND INSTALL JUMPER HARNESS | 2893 miles  |
| 04/26/2005 | 255306 | # | D4450 - A/C SYSTEM - ANALYZE                             | 1991 miles  |
| 12/14/2004 | 249294 | I | Z6999 - PDI RELATED FLUID ADDS                           | 2 miles     |
| 11/30/2004 | A13257 | I | Z7000 - PRE-DELIVERY INSPECTION - BASE TIME              | 0 miles     |

**CHECK HISTORY INFORMATION**

Vehicle Has No Associated Check History Information.

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## GM Vehicle Inquiry System Claim History

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

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|       |                        |
|-------|------------------------|
| VIN : | 1G1AK52F857 [REDACTED] |
|-------|------------------------|

### CLAIM HISTORY

|                     |  |            |      |                          |                   |                           |             |                    |          |             |  |
|---------------------|--|------------|------|--------------------------|-------------------|---------------------------|-------------|--------------------|----------|-------------|--|
| Repair Order Date : |  | 05/14/2007 |      | Repair Order Number :    |                   | 289413                    |             | Odometer Reading : |          | 19164 miles |  |
| Serviced By :       | BOB HOOK CHEVROLET, INC.<br>4144 BARDSTOWN RD<br>LOUISVILLE, KY 40218-3267<br>(502) 499-0800 |            |      |                          |                   | Selling Source :          |             | 13 - CHEVROLET     |          |             |  |
|                     |  |            |      |                          |                   | Site Code :               |             | 25269              |          |             |  |
|                     |  |            |      |                          |                   | Business Associate Code : |             | 112988             |          |             |  |
| Cycle Date          | Cycle Nbr  | Case       | Type | Labor Operation          | Part              | Auth Code                 | Person Code | Line Total         | Comments |             |  |
| 05/18/2007          | 796  | 01         | #    | D9714 - HVAC CASE RESEAL | 15878211 - GASKET | N/A                       | N/A         | \$ 40.97           | N        |             |  |

|                     |  |            |      |   |                    |                           |             |                    |          |             |  |
|---------------------|--|------------|------|---|--------------------|---------------------------|-------------|--------------------|----------|-------------|--|
| Repair Order Date : |  | 04/10/2007 |      | Repair Order Number :                                 |                    | 288013                    |             | Odometer Reading : |          | 17360 miles |  |
| Serviced By :       | BOB HOOK CHEVROLET, INC.<br>4144 BARDSTOWN RD<br>LOUISVILLE, KY 40218-3267<br>(502) 499-0800 |            |      |   |                    | Selling Source :          |             | 13 - CHEVROLET     |          |             |  |
|                     |  |            |      |   |                    | Site Code :               |             | 25269              |          |             |  |
|                     |  |            |      |   |                    | Business Associate Code : |             | 112988             |          |             |  |
| Cycle Date          | Cycle Nbr  | Case       | Type | Labor Operation                                       | Part               | Auth Code                 | Person Code | Line Total         | Comments |             |  |
| 04/17/2007          | 787  | 01         | #    | B7288 - HEADLAMP/COMPOSITE ASSEMBLY - RIGHT - REPLACE | 15904547 - CAPSULE | N/A                       | N/A         | \$ 143.31          | N        |             |  |

|                     |  |            |      |                       |      |                           |             |                    |          |            |  |
|---------------------|--|------------|------|-----------------------|------|---------------------------|-------------|--------------------|----------|------------|--|
| Repair Order Date : |  | 06/06/2005 |      | Repair Order Number : |      | 257166                    |             | Odometer Reading : |          | 2893 miles |  |
| Serviced By :       | BOB HOOK CHEVROLET, INC.<br>4144 BARDSTOWN RD<br>LOUISVILLE, KY 40218-3267<br>(502) 499-0800 |            |      |                       |      | Selling Source :          |             | 13 - CHEVROLET     |          |            |  |
|                     |  |            |      |                       |      | Site Code :               |             | 25269              |          |            |  |
|                     |  |            |      |                       |      | Business Associate Code : |             | 112988             |          |            |  |
| Cycle Date          | Cycle Nbr  | Case       | Type | Labor Operation       | Part | Auth Code                 | Person Code | Line Total         | Comments |            |  |
|                     |  |            |      | V1359 - 05046 -       |      |                           |             |                    |          |            |  |

|            |     |    |   |  |                       |     |     |          |   |
|------------|-----|----|---|--|-----------------------|-----|-----|----------|---|
| 06/10/2005 | 594 | 01 | # | REWIRE AIRBAG AND<br>INSTALL JUMPER<br>HARNESS | 15785514 -<br>HARNESS | N/A | N/A | \$ 35.14 | N |
|------------|-----|----|---|--|-----------------------|-----|-----|----------|---|

|                     |           |  |      |                              |  |                           |  |                    |             |            |          |
|---------------------|-----------|--|------|------------------------------|--|---------------------------|--|--------------------|-------------|------------|----------|
| Repair Order Date : |           | 04/26/2005   |      | Repair Order Number :        |  | 255306                    |  | Odometer Reading : |             | 1991 miles |          |
| Serviced By :       |           | BOB HOOK CHEVROLET, INC.<br>4144 BARDSTOWN RD<br>LOUISVILLE, KY 40218-3267<br>(502) 499-0800 |      |                              |  | Selling Source :          |  | 13 - CHEVROLET     |             |            |          |
|                     |           |  |      |                              |  | Site Code :               |  | 25269              |             |            |          |
|                     |           |  |      |                              |  | Business Associate Code : |  | 112988             |             |            |          |
| Cycle Date          | Cycle Nbr | Case   | Type | Labor Operation              |  | Part                      |  | Auth Code          | Person Code | Line Total | Comments |
| 05/06/2005          | 584       | 01   | #    | D4450 - A/C SYSTEM - ANALYZE |  | N/A                       |  | N/A                | N/A         | \$ 28.20   | N        |

|                     |           |  |      |                                |  |                           |  |                    |             |            |          |
|---------------------|-----------|--|------|--------------------------------|--|---------------------------|--|--------------------|-------------|------------|----------|
| Repair Order Date : |           | 12/14/2004   |      | Repair Order Number :          |  | 249294                    |  | Odometer Reading : |             | 2 miles    |          |
| Serviced By :       |           | BOB HOOK CHEVROLET, INC.<br>4144 BARDSTOWN RD<br>LOUISVILLE, KY 40218-3267<br>(502) 499-0800 |      |                                |  | Selling Source :          |  | 13 - CHEVROLET     |             |            |          |
|                     |           |  |      |                                |  | Site Code :               |  | 25269              |             |            |          |
|                     |           |  |      |                                |  | Business Associate Code : |  | 112988             |             |            |          |
| Cycle Date          | Cycle Nbr | Case   | Type | Labor Operation                |  | Part                      |  | Auth Code          | Person Code | Line Total | Comments |
| 12/24/2004          | 546       | 01   | 1    | Z6999 - PDI RELATED FLUID ADDS |  | N/A                       |  | N/A                | N/A         | \$ 0.50    | N        |

|                     |           |  |      |   |  |                           |           |                    |            |          |  |
|---------------------|-----------|--|------|---|--|---------------------------|-----------|--------------------|------------|----------|--|
| Repair Order Date : |           | 11/30/2004   |      | Repair Order Number :                       |  | A13257                    |           | Odometer Reading : |            | 0 miles  |  |
| Serviced By :       |           | BOB HOOK CHEVROLET, INC.<br>4144 BARDSTOWN RD<br>LOUISVILLE, KY 40218-3267<br>(502) 499-0800 |      |   |  | Selling Source :          |           | 13 - CHEVROLET     |            |          |  |
|                     |           |  |      |   |  | Site Code :               |           | 25269              |            |          |  |
|                     |           |  |      |   |  | Business Associate Code : |           | 112988             |            |          |  |
| Cycle Date          | Cycle Nbr | Case   | Type | Labor Operation                             |  | Part                      | Auth Code | Person Code        | Line Total | Comments |  |
| 12/03/2004          | 540       | 01   | 1    | Z7000 - PRE-DELIVERY INSPECTION - BASE TIME |  | N/A                       | N/A       | N/A                | \$ 75.36   | N        |  |

## CHECK HISTORY

Vehicle Has No Associated Check History.

## GM Vehicle Inquiry System Vehicle Build

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|     |                        |
|-----|------------------------|
| VIN | 1G1AK52F857 [REDACTED] |
|-----|------------------------|

### VEHICLE BUILD

|                               |                                 |                |        |
|-------------------------------|---------------------------------|----------------|--------|
| Merchandising Model :         | 1AK69 -2005 COBALT 4-DOOR SEDAN |                |        |
| Gross Vehicle Weight Rating : | 1717 kg (3786 lb)               | Order Number : | HS8M8C |
| Build Date :                  | 11/30/2004                      | Build Plant :  | 157A   |

### OPTION CODES

|  |                                       |
|--|---------------------------------------|
| AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS  | AR9 - DELUXE FRONT BUCKET SEAT        |
| B34 - FLOOR MATS                               | B35 - REAR FLOOR MATS                 |
| C67 - ELECT. FRONT AIR CONDITIONER             | DC8                                   |
| FE1 - SUSPENSION SYSTEM-SOFT RIDE              | FE9 - 50-STATE EMISSIONS              |
| FY1 - TRANS/AXLE 3.63 RATIO                    | IPB - INTERIOR TRIM DESIGN            |
| J41 - POWER DISC FRONT BRAKES                  | K64 - 115 AMP GENERATOR               |
| LOD - ASSEMBLY PLANT - LORDSTOWN, OHIO         | L61 - 2.2L DOHC 4 CYL ENGINE          |
| MN5 - 4 SPEED AUTO TRANSMISSION                | MX0 - 4-SPD. AUTO. TRANS. W/OVERDRIVE |
| NT7 - FEDERAL EMISSION TIER 2                  | N46 - 4 SPOKE STEERING WHEEL          |
| PG1 - 15" STEEL WHEEL                          | QTU - P195/60R15 TOURING BW TIRES     |
| SLM - STOCK ORDERS                             | UQ4 - BASE SPEAKER SYSTEM             |
| UIC - AM/FM STEREO W/CD AND CLOCK              | VM3 - CONSUMER INFORMATION LABEL      |
| V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA | 1SA - BASE PACKAGE                    |
| ISZ - OPTION PACKAGE DISCOUNT                  | 14B - GRAY                            |
| 141 - GRAY                                     | 6AR - FRONT SPRING                    |
| 7AR - FRONT SPRING                             | 74U - VICTORY RED                     |
| 8AA - REAR SPRING                              | 9AA - REAR SPRING                     |

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July 10, 2007

ESIS  
300 Renaissance Center  
Mail Code 482 C20 D71  
Detroit, MI 48265

313-665-3396 tel  
313-665-0911 fax  
www.esis.com

Paul Olle  
Claims Administrator

TIFFANY TUCKER  
8201 LATANIA DR  
LOUISVILLE, KY 40258

RE: Claimant: [REDACTED]  
Our File No.: 634681  
Our Client: General Motors Corporation  
Date/Event: 5/16/2007  
Subject vehicle: 2005 Chevrolet Cobalt  
VIN: 1G1AK52F857 [REDACTED]

Dear [REDACTED]

ESIS is the third party administrator for General Motors for all claims alleging a product defect.

Thank you for discussing this matter with me on July 9, 2007. Enclosed is an *Authorization for use and/or Disclosure of Confidential Medical Information* form. Please sign and date where indicated and be sure to include the names and addresses for each of your treating doctors. Please return the completed form to me.

I have asked Jon Ball of Ball Investigation Group to assist in the investigation of your claim regarding the steering of a 2005 Chevrolet Cobalt. You should hear from him in the near future.

Thank you for your cooperation.

Sincerely,

Paul Olle

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ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Paul Olle**  
Claims Administrator

July 10, 2007

AMERICAN NATIONAL INSURANCE  
DAVID ALLEN  
1949 EAST SUNSHINE  
SPRINGFIELD, MO 65899

RE: Claimant: [REDACTED]  
Our File No.: 634681  
Our Client: General Motors Corporation  
Date/Event: 5/16/2007  
VIN: 1G1AK52F857 [REDACTED]  
Your File No.: 16A1JU852

Dear Mr. Allen:

I am writing to confirm our conversation of July 9, 2007 during which you agreed to allow us to inspect a 2005 Chevrolet Cobalt owned by American National Insurance and retrieve data from the air bag system. I have asked Jon Ball of Ball Investigation Group to do this. I estimate the inspection will take about 2-3 hours.

As part of the inspection, we will likely take photographs and measurements. Also, your vehicle is equipped with an air bag Sensing and Diagnostic Module (SDM). As explained in the Owner's Manual, in addition to its other functions, the SDM records information about the air bag system and other crash related data in an air bag deployment event and some near-deployment crashes. The SDM in your vehicle also records the following pre-crash data: vehicle speed, throttle position, brake application and engine RPM for 5 seconds prior to the deployment or near deployment event. As part of our investigation, we will download the SDM data using the Vetronix Crash Data Retrieval software. We will provide you with a copy of that data at the time we retrieve it or as soon after as is practical.

Please note the potential GM uses of this crash data once GM has a copy in its files. Once collected, the SDM crash data is available for GM's research needs. Also, in summary form, this information may be provided to non-GM organizations (i) which have a reasonable need for it, (ii) which have a demonstrated ability to utilize such data, and (iii) which are expected to use it for studies aimed at improving safety to the benefit of the public at large, the auto industry, or GM. However, information which ties SDM crash data to a particular vehicle, such as VIN, owner name, or date and location, will generally not be disclosed by GM other than (a) to the involved owner/lessee or his/her designated agent, (b) in response to an official request of police or similar government office, (c) for research where appropriate confidentiality is maintained and need is shown, (d) as part of GM's defense of litigation involving the subject vehicle or other GM products, or (e) as otherwise required by law.

If you have any additional questions about our upcoming inspection, you can contact me at 1.800.888.0164 Monday through Friday from 8:00 AM to 4:30 PM.

Sincerely,

Paul Olle



# KENTUCKY UNIFORM POLICE TRAFFIC COLLISION REPORT

RESUB-  
MISSION ☐ REPLACE-  
MENT ☐ ORIGINAL  
MASTER  
FILE #

INVESTIGATING AGENCY

LOUISVILLE METRO POLICE DEPT 0568000

AGENCY ORI NUMBER

LOCAL CODE

07035301

ROADWAY NAME

PARKING LOT ☐ ☐

INTERSECTION WITH ☐ ☐

BETWEEN STREETS ☐ ☐

CHAMBERLAIN LANE

SHEMAMDOAH DRIVE

ROADWAY #

MILES

FEET

MALEPORT #

INJURED

KILLED

# UNITS  
INVOLVED

HIT &  
RUN

ONE  
WAY

SPEED LIMIT

25

IN CITY LIMITS? ☐ ☐

MILES FROM CITY

CITY/TOWN - write name below and enter  
code to the right.

LOUISVILLE

MANNER OF COLLISION

- ☐ ANGLE ☐ Sideswipe, OPPOSITE DIRECTION  
☐ BACKING ☐ Sideswipe, SAME DIRECTION  
☐ HEAD ON ☐ SINGLE VEHICLE  
☐ OPPOSING LEFT TURN  
☐ REAR END  
☐ REAR TO REAR

LOCATION 1ST EVENT

- ☐ CORE ☐ OTHER  
☐ MEDIAN PROPERTY  
☐ ON ROADWAY  
☐ OUTSIDE SHOULDER, LEFT  
☐ OUTSIDE SHOULDER, RIGHT  
☐ SHOULDER

TRAFFIC CONTROL

- ☐ ADVISORY SPEED ☐ NO PASSING ZONE ☐ STOP SIGN  
☐ SIGN ☐ OFFICER OR FLAGMAN ☐ WARNING SIGNS  
☐ CENTER LINE ☐ RR. GATES ☐ YIELD SIGN  
☐ CURVE SIGN ☐ RR. SIGNS OR SIGNALS ☐ OTHER  
☐ FLASHING LIGHT ☐ SCHOOL ZONE SIGNS ☐ NONE  
☐ MEDIAN ☐ STOP & GO SIGNAL

ROADWAY TYPE

- ☐ COUNTY ROAD ☐ PARKWAY  
☐ FEDERAL ☐ STATE  
☐ FRONTAGE ROAD ☐ NONE OF  
THE ABOVE  
☐ INTERSTATE  
☐ LOCAL STREET

TOTAL LANES

- ☐ 1 ☐ 2 ☐ 3 ☐ 4  
☐ 5 ☐ 6 ☐ 7 ☐ 8  
☐ 9 ☐ 10 ☐ 11 ☐ 12

ROADWAY CHARACTER

- ☐ CURVE & GRADE ☐ STRAIGHT & GRADE  
☐ CURVE & HILLCREST ☐ STRAIGHT & HILLCREST  
☐ CURVE & LEVEL ☐ STRAIGHT & LEVEL

ROADWAY SURFACE

- ☐ ASPHALT  
☐ CONCRETE  
☐ GRAVEL  
☐ OTHER

ROADWAY CONDITION

- ☐ DRY ☐ OTHER  
☐ ICE  
☐ SAND, MUD, DIRT, OIL, GRAVEL  
☐ SNOW/SLUSH  
☐ WET

WEATHER

- ☐ BLOWING SAND, SOL. ☐ RAINING  
☐ DIRT, SNOW ☐ SEVERE CROSSWINDS  
☐ CLEAR ☐ SLEET/HAIL  
☐ CLOUDY ☐ SNOWING  
☐ FOG/SMOG/SMOKE ☐ OTHER  
☐ FOG WITH RAIN

LIGHT CONDITION

- ☐ DAWN ☐ DARKNESS-HIGHWAY LIGHTED OFF  
☐ DAYLIGHT ☐ DARKNESS-HIGHWAY LIGHTED ON  
☐ DUSK ☐ DARKNESS-HIGHWAY NOT LIGHTED

LAND USE

- ☐ BUSINESS ☐ RURAL  
☐ INDUSTRIAL ☐ SCHOOL  
☐ LIMITED ACCESS  
☐ PARK  
☐ PRIVATE PROPERTY  
☐ RESIDENTIAL

SCHOOL BUS RELATED

- ☐ DIRECTLY  
☐ INDIRECTLY  
☐ NOT APPLICABLE

FIRST AID AT SCENE

☐ ☐

FIRST AID GIVEN BY

ANCHORAGE EMS

INJURED REMOVED TO

BARTIST EAST

EMS AGENCY

AND RUN #

2081-34527

EMS AGENCY

AND RUN #

EMS AGENCY

AND RUN #

EMS NOTIFIED TIME

EMS ARRIVED TIME

EMS TIME AT HOSPITAL

EMS NOTIFIED TIME

EMS ARRIVED TIME

EMS TIME AT HOSPITAL

EMS NOTIFIED TIME

EMS ARRIVED TIME

EMS TIME AT HOSPITAL

INJURED OR DECEASED REMOVED BY

- ☐ FUNERAL HOME/CORONER'S VEHICLE ☐ MUNICIPAL CO. EMERGENCY VEHICLE ☐ POLICE CAR ☐ PRIVATE VEHICLE  
☐ HELICOPTER/OTHER AIR VEHICLE ☐ POLICE AMBULANCE ☐ PRIVATE AMBULANCE ☐ OTHER

DESCRIPTION OF COLLISION

Unit 1 was traveling Southbound on Chamberlain Ln  
and when Unit 1 came around turn at Sheppard Dr  
and Chamberlain Ln Unit 1 lost control of vehicle  
and struck telephone pole. Moderate/severe damage  
to both vehicles.

MAY 18 2007

BY

COMP.

PHOTOS:

PHOTOGRAPHER

UNIT NO:

INVESTIGATOR

D. Williams

LD. NUMBER

7648

BEAT OR POST NO.

118

TIME NOTIFIED

1847

TIME ARRIVED

1855

RDWY OPENED

1906

REVIEWED BY:

2815

PAGE OF PAGES

113



MASTER FILE #:

01484043

KSP 74 Revised 1/2000

LOCAL CODE

07035301

1 ☒ ☐ ☐ PROPERTY DAMAGE-OTHER THAN VEHICLES

PROPERTY

☒ ☐ ☐ ☐ ☐BELL, SCOTT  
OWNER/ADDRESS

1/200 Summit Plaza Dr Louisville KY 40241

2 ☒ ☐ ☐ PROPERTY DAMAGE-OTHER THAN VEHICLES

PROPERTY

☐ ☐ ☐ ☐ ☐

OWNER/ADDRESS

3 ☒ ☐ ☐ PROPERTY DAMAGE-OTHER THAN VEHICLES

PROPERTY

☐ ☐ ☐ ☐ ☐

OWNER/ADDRESS

## DIAGRAM

Indicate North by Arrow

SHENANDOAH DR

N T

CHAMBERLIN DR

Unit 1

UTILITY Pole

PAGE OF PAGES

2 13



MASTER FILE #: 01484043

KSP 74 Revised 1/2000



UNIT 8 TOWED (11) REMOVED TO: 1 OPERATOR'S LIC. NO. AAA 604 206 032 OPERATOR'S LICENSE RESTRICTIONS (11) COMP (11) CO. RESIDENT (11) COL (11) OWNER (11) OPERATOR LAST NAME FIRST NAME ALL A DATE OF BIRTH STREET NUMBER AND NAME CITY LOUISVILLE STATE KY ZIP CODE INVOLVED PERSONS: NAME, ADDRESS, CITY, STATE AND ZIP DATE OF BIRTH DATE OF DEATH 14 15 16 17 18 19 20 21 22 23 NAME OPERATOR ADDRESS NAME ADDRESS NAME ADDRESS NAME ADDRESS NAME ADDRESS VEHICLE YEAR MAKE MODEL TYPE STATE REGISTRATION NUMBER YEAR 2005 Chevy Cobalt 4 door KY 829 C.F. 2007 VEHICLE ID. NUMBER 1G1AK52F857 VEHICLE INSURED (11) NAME OF INSURANCE CO. American National Property & Casualty R.R.O. COLOR OF VEHICLE 1ST AREA OF CONTACT COMBINATION VEHICLE EXTENT OF DAMAGE SEVERE MINOR MINOR/MOD MOD/SEVERE UNKNOWN AIR BAG SWITCH ON NOT PRESENT OFF TRAVEL DIRECTION (11) (12) (13) ESTIMATED TRAVEL SPEED BETWEEN 35 & 45 MPH COMMERCIAL VEH. HAZ. CARGO SPILL HAZ. CARGO CODE TYPE CARGO/COMMODITY HAZ. SAFETY REPORT # CRASH AVOIDANCE (Fatal Only) BRKING (NO SKID MARKS; DRIVER STATED) BRKING (SKID MARKS EVIDENT) BRKING (OTHER REPORTED EVIDENCE) NO AVOIDANCE MANEUVER REPORTED OTHER AVOIDANCE MANEUVER STEERING (EVIDENCE OR STATED) STEERING AND BRAKING (EVIDENCE OR STATED) MOTOR CARRIER ADDRESS CARRIER NAME SOURCE DRIVER LOG BOOK SHIPPING PAPERS (TRUCK OR TRIP MANIFEST (BUS) SIDE OF VEHICLE SINGLE STATE REGISTRATION VIOLATION CODES CITATION NUMBER CASE NUMBER SUSPECTED DRIVING DRIVER (11) METHOD OF DETERMINATION FIELD SOBRIETY TEST OBSERVATION P.B.T. OTHER TEST OFFERED CHEMICAL TEST: BLOOD URINE BREATH REFUSED TESTED FOR: ALCOHOL DRUGS TAKEN BY SENT TO RESULTS PAGE OF PAGES 3 13

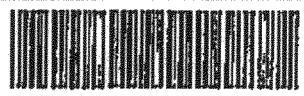


MASTER FILE #: 01484043

NCS# E34-203875-4-884  
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KSP 74 Revised 1/2000



|   |  |  |  |   |  |  |  |   |  |                              |  |   |  |                         |  |  |  |    |  |    |  |    |  |    |  |    |  |
|---|--|--|--|---|--|--|--|---|--|------------------------------|--|---|--|-------------------------|--|--|--|----|--|----|--|----|--|----|--|----|--|
| LOCAL CODE  |  |  |  |   |  |  |  |   |  | 1st 2nd                      |  |   |  |                         |  |  |  |    |  |    |  |    |  |    |  |    |  |
| UNIT # 2  |  | TOWED (Y) (N)  |  | REMOVED TO:   |  | # OCCUPANTS  |  | PEDESTRIAN FACTORS  |  |                              |  |   |  |                         |  |  |  |    |  |    |  |    |  |    |  |    |  |
| OPERATOR'S LIC. NO.   |  | STATE KY   |  | CO. RESIDENT (Y) (N)  |  | OWNER (Y) (N)  |  | <input type="checkbox"/> APPROACHING OR LEAVING VEHICLE<br><input type="checkbox"/> AT INTERSECTION<br><input type="checkbox"/> CROSSING AGAINST SIGNAL<br><input type="checkbox"/> CROSSING WITH SIGNAL<br><input type="checkbox"/> DARK CLOTHING NOT VISIBLE<br><input type="checkbox"/> DARTING INTO ROAD<br><input type="checkbox"/> DRIVING<br><input type="checkbox"/> DRUG RELATED<br><input type="checkbox"/> GETTING ON/OFF VEHICLE<br><input type="checkbox"/> IN CROSSWALK<br><input type="checkbox"/> JOGGING |  |                              |  |   |  |                         |  |  |  |    |  |    |  |    |  |    |  |    |  |
| OPERATOR'S LICENSE RESTRICTIONS (Y) (N)   |  | COMP (Y) (N)   |  | COL (Y) (N)   |  | OWNER (Y) (N)  |  | <input type="checkbox"/> LYING IN ROADWAY<br><input type="checkbox"/> NOT AT INTERSECTION<br><input type="checkbox"/> NOT IN ROADWAY<br><input type="checkbox"/> PHYSICAL IMPAIRMENT<br><input type="checkbox"/> PLAYING IN ROADWAY<br><input type="checkbox"/> PUSHING VEHICLE<br><input type="checkbox"/> SKATING/SKATEBOARDING<br><input type="checkbox"/> WALKING IN ROADWAY<br><input type="checkbox"/> WORKING IN ROADWAY<br><input type="checkbox"/> WORKING ON VEHICLE  |  |                              |  |   |  |                         |  |  |  |    |  |    |  |    |  |    |  |    |  |
| OPERATOR LAST NAME  |  | FIRST NAME   |  | MI  |  | CITY   |  | STATE   |  | ZIP CODE                     |  |   |  |                         |  |  |  |    |  |    |  |    |  |    |  |    |  |
| DATE OF BIRTH   |  | STREET NUMBER AND NAME   |  | CITY  |  | STATE  |  | ZIP CODE  |  |                              |  |   |  |                         |  |  |  |    |  |    |  |    |  |    |  |    |  |
| INVOLVED PERSONS: NAME, ADDRESS, CITY, STATE AND ZIP  |  |  |  | DATE OF BIRTH   |  | DATE OF DEATH  |  | 14  |  | 15                           |  | 16  |  | 17                      |  | 18   |  | 19 |  | 20 |  | 21 |  | 22 |  | 23 |  |
| NAME  |  |  |  | 14  |  | 15   |  | 16  |  | 17                           |  | 18  |  | 19                      |  | 20   |  | 21 |  | 22 |  | 23 |  |    |  |    |  |
| ADDRESS   |  |  |  | 14  |  | 15   |  | 16  |  | 17                           |  | 18  |  | 19                      |  | 20   |  | 21 |  | 22 |  | 23 |  |    |  |    |  |
| NAME  |  |  |  | 14  |  | 15   |  | 16  |  | 17                           |  | 18  |  | 19                      |  | 20   |  | 21 |  | 22 |  | 23 |  |    |  |    |  |
| ADDRESS   |  |  |  | 14  |  | 15   |  | 16  |  | 17                           |  | 18  |  | 19                      |  | 20   |  | 21 |  | 22 |  | 23 |  |    |  |    |  |
| NAME  |  |  |  | 14  |  | 15   |  | 16  |  | 17                           |  | 18  |  | 19                      |  | 20   |  | 21 |  | 22 |  | 23 |  |    |  |    |  |
| ADDRESS   |  |  |  | 14  |  | 15   |  | 16  |  | 17                           |  | 18  |  | 19                      |  | 20   |  | 21 |  | 22 |  | 23 |  |    |  |    |  |
| NAME  |  |  |  | 14  |  | 15   |  | 16  |  | 17                           |  | 18  |  | 19                      |  | 20   |  | 21 |  | 22 |  | 23 |  |    |  |    |  |
| ADDRESS   |  |  |  | 14  |  | 15   |  | 16  |  | 17                           |  | 18  |  | 19                      |  | 20   |  | 21 |  | 22 |  | 23 |  |    |  |    |  |
| NAME  |  |  |  | 14  |  | 15   |  | 16  |  | 17                           |  | 18  |  | 19                      |  | 20   |  | 21 |  | 22 |  | 23 |  |    |  |    |  |
| ADDRESS   |  |  |  | 14  |  | 15   |  | 16  |  | 17                           |  | 18  |  | 19                      |  | 20   |  | 21 |  | 22 |  | 23 |  |    |  |    |  |
| VEHICLE YEAR  |  | MAKE   |  | MODEL   |  | TYPE   |  | STATE   |  | REGISTRATION NUMBER          |  | YEAR  |  |                         |  |  |  |    |  |    |  |    |  |    |  |    |  |
| VEHICLE ID. NUMBER  |  |  |  | VEHICLE INSURED (Y) (N)   |  | NAME OF INSURANCE CO.  |  |   |  | COLOR OF VEHICLE             |  |   |  |                         |  |  |  |    |  |    |  |    |  |    |  |    |  |
| 1ST AREA OF CONTACT   |  |  |  | COMBINATION VEHICLE   |  |  |  | EXTENT OF DAMAGE  |  |                              |  | AIR BAG SWITCH  |  |                         |  | TRAVEL DIRECTION   |  |    |  |    |  |    |  |    |  |    |  |
|   |  |  |  |   |  |  |  | <input type="checkbox"/> VERY MINOR<br><input type="checkbox"/> MINOR<br><input type="checkbox"/> MINOR/MOD<br><input type="checkbox"/> MODERATE<br><input type="checkbox"/> MOD/SEVERE   |  |                              |  | <input type="checkbox"/> ON<br><input type="checkbox"/> OFF   |  |                         |  | <input type="checkbox"/> SEVERE<br><input type="checkbox"/> VERY SEVERE<br><input type="checkbox"/> OTHER PROPERTY<br><input type="checkbox"/> NO DAMAGE<br><input type="checkbox"/> UNKNOWN |  |    |  |    |  |    |  |    |  |    |  |
|   |  |  |  |   |  |  |  |   |  |                              |  |   |  |                         |  |  |  |    |  |    |  |    |  |    |  |    |  |
| COMMERCIAL VEH.   |  | HAZ. CARGO SPILL   |  | HAZ. CARGO CODE   |  | TYPE CARGO/COMMODITY   |  | HAS SAFETY REPORT #   |  | CRASH AVOIDANCE (Fatal Only) |  |   |  | MOST IMPARTIAL EVIDENCE |  |  |  |    |  |    |  |    |  |    |  |    |  |
| <input type="checkbox"/> SINGLE<br><input type="checkbox"/> COMBINATION<br><input type="checkbox"/> PORTAIR |  | <input type="checkbox"/> NO. AXLES<br><input type="checkbox"/> NO. TRAILERS  |  | US DOT #  |  | ICC MC #   |  | <input type="checkbox"/> BRAKING (NO SKIDMARKS; DRIVER STATED)<br><input type="checkbox"/> BRAKING (SKIDMARKS EVIDENT)<br><input type="checkbox"/> BRAKING (OTHER REPORTED EVIDENCE)<br><input type="checkbox"/> NO AVOIDANCE MANEUVER REPORTED<br><input type="checkbox"/> OTHER AVOIDANCE MANEUVER<br><input type="checkbox"/> STEERING (EVIDENCE OR STATED)<br><input type="checkbox"/> STEERING AND BRAKING (EVIDENCE OR STATED)  |  |                              |  | <input type="checkbox"/> FIELD SOBRIETY TEST<br><input type="checkbox"/> OBSERVATION<br><input type="checkbox"/> R.B.T.<br><input type="checkbox"/> OTHER |  |                         |  | <input type="checkbox"/> SIDE OF VEHICLE<br><input type="checkbox"/> SINGLE STATE<br><input type="checkbox"/> REGISTRATION   |  |    |  |    |  |    |  |    |  |    |  |
| GVWR TOTAL  |  | MOTOR CARRIER NAME   |  | MOTOR CARRIER ADDRESS   |  | CARRIER NAME SOURCE  |  | SUSPECTED DRIVING DRIVER (Y) (N)  |  | METHOD OF DETERMINATION      |  | RESULTS   |  | PAGE OF PAGES           |  |  |  |    |  |    |  |    |  |    |  |    |  |
|   |  |  |  |   |  | <input type="checkbox"/> DRIVER<br><input type="checkbox"/> LOG BOOK<br><input type="checkbox"/> SHIPPING PAPERS (TRUCKS OR TRIP MANIFEST (BUS)) |  |   |  |                              |  |   |  |                         |  |  |  |    |  |    |  |    |  |    |  |    |  |
| VIOLATION CODES   |  | CITATION NUMBER  |  | CASE NUMBER   |  | SENT TO  |  |   |  |                              |  |   |  |                         |  |  |  |    |  |    |  |    |  |    |  |    |  |
| TEST OFFERED (Y) (N)  |  | CHEMICAL TEST<br><input type="checkbox"/> BLOOD<br><input type="checkbox"/> URINE<br><input type="checkbox"/> BREATH<br><input type="checkbox"/> REFUSED |  | TESTED FOR:<br><input type="checkbox"/> ALCOHOL<br><input type="checkbox"/> DRUGS |  | TAKEN BY   |  |   |  |                              |  |   |  |                         |  |  |  |    |  |    |  |    |  |    |  |    |  |



MASTER FILE #: 01484043

**A. Pre-Collision Vehicle Action**

- 1 Avoiding Object in Roadway
- 2 Backing
- 3 Changing Lanes
- 4 Entering Parked Position
- 5 Going Straight Ahead
- 6 Leaving Traffic Lane
- 7 Making Left Turn
- 8 Making Right Turn
- 9 Making U Turn
- 10 Merging
- 11 Overtaking
- 12 Parked
- 13 Slowing or Stopping
- 14 Starting From Parking
- 15 Starting in Traffic
- 16 Stopped in Traffic
- 17 Wrong Way
- 97 Other
- 98 Unknown

**B. Unit Type Code**

- 1 Bicycle
- 2 Bus
- 3 Emergency Vehicle—In Response
- 4 Emergency Vehicle—Non-Response
- 5 Farm Tractor and/or Farm Equipment
- 6 Go-Cart
- 7 Hit & Run/Unknown
- 8 Lt. Truck (Van, Sports Utility, Pick-up)
- 9 Military Vehicle
- 10 Motorcycle
- 11 Motor Home/Recreational Vehicle
- 12 Motor Scooter or Motor Bicycle
- 13 Other Public Owned Vehicle
- 14 Passenger Car
- 15 Passenger Car & Trailer
- 16 Pedestrian
- 17 Railroad Train
- 18 Riding Animal/Animal-Drawn Vehicle
- 19 School Bus
- 20 Taxicab
- 21 Truck & Trailer
- 22 Truck—Single Unit
- 23 Truck Tractor & Semi-Trailer
- 24 Truck—Other Combination
- 97 Other

**C. Fire**

- 1 Yes
- 2 No

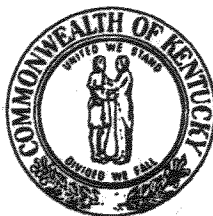
**D. Overturned**

- 1 Yes
- 2 No

**E. Contributing Factors—Human**

- 1 Alcohol Involvement
- 2 Cell Phone
- 3 Disregard Traffic Control
- 4 Distraction
- 5 Drug Involvement
- 6 Emotional
- 7 Exceeded Stated Speed Limit
- 8 Failed to Yield Right of Way
- 9 Fatigue
- 10 Fell Asleep
- 11 Following Too Close
- 12 Improper Backing
- 13 Improper Passing
- 14 Inattention
- 15 Lost Consciousness/Fainted
- 16 Medication
- 17 Misjudge Clearance
- 18 Not Under Proper Control
- 19 Overcorrecting/Oversteering
- 20 Physical Disability
- 21 Sick
- 22 Too Fast for Conditions
- 23 Turning Improperly
- 24 Weaving in Traffic
- 97 Other
- 98 None Detected

# **KENTUCKY UNIFORM POLICE TRAFFIC COLLISION REPORT**

**IMPORTANT INSTRUCTIONS:**

1. Use a black or blue ballpoint pen to completely fill in the appropriate ovals along the sides and body of the Traffic Collision Report. PENCILS, MARKERS, FELT-TIP, OR OTHER COLOR PENS ARE NOT ACCEPTABLE.

**Correct Way:** ○ ○ ●

**Wrong Way:** ⊗ ⊗ ⊗

A minimum amount of "white-out" is acceptable to correct errors.

2. Using the front of the Cover Code Sheet, fill in the correct corresponding ovals located down both sides of the Unit Pages of the Traffic Collision Report. This information pertains to each unit involved in the traffic collision.
3. The back of the Cover Code Sheet identifies the information needed to correctly answer items 14–23 also on the Unit Pages of the Traffic Collision Report. This information pertains to "individuals" involved in the traffic collision.
4. Use upper case block letters to fill in text information.

JOHN DOE

0123456789

5. There are separate supplemental reports in the back of each report pad.
6. See the Traffic Collision Manual for procedures on submitting a supplemental traffic collision report.

**Manner of Collision Legend:\***

|  |  |                           |          |
|--|--|---------------------------|----------|
| <b>Angle</b><br>   | <b>1 Backing</b><br>                   | <b>2 Head On</b><br>      | <b>3</b> |
| <b>Opposing Left Turn</b><br>(roadway intersection only)<br> | <b>4 Rear End</b><br>                  | <b>5 Rear to Rear</b><br> | <b>6</b> |
| <b>Sideswipe, Opposite Direction</b><br>                     | <b>7 Sideswipe, Same Direction</b><br> | <b>*Front of Car</b> →    |          |

**F. 1st & 2nd Event Collision—Non-Fixed Object**

- Animal 1
- Bicycle 2
- Deer 3
- Motor Vehicle in Transport, Other Roadway 4
- Other Motor Vehicle 5
- Pedestrian 6
- Railroad Train 7
- Other Object/Not Fixed 8

**G. Fixed Object**

- Bridge Parapet End 9
- Bridge Pier, Abutment 10
- Bridge Rail 11
- Building/Wall 12
- Crash Cushion/Impact Attenuator 13
- Culvert/Head Wall 14
- Curbing 15
- Earth Embankment/Rock Cut/Ditch 16
- Fence 17
- Fire Hydrant 18
- Guardrail End 19
- Guardrail Face 20
- Light/Luminaire Support 21
- Mailbox 22
- Median Barrier 23
- Other Post, Pole or Support 24
- Overhead Sign Support 25
- Sign Post 26
- Snow Embankment 27
- Toll Booth 28
- Traffic Signal Support 29
- Tree 30
- Utility Pole 31
- Other Fixed Object 32

**H. Non-Collision**

- Fell From Vehicle 33
- Fire/Explosion 34
- Jackknife 35
- Overturned 36
- Ran Off Roadway (Only) 37
- Submersion 38
- Other Non-Collision 39

**I. Contributing Factors—Vehicular**

- Brakes Defective 1
- Headlights Defective 2
- Load Securement 3
- Other Lighting Defective 4
- Oversized Load On Vehicle 5
- Overweight 6
- Steering Failure 7
- Tire Failure 8
- Tow Hitch Defective/Sep. of Units 9
- Other 97
- None Detected 98

**J. Contributing Factors—Environmental**

- Animals Action 1
- Construction Work Zone 2
- Debris in Roadway 3
- Fixed Object(s) 4
- Glare 5
- Holes/Deep Ruts/Bumps 6
- Improperly Parked Vehicle(s) 7
- Improper/Non-Working Traffic Controls 8
- Maintenance/Utility Work Zone 9
- Shoulders Defective/Drop-off 10
- Slippery Surface 11
- View Obstructed/Limited 12
- Water Pooling 13
- Other 97
- None Detected 98

**K. Underride/Override**

- No Underride or Override 1
- Override, Motor Vehicle in Transport 2
- Override, Other Vehicle 3
- Underride (Compartment Intrusion) 4
- Underride (Compt. Intrusion Unknown) 5
- Underride (No Compartment Intrusion) 6
- Unknown 98

**COLOR CODE**

### Orange—Required

## Recd - Fatal

**Gray—Injury Only**

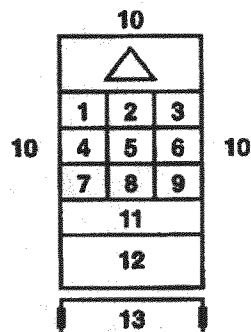
**Blue—Commercial Vehicle**

## 14 Person Type

- 1 Driver
- 2 Passenger
- 3 Pedestrian
- 4 Animal-Drawn/Ridden
- 5 Bicyclist
- 6 Train Engineer
- 7 Witness
- 8 Owner

☐ Yes

☐ No

**16 Position In/On Vehicle**

- 1 Driver
- 2-9 Passenger
- 10 Riding/Hanging On Outside
- 11 Sleeper Compartment
- 12 Pickup Bed
- 13 Trailer

## 17 Injury Severity

- 1 Fatal  
2 Incapacitating  
3 Non-Incapacitating  
5 None Detected

- 1 Head/Face
- 2 Neck
- 3 Chest
- 4 Back
- 5 Abdomen/Pelvis
- 6 Arms/Hands
- 7 Legs/Feet
- 8 Multiple—Entire Body

## 19 Restraint Use

- |   |                         |
|---|-------------------------|
| 1 | Shoulder/Lap Belt       |
| 2 | Installed/Not In Use    |
| 3 | Lap Belt Only           |
| 4 | Shoulder Belt Only      |
| 5 | Child Safety Seat       |
| 6 | Helmet                  |
| 7 | Helmet Not Used         |
| 8 | Other Passive Restraint |
| 9 | Not Installed           |

## 20 Air Bag

- 1 Installed/Not Deployed  
2 Deployed—Front  
3 Deployed—Side  
4 Not Installed

## 21 Trapped

- 1 Not Trapped  
2 Extricated By Mechanical Means  
3 Freed By Non-Mechanical Means

## 22 Ejection From Vehicle

- |   |                   |
|---|-------------------|
| 1 | Not Ejected       |
| 2 | Partially Ejected |
| 3 | Totally Ejected   |

### 23 Ejection Path (Fatal Only)

- 1 Not Electric (not Applicable)
- 2 Through Side Door Opening
- 3 Through Side Window
- 4 Through Windshield
- 5 Through Back Window
- 6 Through Back Door
- 7 Tailgate Opening
- 8 Through Roof Opening  
(sunroof, convertible top down)
- 9 Through Roof
- 10 Other Path (e.g., back of pickup truck)
- 11 Unknown

## CDR File Information

|                               |   |
|-------------------------------|---|
| Vehicle Identification Number | 1G1AK52F857   |
| Investigator                  | Ralph J Lemongelli III, Midwest Collision Consultants |
| Case Number                   | 634681  |
| Investigation Date            | Wednesday, August 22 2007                             |
| Crash Date                    | Wednesday, May 16 2007                                |
| Filename                      | 1G1AK52F857 CDR                                       |
| Saved on                      | Wednesday, August 22 2007 at 12:24:29 PM              |
| Collected with CDR version    | Crash Data Retrieval Tool 2.9016                      |
| Reported with CDR version     | Crash Data Retrieval Tool 2.9016                      |
| EDR Device Type               | airbag module   |
| Event(s) recovered            | Deployment  |

## SDM Data Limitations

### SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times. The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event, then the Deployment Level Event will overwrite the Non-Deployment Event file.

### SDM Data Limitations:

-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis.  
-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left.

### SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.

-The Belt Switch Circuit is wired directly to the SDM.



| Parameter                                     | -5 sec  | -4 sec  | -3 sec  | -2 sec  | -1 sec  |
|---|---------|---------|---------|---------|---------|
| Vehicle Dynamics Control Active (If Equipped) | Invalid | Invalid | Invalid | Invalid | Invalid |

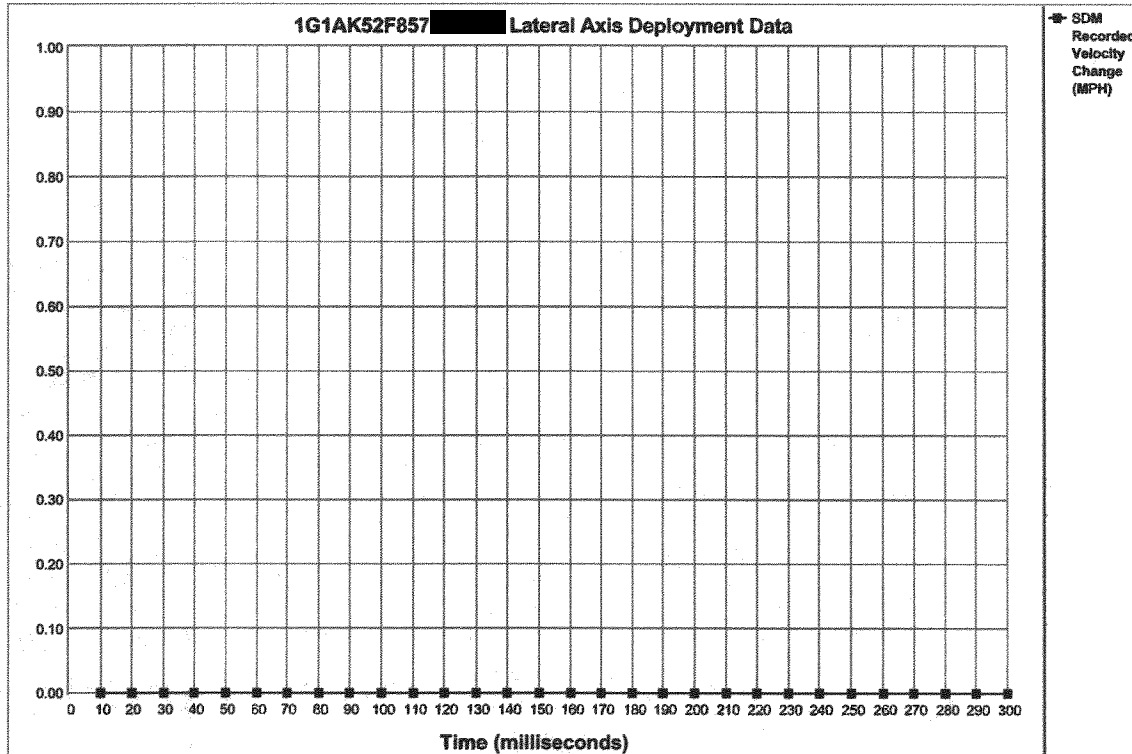
## System Status At Deployment

|  |                       |
|--|-----------------------|
| Ignition Cycles At Investigation   | 4832                  |
| SIR Warning Lamp Status  | OFF                   |
| SIR Warning Lamp ON/OFF Time (seconds)   | 655200                |
| Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously                       | 4814                  |
| Ignition Cycles At Event   | 4815                  |
| Ignition Cycles Since DTCs Were Last Cleared   | 254                   |
| Driver's Belt Switch Circuit Status  | UNBUCKLED             |
| Diagnostic Trouble Codes at Event, fault number: 1                                       | N/A                   |
| Diagnostic Trouble Codes at Event, fault number: 2                                       | N/A                   |
| Diagnostic Trouble Codes at Event, fault number: 3                                       | N/A                   |
| Diagnostic Trouble Codes at Event, fault number: 4                                       | N/A                   |
| Diagnostic Trouble Codes at Event, fault number: 5                                       | N/A                   |
| Diagnostic Trouble Codes at Event, fault number: 6                                       | N/A                   |
| Automatic Passenger SIR Suppression System Validity Status at AE                         | Invalid               |
| Automatic Passenger SIR Suppression System Status at AE                                  | Air Bag<br>Suppressed |
| Automatic Passenger SIR Suppression System Validity Status at First Deployment Command   | Invalid               |
| Automatic Passenger SIR Suppression System Status at First Deployment Command            | Air Bag<br>Suppressed |
| Driver 1st Stage Time From Algorithm Enable to Deployment Command Criteria Met (msec)    | 52                    |
| Driver 2nd Stage Time From Algorithm Enable to Deployment Command Criteria Met (msec)    | Disposal              |
| Passenger 1st Stage Time From Algorithm Enable to Deployment Command Criteria Met (msec) | 52                    |
| Passenger 2nd Stage Time From Algorithm Enable to Deployment Command Criteria Met (msec) | Disposal              |
| Time Between Events (sec)  | 0                     |
| Driver First Stage Deployment Loop Commanded   | Yes                   |
| Driver Second Stage Deployment Loop Commanded  | Yes                   |
| Driver Side Deployment Loop Commanded  | No                    |
| Driver Pretensioner Deployment Loop Commanded  | Yes                   |
| Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded                               | No                    |
| Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded                               | No                    |
| Driver Knee Deployment Loop Commanded  | No                    |
| Passenger First Stage Deployment Loop Commanded  | Yes                   |
| Passenger Second Stage Deployment Loop Commanded   | Yes                   |
| Passenger Side Deployment Loop Commanded   | No                    |
| Passenger Pretensioner Deployment Loop Commanded   | Yes                   |
| Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded                            | No                    |
| Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded                            | No                    |
| Passenger Knee Deployment Loop Commanded   | No                    |
| Second Row Left Side Deployment Loop Commanded   | No                    |
| Second Row Left Pretensioner Deployment Loop Commanded                                   | No                    |
| Third Row Left Roof Rail/Head Curtain Loop Commanded                                     | No                    |
| Second Row Right Side Deployment Loop Commanded  | No                    |
| Second Row Right Pretensioner Deployment Loop Commanded                                  | No                    |
| Third Row Right Roof Rail/Head Curtain Loop Commanded                                    | No                    |
| Second Row Center Pretensioner Deployment Loop Commanded                                 | No                    |
| Driver 2nd Stage Deployment Loop Commanded for Disposal                                  | Yes                   |
| Passenger 2nd Stage Deployment Loop Commanded for Disposal                               | Yes                   |
| Crash Record Locked  | Yes                   |
| Vehicle Event Data (Pre-Crash) Associated With This Event                                | Yes                   |
| Deployment Event Recorded in the Non-Deployment Record                                   | No                    |
| Event Recording Complete   | Yes                   |



|                                     |        |        |        |        |        |        |       |       |       |        |        |        |        |        |        |
|-------------------------------------|--------|--------|--------|--------|--------|--------|-------|-------|-------|--------|--------|--------|--------|--------|--------|
| Time (milliseconds)                 | 10     | 20     | 30     | 40     | 50     | 60     | 70    | 80    | 90    | 100    | 110    | 120    | 130    | 140    | 150    |
| Longitudinal Axis Recorded Velocity | 0.00   | 0.00   | -0.68  | -1.36  | -2.03  | -2.71  | -5.42 | -7.46 | -9.49 | -10.85 | -12.20 | -13.56 | -14.91 | -16.27 | -16.95 |
| Time (milliseconds)                 | 160    | 170    | 180    | 190    | 200    | 210    | 220   | 230   | 240   | 250    | 260    | 270    | 280    | 290    | 300    |
| Longitudinal Axis Recorded Velocity | -17.62 | -18.30 | -18.98 | -18.98 | -18.98 | -18.98 | 0.00  | 0.00  | 0.00  | 0.00   | 0.00   | 0.00   | 0.00   | 0.00   | 0.00   |





| Time (milliseconds)                         | 10   | 20   | 30   | 40   | 50   | 60   | 70   | 80   | 90   | 100  | 110  | 120  | 130  | 140  | 150  |
|---|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Lateral Axis Recorded Velocity Change (MPH) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Time (milliseconds)                         | 160  | 170  | 180  | 190  | 200  | 210  | 220  | 230  | 240  | 250  | 260  | 270  | 280  | 290  | 300  |
| Lateral Axis Recorded Velocity Change (MPH) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

## Hexadecimal Data

```

$01 00 00 00 00 59 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 94 32
$07 00 09 00 00 00 00 00
$08 00 FF 00 00 00 00 00
$09 00 9B 9A 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 05 0F 00 00 00
$0C 00 00 00 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 00 00 00 00 00 00 00
$0F A0 00 00 00 00 00 00
$10 47 31 41 4B 35 32 46
$11 38 35 37 35 31 33 32
$12 35 37 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 07 07 07 07 00 00 00
$18 00 07 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 30 00 66 00 78 00
$1C 3F 00 00 02 00 18 00
$1D 00 00 00 00 00 00 00
$1E 4F 00 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF 01 00 00 70 00 00
$22 00 89 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 80 00 A4 00 11 00 00
$2F 00 FE 12 E0 00 00 00
$30 9D 00 00 00 00 00 00
$31 00 20 35 38 38 00 00
$32 00 00 00 80 00 00 00
$33 27 5E 6F 6F 6F 00 00
$34 17 24 25 2D 26 00 00
$35 25 25 21 1B 15 00 00
$36 00 00 00 00 00 00 00
$37 00 00 00 02 04 00 E2
$38 78 00 00 00 03 C0 00
$39 00 00 00 00 00 80 00
$3A 00 00 00 00 00 80 00
$3B 03 06 0C 00 00 00 00
$3C 00 00 00 00 00 00 C0
$3D 31 41 4B 35 32 46 00
$3E 35 51 32 57 00 00 00
$3F 00 00 90 00 00 00 00
$40 00 00 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 FF FF FF FF 00 00
$43 FF FF FF 00 00 00 00

```

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$44 FF FF FF FF FF FF 00
$45 FF FF FF FF FF FF 00
$46 FF FF FF FF FF FF 00
$47 FF FF FF FF FF FF 00
$48 FF FF FF FF FF FF 00
$49 FF FF FF FF FF FF 00
$4A FF FF FF FF FF FF 00
$4B FF FF FF FF FF FF 00
$4C FF FF FF FF FF FF 00
$4D FF FF FF FF FF FF 00
$4E FF FF FF FF FF FF 00
$4F FF FF FF FF FF FF 00
$50 FF FF FF FF FF FF 00
$51 F0 00 00 F0 00 00 00
$52 81 FF FF FF 00 00 00
$53 FF FF FF 00 00 00 00
$54 82 FF FF 00 00 00 00
$55 FF FF FF FF FF FF 00
$67 A0 A5 00 00 00 00 00
$68 D0 D0 00 C0 00 00 00
$69 00 FF F0 12 CE 00 00
$6A FE 12 CF 00 00 00 00
$6B 00 00 00 00 00 00 00
$6C 00 00 00 00 00 00 00
$6D 00 00 00 00 00 00 00
$6E 00 00 00 00 00 FF 00
$6F 00 FE 00 FD 00 FC 00
$70 00 F8 00 F5 00 F2 00
$71 00 F0 00 EE 00 EC 00
$72 00 EA 00 E8 00 E7 00
$73 00 E6 00 E5 00 E4 00
$74 00 E4 00 E4 00 E4 00
$75 00 00 00 00 00 00 00
$76 00 00 00 00 00 00 00
$77 00 00 00 00 00 00 00
$78 70 00 00 00 00 00 00
$79 80 00 00 00 00 00 00
$7A 80 00 00 00 00 00 00
$7B 1A 4D 1A 4D 00 00 00

```

```

$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02 01 02 03 04
$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04 01 02 03 04
$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06 FF FF FF FF
$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$08 FF FF FF FF
$0D 41 48 34 37 30 35 52 34 32 37 33 31 30 47 35 43
$0E 01 5A 4B 31
$0F 41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
$10 01 02 03 04
$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$14 FF FF FF FF
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 31 12 66 1A E6 87 91 9A
$22 94 32
$23 31 41 FA FA FA FA 32
$24 31 41 FA FA FA FA 32
$25 32 41 FA FA FA FA 32
$26 32 41 FA FA FA FA 32
$40 00 00
$41 3F 00 00 02 00 18
$42 10 C4
$43 00 00 8C 80
$44 C6 00 00 FC C0 C0

```

\$45 07 01 07 01 05 01  
\$46 FF 1A 1A 64 64  
\$47 0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64  
\$48 18 08 08  
\$B0 58  
\$B1 FD FE 00  
\$B2 FF FF FF FF FF  
\$B4 41 53 39 34 33 32 32 33 30 33 39 58 20 20 20 20  
\$B7 50 AA 01 0F 01  
\$B8 54 41 68 04 02  
\$C1 30 46 30 31  
\$CA 30 46 30 31  
\$CB 00 E8 B0 18  
\$CC 00 E8 B0 18  
\$D1 00 00  
\$DB 00 00  
\$DC 00 00

## Comments

Subject vehicle, 2005 Chevrolet Cobalt, located at Kentuckiana Auto Pool in Louisville, Kentucky

At time of data retrieval:

Subject vehicle was in pre-repair condition

Front air bags were deployed

SDM was mounted in vehicle and data retrieved via DLC

SDM powered by subject vehicle's battery

Odometer read 19,332

Air bag instrument panel light did not flash, it came on and stayed on



American National Corporate Centre  
1949 East Sunshine  
Springfield, MO • 65899-0001  
417-887-0220 • Fax 417-887-1801  
<http://www.anpac.com>

American National Property And Casualty Co.  
American National General Insurance Co.  
American National Lloyds Insurance Co.  
Pacific Property And Casualty Co.  
ANPAC Louisiana Insurance Co.  
American National County Mutual Insurance Co.

July 12, 2007

Esis GM Claims  
ATTN Paul Olle  
300 Renaissance Center Mail Code 482c20d71  
Detroit MI 48265

Re: Our Claim #: 16-A-1JU852  
Date of Loss: May 16, 2007  
Our Insured: [REDACTED]  
Our Policy #: 16-A-V10312  
Your Insured: Esis Gm  
300 Renaissance Center  
Detroit MI 48265  
Your File #: 634681

We have been informed that you are the insurance carrier for the party designated in the caption of this letter. Our investigation of this accident established that your insured was responsible for this accident.

In order to assist you in evaluating and processing the subrogation claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the customer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim, or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Please accept this letter as notice of our subrogation rights. We have made the following payments and request reimbursement for \$13,683.88 as shown below:

|  |             |
|--|-------------|
| COVERAGE                                   | TOTAL       |
| COLLISION (\$ 1000.00 deductible included) | \$12,598.96 |
| CAR RENTAL (COLL)                          | \$374.92    |
| BASIC PIP MED FULL-D                       | \$710.00    |
| Total of claim                             | \$13,683.88 |

Our support is enclosed.

Sincerely,

Cindy Dennis  
Senior Subrogation Specialist  
American National Property And Casualty Co



Date: 5/29/2007 07:50 PM  
Estimate ID: 3525  
Estimate Version: 0  
Committed  
Profile ID: CUSTOMIZED

**\*\* NO SUPPLEMENTS CONSIDERED WITHOUT PRIOR APPROVAL FROM AMERICAN NATIONAL INSURANCE COMPANY PERSONNEL. PLEASE CALL AMERICAN NATIONAL DIRECT FOR APPROVAL ON ALL SUPPLEMENTS AT 800-553-5270.\*\***

## Acclaim Insurance Adjusters

8413 Pennsylvania Run Rd, Louisville, KY 40228  
(502) 239-3005  
Fax: (502) 231-9070

Damage Assessed By: Robin N. Nunn

Condition Code: Good  
Date of Loss: 5/16/2007  
Contact Date: 5/29/2007  
Deductible: 1,000.00  
File Number: 3525  
Policy No: [REDACTED]

Claim Number: [REDACTED]

Insured: [REDACTED]  
Owner: [REDACTED]  
Address: [REDACTED] LOUISVILLE, KY [REDACTED]  
Telephone: Home Phone: [REDACTED]

Mitchell Service: 910411

Description: 2005 Chevrolet Cobalt  
Body Style: 4D Sed  
VIN: 1G1AK52F857 [REDACTED]  
Mileage: 19,332  
Color: RED  
Options: AIR CONDITIONING, POWER STEERING, POWER BRAKES, TILT STEERING WHEEL  
ELECTRIC DEFOGGER, AUTOMATIC TRANSMISSION, AM-FM STEREO/CDPLAYER(SINGLE)  
PASSENGER-FRONT AIR BAG, MANUAL REMOTE MIRROR, DRIVER-FRONT AIR BAG

Vehicle Production Date: 12/04  
Drive Train: 2.2L Inj 4 Cyl 4A FWD

| Line Item           | Entry Number | Labor Type | Operation      | Line Item Description            | Part Type/<br>Part Number | Dollar Amount | Labor Units |
|---------------------|--------------|------------|----------------|----------------------------------|---------------------------|---------------|-------------|
| <b>FRONT BUMPER</b> |              |            |                |                                  |                           |               |             |
| 1                   |              | BDY        | OVERHAUL       | FRT BUMPER COVER ASSY            |                           |               | 2.4 #       |
| 2                   | 000010       | BDY        | REMOVE/REPLACE | FRT BUMPER COVER                 | ** QUAL REPL PART         | 245.00        | * INC #     |
| 3                   |              | REF        | REFINISH       | FRT BUMPER COVER                 |                           |               | C 2.6       |
| 4                   | 002340       | BDY        | REMOVE/REPLACE | FRT BUMPER COVER RETAINER 4@1.22 | 5973400 GM PART           | 4.88          | INC         |
| 5                   | 002330       | BDY        | REMOVE/REPLACE | R FRT UPR BUMPER BRACKET         | 15261796 GM PART          | 5.27          | INC         |
| 6                   | 002331       | BDY        | REMOVE/REPLACE | L FRT UPR BUMPER BRACKET         | 15261797 GM PART          | 5.27          | INC         |
| 7                   | 002341       | BDY        | REMOVE/REPLACE | R FRT UPR BUMPER BOLT            | 11561338 GM PART          | 4.25          | INC         |
| 8                   | 002342       | BDY        | REMOVE/REPLACE | L FRT UPR BUMPER BOLT            | 11561338 GM PART          | 4.25          | INC         |
| 9                   | 000020       | BDY        | REMOVE/REPLACE | R FRT BUMPER CUSHION             | 22728455 GM PART          | 3.63          | INC         |
| 10                  | 000021       | BDY        | REMOVE/REPLACE | L FRT BUMPER CUSHION             | 22728455 GM PART          | 3.63          | INC         |
| 11                  | 000018       | BDY        | REMOVE/REPLACE | FRT BUMPER EMBLEM                | 15252974 GM PART          | 15.30         | INC         |
| 12                  | 002344       | BDY        | REMOVE/REPLACE | FRT LWR BUMPER COVER EXTENSION   | 15773839 GM PART          | 113.06        | INC         |
| 13                  | 000024       | BDY        | REMOVE/REPLACE | R FRT BUMPER BRACKET             | 15248110 GM PART          | 69.83         | INC         |
| 14                  | 000025       | BDY        | REMOVE/REPLACE | L FRT BUMPER BRACKET             | 15248111 GM PART          | 69.83         | INC         |
| 15                  | 002345       | BDY        | REMOVE/REPLACE | R FRT BUMPER BOLT 2@0.62         | 11609406 GM PART          | 1.24          | INC         |

ESTIMATE RECALL NUMBER: 5/29/2007 19:49:53 3525

Mitchell Data Version: APR\_07\_V  
UltraMate Version: 6.0.022

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|    |        |       |                |   |    |          |         |          |       |
|----|--------|-------|----------------|---|----|----------|---------|----------|-------|
| 65 | 000223 | MCH   | REMOVE/REPLACE | AIR BAG MODULE-PASSENGER FRONT          | -M | 15814447 | GM PART | 722.56   | 1.0   |
|    |        |       |                | <u>WINDSHIELD</u>                       |    |          |         |          |       |
| 56 | 000528 | GLS   | REMOVE/REPLACE | WISHIELD GLASS                          |    | 15791707 | GM PART | 306.90   | 2.6 # |
|    |        |       |                | <u>SEAT BELTS</u>                       |    |          |         |          |       |
| 67 | 000781 | BDY   | REMOVE/REPLACE | L FRT SEAT BELT RETRACTOR ASSY          |    | 89026258 | GM PART | 135.40   | 0.7 # |
|    |        |       |                | <u>BODY COMPONENTS</u>                  |    |          |         |          |       |
| 68 | 931105 | MCH   | ADD'L LABOR OP | FOUR WHEEL ALIGNMENT                    |    | Sublet   |         | 89.95 *  | 0.0 * |
|    |        |       |                | <u>ADDITIONAL COSTS &amp; MATERIALS</u> |    |          |         |          |       |
| 69 | 936003 |       | ADD'L COST     | COOLANT                                 |    |          |         | 14.00 *  |       |
| 70 | 936012 |       | ADD'L COST     | HAZARDOUS WASTE DISPOSAL                |    |          |         | 5.00 *   |       |
| 71 | 936014 |       | ADD'L COST     | FLEX ADDITIVE                           |    |          |         | 5.00 *   |       |
| 72 | 936018 |       | ADD'L COST     | R134A FREON & OIL                       |    |          |         | 35.00 *  |       |
|    |        |       |                | <u>ADDITIONAL OPERATIONS</u>            |    |          |         |          |       |
| 73 | 933006 | FRM   | ADD'L OPR      | FRAME/RACK SET UP                       |    |          |         |          | 2.0 * |
| 74 | 933035 | FRM   | ADD'L OPR      | UNIBODY PULL                            |    |          |         |          | 5.0 * |
| 75 |        | REF   | ADD'L OPR      | CLEAR COAT                              |    |          |         |          | 2.9 * |
| 76 | 933005 | BDY   | ADD'L OPR      | RESTORE CORROSION PROTECTION            |    |          |         | 10.00 *  | 0.5 * |
| 77 | 933018 | BDY * | ADD'L OPR      | MASK FOR OVERSPRAY                      |    |          |         | 7.50 *   | 0.3 * |
|    |        |       |                | <u>ADDITIONAL COSTS &amp; MATERIALS</u> |    |          |         |          |       |
| 78 |        |       | ADD'L COST     | PAINT/MATERIALS                         |    |          |         | 450.00 * |       |

★ - Judgment Item

# - Labor Note Applies

**C - Included in Clear Coat Calc**

| I. Labor Subtotals     |       |       |                    |               |          | II. Part Replacement Summary   |          |           |
|------------------------|-------|-------|--------------------|---------------|----------|--------------------------------|----------|-----------|
|                        | Units | Rate  | Add'l Labor Amount | Sublet Amount | Totals   |                                |          | Amount    |
| Body                   | 28.0  | 44.00 | 17.50              | 0.00          | 1,249.50 | Taxable Parts                  |          | 4,377.48  |
| Refinish               | 17.9  | 44.00 | 0.00               | 0.00          | 787.60   | Sales Tax                      | @ 6.000% | 262.65    |
| Glass                  | 2.6   | 44.00 | 0.00               | 0.00          | 114.40   |                                |          |           |
| Frame                  | 7.0   | 60.00 | 0.00               | 0.00          | 420.00   | Total Replacement Parts Amount |          | 4,640.13  |
| Mechanical             | 6.0   | 78.00 | 0.00               | 89.95         | 557.95   |                                |          |           |
| Non-Taxable Labor      |       |       |                    |               | 3,129.45 |                                |          |           |
| Labor Summary          | 61.5  |       |                    |               | 3,129.45 |                                |          |           |
| III. Additional Costs  |       |       |                    |               | Amount   | IV. Adjustments                |          |           |
| Taxable Costs          |       |       |                    |               | 509.00   | Insurance Deductible           |          | 1,000.00- |
| Sales Tax              |       |       | @ 6.000%           |               | 30.54    | Customer Responsibility        |          | 1,000.00- |
| Total Additional Costs |       |       |                    |               | 539.54   |                                |          |           |
|                        |       |       |                    |               |          | I. Total Labor:                |          | 3,129.45  |
|                        |       |       |                    |               |          | II. Total Replacement Parts:   |          | 4,640.13  |
|                        |       |       |                    |               |          | III. Total Additional Costs:   |          | 539.54    |
|                        |       |       |                    |               |          | Gross Total:                   |          | 8,309.12  |
|                        |       |       |                    |               |          | IV. Total Adjustments:         |          | 1,000.00- |
|                        |       |       |                    |               |          | Net Total:                     |          | 7,309.12  |

**ESTIMATE RECALL NUMBER: 5/29/2007 19:49:53 3525**

Mitchell Data Version: APR\_07\_V  
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Date: 5/29/2007 07:50 PM  
Estimate ID: 3525  
Estimate Version: 0  
Committed  
Profile ID: CUSTOMIZED

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AUTOMOBILE PARTS NOT MADE BY THE ORIGINAL MANUFACTURER. PARTS USED IN THE REPAIR OF YOUR VEHICLE BY OTHER THAN THE ORIGINAL MANUFACTURER ARE REQUIRED TO BE AT LEAST EQUAL IN THE LIKE KIND AND QUALITY IN TERMS OF FIT, QUALITY AND PERFORMANCE TO THE ORIGINAL MANUFACTURER PARTS THEY ARE REPLACING.

Point(s) of Impact

12 Front Center (P)

Insurance Co: AMERICAN NATIONAL  
Address: 1949 E. SUNSHINE  
SPRINGFIELD, MO 65899-1060  
Telephone: (800) 553-5270  
Fax Phone: (417) 887-3673

Inspection Site: KENTUCKIANA STORAGE POOL  
Address: LOT # H40500  
LOUISVILLE, KY  
Inspection Date: 5/29/2007

Body Shop: Rodger's Body Shop  
Address: 5505 Greenwood Rd.  
Louisville, KY 40258  
Telephone: (502) 933-1475  
Fax Phone: (502) 933-9108  
State Lic. No: 610727069

\*\*\*\*\* THIS IS NOT AN AUTHORIZATION FOR REPAIR. \*\*\*\*\*  
AUTHORIZATION MUST BE OBTAINED FROM VEHICLE OWNER.

-----  
\*\* NO SUPPLEMENTS CONSIDERED WITHOUT PRIOR APPROVAL FROM AMERICAN  
NATIONAL INSURANCE COMPANY PERSONNEL \*\*  
ALL PARTS INVOICES WILL BE REQUIRED BEFORE ANY SUPPLEMENT  
WILL BE APPROVED.

-----  
ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE  
COMPANY OR OTHER PERSON FILES A STATEMENT OF CLAIM CONTAINING ANY  
MATERIALLY FALSE INFORMATION OR CONCEALS, FOR THE PURPOSE OF  
MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO COMMITS  
A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME.

ESTIMATE RECALL NUMBER: 5/29/2007 19:49:53 3525

Mitchell Data Version: APR\_07\_V  
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## American National Prop & Cas

### Market Report

Report Reference Number: 37675069

Claim reference : 16-A-1JU852-V1

Loss Incident Date: 05/16/2007

Insured: Tucker

Adjuster : Hornback, Kevin

Adjuster ID : KEVIN

Claim Submitted Date: 05/30/2007

Owner: XXXXXXXXXX

## Introduction

American National Prop & Cas has conducted an inspection of your 2005 Chevrolet Cobalt 4 Door Sedan located in Louisville, KY. The inspection information was then used to conduct research in your local market to determine the local market value of your vehicle.

The local market value for your vehicle was defined by the ZIP code 40258 -- Louisville, KY.

The recommended settlement amount based on the loss vehicle description provided by American National Prop & Cas is \$ 11,716.00.

### Vehicle Valuation Summary

### Vehicle Valuation Allowances

### Vehicle Description

### Vehicle Condition

### Local Market Comparable Vehicles Detail

### VINguard<sup>TM</sup> Vehicle Identification

### VINguard<sup>TM</sup> Vehicle History Information

### Experian AutoCheck<sup>SM</sup> Vehicle History

### Report

### Valuation Methodology

### Local Market Definition

### NHTSA Vehicle Recall

### Vehicle Appraisal and Valuation Notes

Provides the market valuation summary

Describes factors affecting the value of the vehicle

Describes the components of the vehicle

Details the vehicle's pre-accident condition and Appraiser inspection recap

Presents the comparable vehicles located in your market

Details the vehicle configuration information

Provides the results of vehicle history research

Provides the results of an Experian AutoCheck database search

Describes the method used to evaluate the loss vehicle

Details the local market basis for this valuation

Lists National Highway Traffic Safety Administration recall notices

Lists detailed log notes for this file

## Vehicle Valuation Summary

2005 Chevrolet Cobalt 4 Door Sedan - Louisville, KY

VIN: 1G1AK52F857

|                              |       |                     |
|------------------------------|-------|---------------------|
| Local Market Value           |       | \$ 11,125.00        |
| Current Condition Adjustment |       | + 591.00            |
| Actual Cash Value            |       | <u>\$ 11,716.00</u> |
| Pre Tax Amount               |       | \$ 11,716.00        |
| Vehicular Sales Tax          | ___ % | \$ _____            |
| License/fees (if applicable) |       | \$ _____            |
| Adjusted Vehicle Value       |       | <u>\$ 11,716.00</u> |

The Local Market Value is derived from comparable vehicle(s) available or recently sold in the marketplace at the time of valuation.

## Vehicle Valuation Allowances

Compared to the typical vehicle in this local market, your vehicle's value was affected by these factors:

|          |        |            |   |
|----------|--------|------------|---|
| Odometer | 19,332 | + 1,052.00 | <p>These allowances illustrate factors that influence the settlement amount when compared to a typical vehicle. The typical vehicle is a vehicle of the same year, make, and model as the loss vehicle, including average mileage, and all standard and predominant equipment.</p> <p>In cases where a standard or predominant option is superseded by a replacement or upgrade, a corresponding addition will appear for the option to reflect this.</p> <p>The vehicle valuation allowances also reflect proper deductions for all standard or predominant equipment not present on the loss vehicle.</p> <p>These allowances are illustrative only. The actual Local Market Value is calculated entirely from the comparable vehicles contained in this report with adjustments to reflect the loss vehicle configuration.</p> |
|----------|--------|------------|---|

## Vehicle Description

### 2005 Chevrolet Cobalt 4 Door Sedan - Louisville, KY

Below are the components for your vehicle, provided to CCC by American National Prop & Cas , Included in this local market valuation:

| Component                |    | Loss Vehicle<br>Information |
|--------------------------|----|-----------------------------|
| Odometer                 |    | 19,332                      |
| Equipment                |    |                             |
| <u>Transmission</u>      |    |                             |
| Automatic Transmission   | AT | Reported                    |
| <u>Power</u>             |    |                             |
| Power Steering           | PS | Standard                    |
| Power Brakes             | PB | Standard                    |
| <u>Decor/Convenience</u> |    |                             |
| Air Conditioning         | AC | Standard                    |
| Rear Defogger            | RD | Standard                    |
| Tilt Wheel               | TW | Standard                    |
| Cloth Seats              | CS | Standard                    |
| Bucket Seats             | BS | Standard                    |
| Dual Mirrors             | DM | Standard                    |
| <u>Radio</u>             |    |                             |
| AM Radio                 | AM | Standard                    |
| FM Radio                 | FM | Standard                    |
| Stereo                   | ST | Standard                    |
| Compact Disc Player      | CD | Standard                    |
| <u>Other</u>             |    |                             |
| Body Side Moldings       | BN | Standard                    |
| Intermittent Wipers      | IW | Standard                    |
| Air Bag                  | AG | Standard                    |
| Passenger Air Bag        | RG | Standard                    |
| Full Wheel Covers        | FC | Standard                    |
| Console/Storage          | CN | Standard                    |

## VINGuard™ Vehicle Identification

VIN: 1G1AK52F857

Every vehicle sold in the United States is required to have a manufacturer assigned Vehicle Identification Number (VIN). This number provides the exact specifications of the vehicle. Decoding the VIN identifies the exact vehicle for which the local market value will be determined.

|              | Insurer Description     | VINGuard Analysis       |
|--------------|-------------------------|-------------------------|
| Year         | 2005                    | 2005                    |
| Make         | Chevrolet               | Chevrolet               |
| Model        | Cobalt                  | Cobalt                  |
| Model Number | AK5                     | AK5                     |
| Body Style   | 4 Door Sedan            | 4 Door Sedan            |
| Engine       | 4-2.2L-FI               | 4-2.2L-FI               |
| Transmission | Automatic Transmission  |                         |
| Restraints   | Air Bags (Driver+Pass.) | Air Bags (Driver+Pass.) |
| Curb Weight  |                         | 2,868                   |
| Odometer     | 19,332                  |                         |

This vehicle was assembled in LORDSTOWN, OH

VINGuard™ is a database used to decode completely and accurately all manufacturer assigned Vehicle Identification Numbers.

## VINGuard™ Vehicle History Information

Using the VIN for this vehicle, VINGuard™ detected discrepancies or prior history requiring additional research. Please review the information detailed below.

VINGuard has decoded this VIN without any errors.

### ISO Vehicle History:

Number of times reported to ISO: 4  
ISO's file number: H0129994359

Activity Reported: Property & Casualty  
Loss date: 05/16/2007  
Insurance company: American National Property & Casualty Company  
Phone: Unavailable  
Claim ref: 16A1JU852  
Point of Impact:

Activity Reported: Property & Casualty  
Loss date: 07/26/2006  
Insurance company: W502  
Phone: Unavailable  
Claim ref: WNP32981702006072601  
Point of Impact:

Activity Reported: Collision Estimate  
Loss date: 04/08/2005

Insurance company: Safeco Insurance Company of America  
Phone: Unavailable  
Claim ref: 774739862008-001  
Coverage: Collision  
Point of Impact: Left Front Corner  
Mileage: 1941  
ISO notified: 04/19/2005

Activity Reported: Property & Casualty  
Loss date: 04/08/2005  
Insurance company: First National Insurance Company of America  
Phone: Unavailable  
Claim ref: 03A051020928  
Point of Impact:

Collision History Information:  
Collision incident reported by Safeco Insurance Company on 04/19/2005.  
Claim # 774739862008-001 in Louisville, KY  
Repair estimate: \$857 Miles: 1941  
Damage Location: Left Front.





| Problems Checked            | Results Found                               |
|-----------------------------|---|
| Accident                    | Accident Record(s) Found                    |
| Corrected Title             | No Corrected Title Record Found             |
| Driver Education            | No Driver Education Record Found            |
| Duplicate Title             | No Duplicate Title Record Found             |
| Emissions Safety Inspection | No Emissions Safety Inspection Record Found |
| Fire Damage Incident        | No Fire Damage Incident Record Found        |
| Lease                       | No Lease Record Found                       |
| Lien                        | Lien Record(s) Found                        |
| Livery Use                  | No Livery Use Record Found                  |
| Government Use              | No Government Use Record Found              |
| Police Use                  | No Police Use Record Found                  |
| Fleet                       | No Fleet Record Found                       |
| Rental                      | No Rental Record Found                      |
| Fleet and/or Lease          | No Fleet and/or Lease Record Found          |
| Fleet and/or Rental         | No Fleet and/or Rental Record Found         |
| Reposessed                  | No Repossessed Record Found                 |
| Taxi use                    | No Taxi use Record Found                    |
| Theft                       | No Theft Record Found                       |

## Full History

Below are the historical events for this vehicle listed in chronological order.

Report Run Date: 07/12/2007

| Event Date | Event Location | Odometer Reading | Data Source         | Event Detail                           |
|------------|----------------|------------------|---------------------|--|
| 2005-01-06 | LOUISVILLE, KY | 26               | Motor Vehicle Dept. | TITLE (Lien Reported)                  |
| 2005-01-06 | LOUISVILLE, KY |                  | Motor Vehicle Dept. | REGISTRATION EVENT/RENEWAL             |
| 2005-04-09 | KY             |                  | State Agency        | LEFT FRONT IMPACT WITH ANOTHER VEHICLE |
| 2006-02-17 | LOUISVILLE, KY |                  | Motor Vehicle Dept. | REGISTRATION EVENT/RENEWAL             |
| 2007-01-12 | LOUISVILLE, KY | 14017            | Motor Vehicle Dept. | TITLE                                  |
| 2007-01-12 | LOUISVILLE, KY |                  | Motor Vehicle Dept. | DEALER TRANSFER TRANSACTION            |
| 2007-01-12 | LOUISVILLE, KY |                  | Motor Vehicle Dept. | REGISTRATION EVENT/RENEWAL             |
| 2007-01-18 | LOUISVILLE, KY |                  | Motor Vehicle Dept. | REGISTRATION EVENT/RENEWAL             |
| 2007-02-22 | LOUISVILLE, KY | 14604            | Motor Vehicle Dept. | TITLE (Lien Reported)                  |
| 2007-02-22 | LOUISVILLE, KY |                  | Motor Vehicle Dept. | REGISTRATION EVENT/RENEWAL             |

## AUTOCHECK TERMS AND CONDITIONS:

Experian's Reports are compiled from multiple sources. It is not always possible for Experian to obtain complete discrepancy information on all vehicles; therefore, there may be other title brands, odometer readings or discrepancies that apply to a vehicle that are not reflected on that vehicle's Report. Experian searches data from additional sources where possible, but all discrepancies may not be reflected on the Report.

These Reports are based on information supplied to Experian by external sources believed to be reliable, BUT NO RESPONSIBILITY IS ASSUMED BY EXPERIAN OR ITS AGENTS FOR ERRORS, INACCURACIES OR OMISSIONS. THE REPORTS ARE PROVIDED STRICTLY ON AN "AS IS WHERE IS" BASIS, AND EXPERIAN FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE REGARDING THIS REPORT.

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These terms and the relationship between you and Experian shall be governed by the laws of the State of Illinois (USA)

without regard to its conflict of law provisions. You and Experian agree to submit to the personal and exclusive jurisdiction of the courts located within the county of Cook, Illinois.

## Local Market Definition

The local market value for your 2005 Chevrolet Cobalt 4 Door Sedan was defined by the ZIP code 40258 – Louisville, KY. If required, the search area may have been expanded for additional information. Details of the specific markets searched follow.

Louisville  
Lexington  
Florence/Covington

The state of Kentucky is composed of 11 distinct local markets. The following 10 local markets were used in the preparation of this vehicle market report.

Louisville KY - Primary local market vehicle database

In this market, CCC maintains a database of 2,290 inspected dealer vehicles located at 8 dealerships, and 30,601 dealer advertised, and 3,747 privately advertised vehicles taken from 22 local papers or magazines.

Lexington KY - Secondary local market vehicle database

In this market, CCC maintains a database of 5,897 inspected dealer vehicles located at 30 dealerships, and 16,750 dealer advertised, and 2,916 privately advertised vehicles taken from 25 local papers or magazines.

Florence/Covington KY - Third local market vehicle database

In this market, CCC maintains a database of 2,016 inspected dealer vehicles located at 9 dealerships, and 3,434 dealer advertised, and 1,676 privately advertised vehicles taken from 19 local papers or magazines.

Other markets searched - Bowling Green, Madisonville, Paducah, Kentucky River Valley, Big Sandy Valley, Northeast Kentucky and London/Somerset

In these markets, CCC maintains a database of 7,903 inspected dealer vehicles located at 52 dealerships and 20,832 vehicles taken from 75 local newspapers or magazines.

From these 10 local markets, comparable vehicles were selected based on the year, make, model, body style and engine configuration of your vehicle. Adjustments were made to the value of each comparable vehicle to compensate for differences in year, model, body style, engine configuration, packages, options, and mileage.

For your vehicle's CCC Valuescope Market Report, CCC identified 47 inspected dealer vehicles as comparable to your vehicle, and used their values to determine the Local Market Value.

Vehicles are determined to be comparable to the loss vehicle based on:

- Nearness to the loss vehicle's primary garage location
- Similarity of model, equipment, and odometer
- Precision of the data (inspected versus advertised)

## Valuation Methodology

This CCC Valuescope Market Report was prepared for American National Prop & Cas by CCC Information Services Inc. CCC has been preparing market value reports for the insurance industry since 1981. CCC physically inspects vehicles for sale at vehicle dealerships in the local markets, and subscribes to local newspapers and automotive publications in these markets. CCC maintains vehicle databases containing these inspected dealership vehicles along with the dealer and private party advertised vehicle information.

When American National Prop & Cas requests a CCC Valuescope Market Report from CCC, they provide CCC the VIN (Vehicle Identification Number) of the loss vehicle. Decoding this VIN identifies the exact vehicle for which the local market value will be done. See the [VINguard™ Vehicle Identification](#) section.

American National Prop & Cas also provides CCC the vehicle owner's ZIP code. This identifies the local market that will be used to determine the market value. See the [Local Market Definition](#) section.

Finally, American National Prop & Cas provides CCC with the configuration of the loss vehicle including equipment, odometer, condition, maintenance, etc. This information is the starting point for determining the local market value.

Using this information, CCC searches its databases to find comparable vehicles in the local market. Vehicles located are compared to the loss vehicle, and adjustments are made for differences such as model, equipment, and odometer. The comparable vehicles are used to determine the local market value. See the [Local Market Definition](#) section.

After the Adjusted Value for the comparable vehicles are calculated (see the [Local Market Comparable Vehicles](#) section), CCC calculates the Local Market Value. This calculation is a weighted average. Using a weighted average allows those vehicles most similar to the loss vehicle to contribute a greater percentage to the Local Market Value than less similar vehicles.

Factors that determine similarity are:

- Precision of the data (inspected versus advertised)
- Equivalency of model, equipment, and odometer
- Nearness to the loss vehicle's primary garage location

Using a weighted average results in a more accurate Local Market Value as the vehicles most similar and closest to the loss vehicle contribute more to the value than less similar, more distant vehicles.

Comparable vehicles used in the determination of the vehicle value are not intended to be replacement vehicles, but are reflective of the local market value.

## Vehicle Condition

American National Prop & Cas uses Condition Inspection Guidelines to determine the condition of key components of the loss vehicle. These guidelines are specific to geographic location, year, and vehicle type. The guidelines describe physical characteristics for each of the vehicle components. Based on these guidelines, American National Prop & Cas has determined the condition of the vehicle prior to the loss.

| Component                 | Condition    | Value Impact | Inspection Notes |
|---------------------------|--------------|--------------|------------------|
| <b><u>Mechanical</u></b>  |              |              |                  |
| Engine                    | Dealer ready | \$22         | X                |
| Transmission              | Dealer ready | \$67         | X                |
| Paint                     | Dealer ready | \$56         | X                |
| <b><u>Tires</u></b>       |              |              |                  |
| Front Tires               | Normal wear  | \$0          | 5                |
| Rear Tires                | Normal wear  | \$0          | 7                |
| Body/Glass                | Dealer ready | \$256        | X                |
| Interior                  | Dealer ready | \$190        | X                |
| <b>Total Adjustments:</b> |              | <b>\$591</b> |                  |

- The Condition Inspection Guidelines provide information based on vehicle age, vehicle type, and geographic location. Your vehicle has been identified as being located in the Central region as a newer passenger car.
- The Condition Inspection Guidelines, and all dollar adjustments, are determined by surveys, inspections, and interviews with dealerships across the United States.

## Local Market Comparable Vehicles Detail

The local market comparable vehicles are compared to the loss vehicle, and adjustments are made for differences in equipment, odometer, model, etc. The Price, Asking Price, Take Price or List Price displayed below (as applicable) may differ from the advertised price where CCC obtains different price information from the seller. The Adjusted Value represents the price of the comparable configured exactly as the loss vehicle.

| Loss Vehicle  | Inspected Dealer<br>Comparable 1  | Inspected Dealer<br>Comparable 2  | Inspected Dealer<br>Comparable 3   |
|---|---|---|--|
| 2005 Chevrolet<br>Cobalt<br>4 Door Sedan<br>Automatic Transmission<br>4-2.2L-FI<br>Radio:AM/FM Stereo<br>Compact Disc Player<br>Air Conditioning<br>Air Bag<br>Rear Defogger<br>Passenger Air Bag<br>Tilt Wheel | 2005 Chevrolet<br>Cobalt<br>4 Door Sedan<br>Automatic Transmission<br>4-2.2L<br>AM/FM Stereo Compact Disc<br>Player<br>Air Conditioning<br>Air Bag<br>Rear Defogger<br>Passenger Air Bag<br>Tilt Wheel<br>Rear Spoiler* | 2005 Chevrolet<br>Cobalt<br>4 Door Sedan<br>Automatic Transmission<br>4-2.2L<br>AM/FM Stereo Compact Disc<br>Player<br>Air Conditioning<br>Air Bag<br>Rear Defogger<br>Passenger Air Bag<br>Tilt Wheel<br>Cruise Control* | 2006 Chevrolet<br>Cobalt LS<br>4 Door Sedan<br>Automatic Transmission<br>4-2.2L<br>AM/FM Stereo Seek<br>Compact Disc Player<br>Air Conditioning<br>Air Bag<br>Rear Defogger<br>Passenger Air Bag<br>Tilt Wheel<br>Power Locks*<br>Theft Deterrent/Alarm*<br>Cruise Control*<br>Rear Spoiler* |
| 19,332 miles  | 22,230 miles  | 16,280 miles  | 8,661 miles  |
|   | List Price \$12,995<br>Take Price \$10,995  | List Price \$10,980<br>Take Price \$10,980  | List Price \$12,995<br>Take Price \$12,295   |
| Adjustments   |   |   |  |
| Model/Year  |   |   | -1,250   |
| Options   | -139  | -93   | -484   |
| Mileage   | +223  | -227  | +566   |
| Baseline Adjustment   | -635  | -635  | -635   |
| Adjusted Value  | \$10,444  | \$10,025  | \$10,512   |
| Location  | Tom Gill Chevrolet  | Miller Motors Sales And<br>Service  | Neil Huffman Honda   |
| Contact   | Darryl Combs,   | Brian Miller ,  | Todd Shurlucky   |
| Telephone   | 859-371-7566  | 606-674-8686  | 812-284-3003   |
| Stock ID  | Stock: 2628   | Stock: 9134   | Stock: H10710A   |
| VIN   | 1G1AK52F457 [REDACTED]  | 1G1AK52F157 [REDACTED]  | 1G1AK55F167 [REDACTED]   |
| Distance from Louisville  | Inspected 5/25/2007<br>88 Miles- Florence   | Inspected 5/14/2007<br>115 Miles- Owingsville   | Inspected 5/21/2007<br>13 Miles- Clarksville   |

| Loss Vehicle  | Inspected Dealer<br>Comparable 4   | Inspected Dealer<br>Comparable 5   | Inspected Dealer<br>Comparable 6   |
|---|--|--|--|
| 2005 Chevrolet<br>Cobalt<br>4 Door Sedan<br>Automatic Transmission<br>4-2.2L-FI<br>Radio:AM/FM Stereo<br>Compact Disc Player<br>Air Conditioning<br>Air Bag<br>Rear Defogger<br>Passenger Air Bag<br>Tilt Wheel<br><br>19,332 miles | 2006 Chevrolet<br>Cobalt LS<br>2 Door Coupe<br>5 Speed Transmission<br>4-2.2L<br>AM/FM Stereo Seek<br>Compact Disc Player<br>Air Conditioning<br>Air Bag<br>Rear Defogger<br>Passenger Air Bag<br>Tilt Wheel<br>Theft Deterrent/Alarm*<br>12,344 miles<br><br>List Price \$12,995<br>Take Price \$12,995 | 2005 Chevrolet<br>Cobalt<br>4 Door Sedan<br>Automatic Transmission<br>4-2.2L<br>AM/FM Stereo Compact Disc<br>Player<br>Air Conditioning<br>Air Bag<br>Rear Defogger<br>Passenger Air Bag<br>Tilt Wheel<br><br>39,000 miles<br><br>List Price \$8,995<br>Take Price \$8,995 | 2005 Chevrolet<br>Cobalt<br>4 Door Sedan<br>5 Speed Transmission<br>4-2.2L<br>AM/FM Stereo Compact Disc<br>Player<br>Air Conditioning<br>Air Bag<br>Rear Defogger<br>Passenger Air Bag<br>Tilt Wheel<br><br>34,019 miles<br><br>List Price \$11,855<br>Take Price \$10,853 |
| Adjustments   |  |  |  |
| Model/Year  | -775   |  |  |
| Options   | -139   |  | +484   |
| Mileage   | +879   | +1,588   | +1,219   |
| Baseline Adjustment   | -835   | -635   | -635   |
| Adjusted Value  | \$12,325   | \$9,948  | \$11,901   |
| Location  | H.A. Jones Chev/Bulck/Chry<br>Inc.   | Lloyd's Auto Sales   | John Gray Pont/Bulck/GMC   |
| Contact   | Ollie Taylor   | Kevin Caudill  | Steve Conrad.  |
| Telephone   | 859-234-2032   | 606-864-9599   | 606-297-4066   |
| Stock ID  | Stock: U6122   | Stock: VIN9116   | Stock: UC5478  |
| VIN   | 1G1AK15F167  | 1G1AK52F657  | 1G1AK52F257  |
| Distance from Louisville  | Inspected 5/23/2007<br>88 Miles- Cynthiana   | Inspected 5/24/2007<br>123 Miles- London   | Inspected 5/24/2007<br>169 Miles- Paintsville  |

- List Price is the sticker price of the vehicle.
- Take Price is the amount for which the vehicle can be purchased as defined by the contact at each dealership.
- The baseline is defined as the condition of the typical vehicle on the road. Baseline Adjustments are made when a comparable vehicle's condition varies from that of a typical vehicle.
- All dollar adjustments are determined by surveys, inspections, and interviews with dealerships across the United States.
- Note that some comparable vehicles that were recently available in the local market may no longer be available.
- Option adjustments are made in comparison to the typical vehicle. Typical options that are not present are enclosed in parentheses. Items followed by an asterisk (\*) indicate non-typical options that add value to the vehicle.
- The Price, Asking Price, Take Price or List Price displayed above (as applicable) may differ from the advertised price where CCC obtains different price information from the seller.

## Additional Local Market Comparable Vehicles

The following Inspected Vehicles also support the local market value of the loss vehicle, but are displayed in less detail. CCC compares the complete configuration of the comparable vehicle to the loss vehicle to determine the Adjusted Value. The Adjusted Value represents the price of the comparable configured exactly as the loss vehicle. The Price, Asking Price, Take Price or List Price displayed below (as applicable) may differ from the advertised price where CCC obtains different price information from the seller.

### Inspected Vehicles

| Source  | Vehicle   | Take Price | Adjusted Value |
|---|---|------------|----------------|
| Allen Auto Sales<br>Paducah, KY<br>(270) 442-2023<br>Stock Id: 653370<br>170 Miles From Louisville, KY                  | 2005 Chevrolet Cobalt LS<br>Status: Inspected Vehicle<br>Odometer: 21,266<br>Color: Red<br>VIN: 1G1AL52F657 [REDACTED]    | \$ 13,900  | \$ 11,600      |
| Legacy Nissan of London<br>London, KY<br>(506) 878-7220<br>Stock Id: C21116A<br>120 Miles From Louisville, KY           | 2005 Chevrolet Cobalt<br>Status: Inspected Vehicle<br>Odometer: 42,436<br>Color: Gold<br>VIN: 1G1AK52F857 [REDACTED]      | \$ 10,480  | \$ 11,364      |
| World Class Auto Superstore<br>Nicholasville, KY<br>(859) 881-0500<br>Stock Id: VIN4626<br>73 Miles From Louisville, KY | 2005 Chevrolet Cobalt LS<br>Status: Inspected Vehicle<br>Odometer: 29,361<br>Color: Bge<br>VIN: 1G1AL52F957 [REDACTED]    | \$ 12,975  | \$ 11,430      |
| Kerry Chevrolet/Hyundai<br>Alexandria, KY<br>(859) 635-6400<br>Stock Id: P4490<br>97 Miles From Louisville, KY          | 2006 Chevrolet Cobalt LS<br>Status: Inspected Vehicle<br>Odometer: 17,214<br>Color: Bge<br>VIN: 1G1AK55F267 [REDACTED]    | \$ 12,465  | \$ 11,880      |
| John Gray Pont/Buick/GMC<br>Paintsville, KY<br>(606) 297-4066<br>Stock Id: UC5017<br>169 Miles From Louisville, KY      | 2006 Chevrolet Cobalt LS<br>Status: Inspected Vehicle<br>Odometer: 11,107<br>Color: Blue<br>VIN: 1G1AK55F067 [REDACTED]   | \$ 14,250  | \$ 12,998      |
| H.a. Jones Chev/Buick/Chry Inc.<br>Cynthiana, KY<br>(859) 234-2032<br>Stock Id: U6014<br>88 Miles From Louisville, KY   | 2005 Chevrolet Cobalt LS<br>Status: Inspected Vehicle<br>Odometer: 32,388<br>Color: Yellow<br>VIN: 1G1AL12F457 [REDACTED] | \$ 12,995  | \$ 11,617      |
| Frank Shoop Chev/Chrys/Dodge/Jeep<br>Georgetown, KY<br>(502) 863-3727<br>Stock Id: 0823<br>71 Miles From Louisville, KY | 2006 Chevrolet Cobalt LS<br>Status: Inspected Vehicle<br>Odometer: 19,480<br>Color: Blue<br>VIN: 1G1AK15F367 [REDACTED]   | \$ 14,495  | \$ 13,813      |
| Larry Fannin Chev/Pont/Buick<br>Morehead, KY<br>(606) 784-6411<br>Stock Id: 4715<br>133 Miles From Louisville, KY       | 2006 Chevrolet Cobalt LS<br>Status: Inspected Vehicle<br>Odometer: 12,093<br>Color: Sil<br>VIN: 1G1AK15F167 [REDACTED]    | \$ 11,995  | \$ 10,560      |
| Crossroads Ford/Linc/Merc<br>Frankfort, KY<br>(502) 695-1990<br>Stock Id: P7875   | 2006 Chevrolet Cobalt LS<br>Status: Inspected Vehicle<br>Odometer: 19,534<br>Color: Whi                                   | \$ 14,490  | \$ 13,719      |



55 Miles From Louisville, KY

Gary Force Honda  
Bowling Green, KY  
(270) 781-8230  
Stock Id: 57P07  
89 Miles From Louisville, KY

Tom Gill Chevrolet  
Florence, KY

(859) 371-7586  
Stock Id: 2625  
88 Miles From Louisville, KY

Dutch's Used Cars of Owingsville  
Owingsville, KY

(606) 674-6280  
Stock Id: 0065  
115 Miles From Louisville, KY

Florence Bulck Pont GMC  
Florence, KY

(859) 525-8001  
Stock Id: P4942  
88 Miles From Louisville, KY

Royal Oaks Chev/Cadl  
Paducah, KY

(270) 442-6184  
Stock Id: 7802216  
170 Miles From Louisville, KY

Sam Swope Honda  
Richmond, KY

(859) 779-1000  
Stock Id: VIN4994  
90 Miles From Louisville, KY

Alan Bray Superior Autos  
London, KY

(606) 877-9899  
Stock Id: 2986  
120 Miles From Louisville, KY

Frank Shoop Chev/Chrys/Dodge/Jeep  
Georgetown, KY

(502) 863-3727  
Stock Id: 0979  
71 Miles From Louisville, KY

Don Jacobs Honda/BMW/VW  
Lexington, KY

(800) 356-5366  
Stock Id: 104390  
73 Miles From Louisville, KY

Dutch Ishmael Chev/Olds, Inc.  
Mount Sterling, KY

(859) 498-3282  
Stock Id: 5127  
105 Miles From Louisville, KY

Tri-City Motors Inc.-North Lot  
Somerset, KY

(606) 679-4775  
Stock Id: 5236  
103 Miles From Louisville, KY

John Gray Pont/Buic/GMC  
Paintsville, KY

(606) 297-4066  
Stock Id: GMA418  
169 Miles From Louisville, KY

VIN: 1G1AK15F767

2005 Chevrolet Cobalt LT  
Status: Inspected Vehicle  
Odometer: 29,999  
Color: Blue  
VIN: 1G1AZ52F457

\$ 9,950 \$ 7,943

2006 Chevrolet Cobalt LS  
Status: Inspected Vehicle

Odometer: 26,558  
Color: Whl

VIN: 1G1AK55F967

\$ 11,995 \$ 11,916

2005 Chevrolet Cobalt LS  
Status: Inspected Vehicle

Odometer: 31,151  
Color: Sil

VIN: 1G1AL12F757

\$ 12,995 \$ 11,600

2006 Chevrolet Cobalt LS  
Status: Inspected Vehicle

Odometer: 24,832  
Color: Blue

VIN: 1G1AK15FX67

\$ 12,981 \$ 12,543

2006 Chevrolet Cobalt LS  
Status: Inspected Vehicle

Odometer: 18,365  
Color: Laser Blue

VIN: 1G1AK55F867

\$ 13,495 \$ 12,767

2006 Chevrolet Cobalt LS  
Status: Inspected Vehicle

Odometer: 33,133  
Color: Sil

VIN: 1G1AK55F567

\$ 10,950 \$ 11,114

2006 Chevrolet Cobalt LS  
Status: Inspected Vehicle

Odometer: 13,069  
Color: Blk

VIN: 1G1AK15F867

\$ 12,980 \$ 11,085

2005 Chevrolet Cobalt  
Status: Inspected Vehicle

Odometer: 64,733  
Color: Yellow

VIN: 1G1AK12F157

\$ 9,495 \$ 11,028

2005 Chevrolet Cobalt LT  
Status: Inspected Vehicle

Odometer: 41,105  
Color: Sil

VIN: 1G1AZ52F657

\$ 11,990 \$ 10,836

2006 Chevrolet Cobalt LS  
Status: Inspected Vehicle

Odometer: 29,818  
Color: Sil

VIN: 1G1AK55F967

\$ 11,995 \$ 11,932

2005 Chevrolet Cobalt LS  
Status: Inspected Vehicle

Odometer: 38,685  
Color: Bm

VIN: 1G1AL54F357

\$ 12,595 \$ 11,492

2006 Chevrolet Cobalt LS  
Status: Inspected Vehicle

Odometer: 29,264  
Color: Red

VIN: 1G1AK55F667

\$ 12,604 \$ 12,423

Royal Oaks Chev/Cadl  
Paducah, KY  
(270) 442-6184  
Stock Id: 774520P  
170 Miles From Louisville, KY

Brett's Auto Sales  
London, KY  
(606) 864-4521  
Stock Id: VIN4895  
120 Miles From Louisville, KY

Frank Shoop Chev/Chrys/Dodge/Jeep  
Georgetown, KY  
(502) 863-3727  
71 Miles From Louisville, KY

Oxmoor Toyota  
Louisville, KY  
(502) 426-1200  
16 Mile(s) From Loss Location

Jeff Jones Chev/Pont/Buick  
Versailles, KY  
(859) 873-3116  
62 Miles From Louisville, KY

Neil Huffman Niss  
Louisville, KY  
(502) 897-3151  
14 Mile(s) From Loss Location

Dan Cummins Chev/Buick  
Paris, KY  
(800) 467-6969  
89 Miles From Louisville, KY

Clapp Volkswagon  
Clarksville, IN  
(812) 948-1541  
13 Miles From Louisville, KY

Bales Nissan/Hyundai  
Jeffersonville, IN  
(812) 282-4356  
14 Miles From Louisville, KY

Town & Country Auto Sales Llc  
Richmond, KY  
(859) 624-1410  
90 Miles From Louisville, KY

Bill Collins Ford  
Louisville, KY  
(502) 459-9550  
12 Mile(s) From Loss Location

Coyle Chev/Dodge/Geo  
Clarksville, IN  
(812) 218-1100  
13 Miles From Louisville, KY

Bachman Chevrolet/Hummer  
Louisville, KY  
(502) 499-6161  
4 Mile(s) From Loss Location

Frank Shoop Chev/Chrys/Dodge/Jeep  
Georgetown, KY  
(502) 863-3727  
71 Miles From Louisville, KY

Frank Shoop Chev/Chrys/Dodge/Jeep  
Georgetown, KY

2006 Chevrolet Cobalt LS  
Status: Inspected Vehicle  
Odometer: 30,122  
Color: Sandstone  
VIN: 1G1AK55F167

\$ 12,495 \$ 12,352

2006 Chevrolet Cobalt LS  
Status: Inspected Vehicle  
Odometer: 29,972  
Color: Yellow  
VIN: 1G1AK15F267

\$ 10,995 \$ 10,764

2005 Chevrolet Cobalt  
Status: Recently Available  
Odometer: 18,210  
VIN: 1G1AK52F457

\$ 11,495 \$ 10,636

2005 Chevrolet Cobalt  
Status: Recently Available  
Odometer: 23,513  
VIN: 1G1AK52F357

\$ 11,995 \$ 11,592

2005 Chevrolet Cobalt  
Status: Recently Available  
Odometer: 31,000  
VIN: 1G1AK52F257

\$ 10,795 \$ 10,789

2006 Chevrolet Cobalt LS  
Status: Recently Available  
Odometer: 17,578  
VIN: 1G1AK55F867

\$ 11,988 \$ 11,292

2005 Chevrolet Cobalt  
Status: Recently Available  
Odometer: 29,818  
VIN: 1G1AK52F457

\$ 12,157 \$ 12,280

2005 Chevrolet Cobalt  
Status: Recently Available  
Odometer: 11,654  
VIN: 1G1AK12F857

\$ 10,695 \$ 9,097

2005 Chevrolet Cobalt LS  
Status: Recently Available  
Odometer: 12,650  
VIN: 1G1AL52F757

\$ 12,995 \$ 10,247

2005 Chevrolet Cobalt  
Status: Recently Available  
Odometer: 30,000  
VIN: 1G1AK12F657

\$ 8,995 \$ 9,652

2005 Chevrolet Cobalt LS  
Status: Recently Available  
Odometer: 30,706  
VIN: 1G1AL52F057

\$ 9,988 \$ 8,793

2006 Chevrolet Cobalt LS  
Status: Recently Available  
Odometer: 13,711  
VIN: 1G1AK55F867

\$ 13,995 \$ 12,739

2005 Chevrolet Cobalt LS  
Status: Recently Available  
Odometer: 13,787  
VIN: 1G1AL12F557

\$ 12,995 \$ 9,727

2006 Chevrolet Cobalt LS  
Status: Recently Available  
Odometer: 32,061  
VIN: 1G1AK55F367

\$ 12,495 \$ 12,386

2006 Chevrolet Cobalt LS  
Status: Recently Available

\$ 12,495 \$ 11,641

(502) 863-3727  
71 Miles From Louisville, KY

Sam Swope Honda  
Richmond, KY  
(859) 779-1000  
90 Miles From Louisville, KY

Swope Big Lot  
Louisville, KY  
(502) 499-4444  
17 Mile(s) From Loss Location

Jeff Jones Chev/Pont/Buick  
Versailles, KY  
(859) 873-3116  
62 Miles From Louisville, KY

Frank Shoop Chev/Chrys/Dodge/Jeep  
Georgetown, KY  
(502) 863-3727  
71 Miles From Louisville, KY

Frank Shoop Chev/Chrys/Dodge/Jeep  
Georgetown, KY  
(502) 863-3727  
71 Miles From Louisville, KY

Odometer: 17,333  
VIN: 1G1AK55F967

2006 Chevrolet Cobalt LS  
Status: Recently Available  
Odometer: 11,939  
VIN: 1G1AK55F467

2005 Chevrolet Cobalt LT  
Status: Recently Available  
Odometer: 40,369  
VIN: 1G1AZ52FX57

2006 Chevrolet Cobalt LS  
Status: Recently Available  
Odometer: 19,317  
VIN: 1G1AK55F767

2006 Chevrolet Cobalt LS  
Status: Recently Available  
Odometer: 11,085  
VIN: 1G1AK55F567

2006 Chevrolet Cobalt LS  
Status: Recently Available  
Odometer: 18,098  
VIN: 1G1AK55F167

\$ 10,950 \$ 9,770

\$ 10,990 \$ 9,930

\$ 11,990 \$ 11,146

\$ 13,495 \$ 12,009

\$ 12,495 \$ 11,700

## NHTSA Vehicle Recall

The National Highway Traffic Safety Administration has issued 2 safety related recall notices that may apply to the above valued vehicle. For additional information or assistance, call CCC customer service at 1-800-621-8070 and follow the automated operator's instructions. Please use your valuation request number for reference.

**NHTSA ID: 07V014000 Issued: 7/20 No of vehicles: 98,707**

Structure certain passenger Vehicles not equipped with optional roof-mounted side impact air bags fail to comply with the requirements of Federal motor Vehicle safety standard no. 201, 'occupant Protection in interior impact.' in a crash, head Impact Protection may be inadequate. Dealers will install energy absorbing plastic to the headliner trim to reduce the severity of head impacts in a crash. The recall is expected to begin during March 2007. Owners may contact Chevrolet at 1-800-630-2438.

**NHTSA ID: 04V560000 Issued: 11/17/2004 No of vehicles: 1,378**

Exterior lighting:Headlights certain passenger Vehicles fail to comply with the requirements of Federal motor Vehicle safety standard no. 108, "lamps, reflective devices, and associated equipment." the bulb shields inside of the headlamps can loosen due to vibration. The bulb shield can loosen or break because of vibration. If this occurred on a headlamp installed in a Vehicle, oncoming Drivers may notice additional glare, increasing the risk of a crash. Dealers will install two new headlamp assemblies. The recall began on November 17, 2004. Owners should contact Chevrolet at 1-800-630-2438.

## Vehicle Appraisal and Valuation Notes

Adjustment amounts are based on a combination of factors including the region of the country, the age of the vehicle, and the type of vehicle. The loss vehicle has been valued in the Central region as a newer passenger car with 40% less than average mileage of 32,100

Backup vehicles may be one year newer than the loss vehicle. Proper adjustments were made to reflect model, year and mileage differences for this valuation.

Included in our backup are similar models to the loss vehicle. Proper adjustments were made for this valuation.

Your valuation has been prepared in compliance with 806 KAR 12:095, Section 7 of the Kentucky Insurance Regulations.

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Various aspects of our Market Report are covered by one or more pending patent applications.

The trade names and/or trademarks used herein are owned by their respective trademark owners.

KENTUCKIANA AUTO STORAGE POOL, INC.  
4420 POPLAR LEVEL ROAD  
P O BOX 34545  
LOUISVILLE, KY 40232-4545  
VOICE: (502) 458-9000  
FAX: (502) 451-2900

5/24/07

\*\*\*\*\*  
\* ACKNOWLEDGEMENT \*  
\*\*\*\*\*

STOCK #: H40500

ATTN: CENTRAL SALVAGE DEPT  
AMERICAN NATIONAL PROP & CAS  
1949 E SUNSHINE-CORPORATE CNTR  
SPRINGFIELD MO 65899-0001

FILE #: 16A1JV852

DATE OF LOSS: 5/16/07

OWNER:

DATE ASSIGNED: 5/24/07

INSURED:

DATE OF PICKUP: 5/24/07

VEHICLE: 2005 CHEV COBALT 4DR

VIN: 1G1AK52F857

MILEAGE: 19,332

ADVANCE TOWING:  
ADVANCE STORAGE: 180.00  
ADVANCE MISC:

KEYS: YES

TIRES: GOOD: SLICK: GONE:  
FAIR: 4 BAD:

TOTAL ADVANCES: 180.00

RADIO: AM FM CD

POOL TOWING: 33.00

BATTERY: YES

DAMAGE: FRONT

CURRENT POOL FEES: 33.00

6 RECEIVED

MAY 29 07

|                       |         |           |            |
|-----------------------|---------|-----------|------------|
| _____ Hrs. @ \$ _____ | per Hr. | LABOR     | = \$ _____ |
| _____ Hrs. @ \$ _____ | per Hr. | PARTS     | = \$ _____ |
| _____ Hrs. @ \$ _____ | per Hr. | MATERIAL  | = \$ _____ |
| _____ Hrs. @ \$ _____ | per Hr. | FRAME     | = \$ _____ |
| _____ Hrs. @ \$ _____ | per Hr. | MECHANICS | = \$ _____ |

©AMERICAN NAT'L PROP & CAS (ANPAC) Rental Company: ENTERPRISE  
RENT-A-CAR  
Invoice: D016563-5872

---

Bill To:  
AMERICAN NATL PROP AND CAS (ANPAC)  
ATTN: DAVID ALLEN  
1949 E SUNSHINE  
SPRINGFIELD, MO 65899 Billing Detail:

Rental Period: 5/23/07 to 6/6/07 (15 days)  
Billed Period: 5/23/07 to 6/6/07 (15 days)

Description Rate: Amount:  
15 DAYS @ \$23.58 \$353.70  
1 U DRV TAX %6.00 \$21.22

TOTAL CHARGES: \$374.92  
Less Amount Received: \$0.00

AMOUNT DUE..... \$374.92

**RENTER INFORMATION:**

Renter: [REDACTED]

**RENTAL INFORMATION:**

Rental Branch Location:  
ENTERPRISE RENT-A-CAR (5872)  
9090-B DIXIE HWY  
LOUISVILLE, KY 402581053  
(502) 937-0485

**ADDITIONAL CLAIM INFORMATION:**

Claim Number :16A1JU852-01  
Claim Type: Insured  
Vehicle Condition: Total Loss  
Date Of Loss: 5/16/07  
Insured Name: [REDACTED]  
Owner's Vehicle: 2005 CHEVROLET COBAL  
Additional Driver:



Repair Facility:  
TOTAL LOSS  
LOUISVILLE, KY 40218  
(502) 458-3100

**VEHICLES RENTED**

Effective Date and Time Year Make Model VIN Mileage

5/23/07 5:33 PM 2006 SUZU FORE KL5JD56Z76K

5/23/07 5:33 PM 2006 SUZU FORE KL5JD56Z76K

5/23/07 5:33 PM 2006 SUZU FORE KL5JD56Z76K

5/23/07 5:33 PM 2006 SUZU FORE KL5JD56Z76K

**Rental Invoice**

-----  
Please Return This Portion with Remittance

Make Payment To:

ENTERPRISE RENT-A-CAR (5899)

3718 BARDSTOWN ROAD

LOUISVILLE, KY 402182209

Federal ID:31-1330118 Total Charges: \$374.92

Less Amount Received: \$0.00

Total Amount Due..... \$374.92

Please include on your check:

Invoice: D016563-5872

USER==> CINDY ANPAC LOSS PAID CHECK ISSUED 05/30/2007 SCREEN D672  
CLAIM 16 A 1JU852 R INS [REDACTED] GO TO  
ACCOUNT [REDACTED] CHECK [REDACTED] IRS NUMBER 61-0991230 004

INVOICE:  
PAYEE: KENTUCKIANA AUTO STORAGE POOL

IN PAYMENT OF: ADVANCE CHARGE STOCK H40500

## COMMENTS:

AGENT:  
CRONIN, DAVID  
PC: D8832  
AGENCY: 1-AAP  
FAULT IND: AF  
CAUSE: 07

## PAYMENT FOR COLLISION COVERAGE

|            |          |                        |                               |
|------------|----------|------------------------|-------------------------------|
| COVS: 81 P | \$180.00 | OCR(S):                | MAILING LABEL:                |
|            |          | CLM: 418 DAVID ALLEN   | KENTUCKIANA AUTO STORAGE POOL |
|            |          | ISS: 578 PAT M. VAN LE | PO BOX 34545                  |
|            |          | RET: 418 DAVID ALLEN   |                               |
|            |          | SEC:                   | LOUISVILLE KY                 |
| TOTAL:     | \$180.00 |                        | 402324545                     |

PF KEYS==> PF3 - EXIT PF7 - BACKWARD PF8 - FORWARD

USER==> CINDY ANPAC LOSS PAID CHECK ISSUED 06/07/2007 SCREEN D672  
CLAIM 16 A 1JU852 R INS [REDACTED] GO TO  
ACCOUNT [REDACTED] CHECK [REDACTED] IRS NUMBER 31-1330118 011

## INVOICE:

PAYEE: ENTERPRISE RENT A CAR

IN PAYMENT OF: FOR CAR RENTAL TO TIFFANY TUCKER/INVOICE: D016563-5872

## COMMENTS:

## AGENT:

CRONIN, DAVID

PC: D8832

AGENCY: 1-AAP

FAULT IND: AF

CAUSE: 07

## PAYMENT FOR COLLISION CAR RENTAL COVERAGE

## OCR(S):

COVS: 88 F \$374.92 CLM: 418 DAVID ALLEN  
ISS: 418 DAVID ALLEN  
RET: AUT OCR AUT NOT A  
SEC:

## MAILING LABEL:

ENTERPRISE RENT A CAR  
ATTN : ACCTS RECEIVABLE  
3718 BARDSTOWN RD  
LOUISVILLE

KY

TOTAL: \$374.92

40218

PF KEYS==&gt;

PF3 - EXIT

PF7 - BACKWARD

PF8 - FORWARD

USER==> CINDY      ANPAC LOSS PAID CHECK ISSUED 06/19/2007      SCREEN D672  
CLAIM 16 A 1JU852 R      INS [REDACTED]      GO TO  
ACCOUNT 000001032859      CHECK [REDACTED]      IRS NUMBER

## INVOICE:

PAYEE: CHASE AUTO FINANCE

IN PAYMENT OF: TOTAL LOSS PAYMENT FOR DAVID R TUCKER'S 2005 CHEV COBALT  
ACCT # [REDACTED]

## COMMENTS:

## AGENT:

CRONIN, DAVID

PC: D8832

AGENCY: 1-AAP

FAULT IND: AF

CAUSE: 07

## PAYMENT FOR COLLISION COVERAGE

## OCR(S):

COVS: 81 F \$11,418.96 CLM: 418 DAVID ALLEN

ISS: 418 DAVID ALLEN

RET: 418 DAVID ALLEN

SEC:

## MAILING LABEL:

CHASE AUTO FINANCE

PO BOX 901087

FT WORTH

TX

TOTAL: \$11,418.96

761012087

PF KEYS==&gt;

PF3 - EXIT

PF7 - BACKWARD

PF8 - FORWARD

5

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Paul Olle**  
Claims Administrator

July 17, 2007

CINDY DENNIS  
ANPAC  
1949 EAST SUNSHINE  
SPRINGFIELD, MO 65899

RE:    Claimant:            [REDACTED]  
      Our File No.:        634681  
      Our Client:          General Motors Corporation  
      Date/Event:         5/16/2007  
      Subject Vehicle:    2005 Chevrolet Cobalt  
      Your File No.:      13-A-V10312

Dear Ms. Dennis:

ESIS provides administrative claim services to General Motors for claims alleging a product defect. We received your letter dated July 12, 2007.

Our investigation is not complete. Therefore, we are not in a position to respond to your subrogation claim.

The information you provided supported amounts that have been paid by ANPAC. You did not provide any information that supports your contention that General Motors is responsible for the incident. Please provide documentation to support that claim.

Sincerely,

Paul Olle  
Claims Administrator



Claim Referer







5

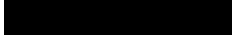
November 19, 2007

ESIS  
300 Renaissance Center  
Mail Code 482 C20 D71  
Detroit, MI 48265

313-665-3396 tel  
313-665-0911 fax  
www.esis.com

**Paul Olle**  
Claims Administrator

CINDY DENNIS  
ANPAC  
1949 EAST SUNSHINE  
SPRINGFIELD MO 65899

RE: Claimant:   
Our File No.: 634681  
Our Client: General Motors Corporation  
Date/Event: 05/16/2007  
Subject vehicle: 2005 Chevrolet Cobalt  
Your File No.: 16-A-1JU852

Dear Ms. Dennis:

A review of your claim regarding a 2005 Chevrolet Cobalt has been completed.

We must respectfully deny your claim for any damages.

Please call me at 313-665-3396 if you have any questions concerning this matter.

Sincerely,

Paul Olle

PE10-005

GM

4/14/2010

ATTACHMENT

Q 07

Q 03 Subject Legal

ATT



# Service Request Detail

|                      |  |             |             |              |                        |           |                         |
|----------------------|--|-------------|-------------|--------------|------------------------|-----------|-------------------------|
| SR No.               | 71-554247890   | Ref No.     |             | Goodwill     | No Goodwill Offered    | BRC Type  | PAR                     |
| Account              |  | Site        |             | GW SubType   |                        | Bus. Unit | BRC                     |
| Last Name            |  | First Name  |             | Approval     | Not Initiated          | Area      | PAR                     |
| Daytime #            |  | Evening #   |             | UCC          | Steering - General     | Sub-Area  | Initiate PAR- Collision |
| Address              |  | City        | Bridgeville | Involved Dtr | Colussy Chevrolet Inc. | Safety    | Yes                     |
| State                | PA   | ZipCd       |             | Source       | Phone                  | Updated   | 9/11/2007 05:18:16 PM   |
| Serial #/VIN         | 1G1AL14F757  | Model Year  | 2005        | Priority     | Medium                 | License # | CHEVROL                 |
| Make                 | Chevrolet  | Warr. Start | 05/12/2005  | Status       | Open                   | Owner     | RODRIGOS                |
| Model                | Cobalt   | Mileage     | 33000       | Sub-Status   |                        | Opened    | 9/7/2007 03:57:55 PM    |
| Abstract             | Steering Wheel Locked  |             |             |              |                        | Closed    |                         |
| Customer Description | *** BRC PAR CASE. DO NOT ASSUME. FORWARD ALL INQUIRIES TO JOSE RODRIGUEZ EXT 21333 *** |             |             |              |                        |           |                         |

## Pre-PAR

|                           |  |                |  |                        |              |           |              |                |
|---------------------------|--|----------------|--|------------------------|--------------|-----------|--------------|----------------|
| PAR Notifier              | Incident Date/Time   | Injuries       | # Other Veh  | # People in Veh        | Road Surface | Road Cond | Fire Report# | Police Report# |
| Owner                     | 9/7/2007 04:02:31 PM                                       | N              | 1  | 0                      | Asphalt      | Dry       | n/a          | n/a            |
| Driver Last Name          | Driver First Name  | Height         | DOB  | Disabilities           |              |           |              |                |
|                           |  | 5'8            |  | n/a                    |              |           |              |                |
| Insurance Agent Last Name | Insurance Agent First Name                                 | Phone #        | Insurance Agency   |                        |              |           |              |                |
| Wills                     | Byron  | (877) 838-9816 | Nationwide Insurance   |                        |              |           |              |                |
| Incident Loc              | Station St, Bridgeville, PA                                | Incident Desc  | Cust sts that her son was driving up hill. sts that there was alot of traffic. he was going 10mph. then her son noticed that there was a steering concern. this caused for her son to loose control of the vehicle and he hit a parked Jeep Liberty. |                        |              |           |              |                |
| Component                 | Steering   | Damage Desc    | Damaged front fender, tirerod, axle rod  |                        |              |           |              |                |
| Vehicle Loc               | COLUSSY CHEVROLET INC.                                     | Add'l Info     | 610 234 2826-insurance; policy # 5437D716454   |                        |              |           |              |                |
| Emgcy Svc Names           | Bridgville Police Department and another Police Department |                | Maint Loc  | COLUSSY CHEVROLET INC. |              |           |              |                |

## PAR Detail

|                        |   |                      |               |                         |                            |             |   |            |    |
|------------------------|---|----------------------|---------------|-------------------------|----------------------------|-------------|---|------------|----|
| Collision              | Y   | Non Collision        |               | Property Damage         | N                          | Thermal Evt | N | Spec Equip | No |
| Vehicle Speed          | 10  | Weather Condition    | dry and clear | Prop Owner              | Michael Kensinger          |             |   |            |    |
| Last Service Date      |   | Loc Last Service     |               | Property Location       | COLUSSY CHEVROLET INC.     |             |   |            |    |
| Veh Est Repair Cost    | \$3,876.00  | Spec Equip Installer | No            | Prop Damage Description | black paint, minor damages |             |   |            |    |
| Primary Veh Use        | Personal  | Inspection Type      |               | Inspected By            | Dealership                 |             |   |            |    |
| Veh Damage Description | Damaged front fender, tirerod, axle rod, radiator, front fender, bumper, steering gear. |                      |               | Explain Other           | N/A                        |             |   |            |    |

**RECEIVED**

SEP 12 2007

ESIS-GM CLAIMS UNIT

## Service Request Detail

### Activities

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type      | Status      | Completed | Description      |
|-----------------------|------------|--------------------|---------------|------------------------|-------------|-----------|------------------|
| 9/11/2007 05:24:44 PM | RODRIJOS   | ESISBIQU           | Escalation    | ESIS - Property Damage | In Progress |           | Assigned to ESIS |
| Contact Last Name     |            | Contact First Name |               | Account                |             | BAC Code  |                  |

#### Comments

##### Third Party Property Damage

#### Confidential Comments

| Created               | Created By | Assigned To        | Activity Type     | Activity Sub-Type          | Status | Completed             | Description                |
|-----------------------|------------|--------------------|-------------------|----------------------------|--------|-----------------------|----------------------------|
| 9/11/2007 05:05:19 PM | RODRIJOS   | RODRIJOS           | Ownership Changed | Ownership Escalated to BRC | Done   | 9/11/2007 05:05:19 PM | Ownership Escalated to BRC |
| Contact Last Name     |            | Contact First Name |                   | Account                    |        | BAC Code              |                            |

#### Confidential Comments

| Created               | Created By | Assigned To        | Activity Type     | Activity Sub-Type | Status | Completed             | Description  |
|-----------------------|------------|--------------------|-------------------|-------------------|--------|-----------------------|--|
| 9/10/2007 01:04:19 PM | DRAHEICM   | RODRIJOS           | Ownership Changed |                   | Done   | 9/10/2007 01:04:19 PM | Service Request Ownership has changed FROM: ADAZAMA TO: RODRIJOS |
| Contact Last Name     |            | Contact First Name |                   | Account           |        | BAC Code              |  |

#### Comments

#### Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By         | Assigned To | Activity Type | Activity Sub-Type      | Status | Completed             | Description |
|-----------------------|--------------------|-------------|---------------|------------------------|--------|-----------------------|-------------|
| 9/10/2007 01:03:23 PM | DRAHEICM           | RODRJOS     | BRC PAR       | Initial Contact- Phone | Done   | 9/11/2007 05:18:55 PM | Called      |
| Contact Last Name     | Contact First Name | Account     | BAC Code      |                        |        |                       |             |

#### Comments

Spoke with Sally Anthony (mother)

Cust sts that her son was driving up hill. sts that there was alot of traffic. he was going 10mph. then her son noticed that there was a steering concern. this caused for her son to loose control of the vehicle and he hit a parked Jeep Liberty.

Cust sts that the veh is at the dlr and the Jeep Liberty will also be taken to the dlr.

Cust seeks for GM to investigate this matter.

Crs advised that this case will be sent to ESIS. advised that they will contact her with in the next 7-10 business days.

Cust agreed.

Jose Rodriguez ATX PAR

Confidential Comments

| Created               | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status | Completed             | Description |
|-----------------------|--------------------|-------------|---------------|-------------------|--------|-----------------------|-------------|
| 9/10/2007 01:03:23 PM | DRAHEICM           | RODRJOS     | BRC PAR       | Acknowledgement   | Done   | 9/10/2007 05:31:03 PM | Called      |
| Contact Last Name     | Contact First Name | Account     | BAC Code      |                   |        |                       |             |

#### Comments

Summary:

Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By | Assigned To | Activity Type | Activity Sub-Type       | Status   | Completed             | Description |
|-----------------------|------------|-------------|---------------|-------------------------|----------|-----------------------|-------------|
| 9/10/2007 01:03:23 PM | DRAHEICM   | RODRIJOS    | BRC PAR       | Initial Contact- Dealer | Done     | 9/11/2007 05:22:09 PM | Called      |
|                       |            | Name        | Account       |                         | BAC Code |                       |             |

#### Comments

COLUSSY CHEVROLET INC.  
3073 WASHINGTON PIKE  
BRIDGEVILLE, PA 15017-1403  
(412) 221-1600

Left VM for Thomas in collision center

Crs advised that the customer alleges that her son was in an accident. advised that the cust sts that the son was unable to control the veh because there was a steering problem. then he hit a parked vehicle.

Crs advised not to do any repairs on veh. we have to send this case to esis for review.

Jose Rodriguez ATX PAR

Confidential Comments

| Created               | Created By | Assigned To       | Activity Type      | Activity Sub-Type    | Status | Completed             | Description |
|-----------------------|------------|-------------------|--------------------|----------------------|--------|-----------------------|-------------|
| 9/10/2007 01:03:23 PM | DRAHEICM   | RODRIJOS          | BRC PAR            | Initial Contact- AVM | Done   | 9/11/2007 05:24:43 PM | Called      |
|                       |            | Contact Last Name | Contact First Name | Account              |        | BAC Code              |             |

#### Comments

FAVM Jack Adams 914055 8037

Crs advised that the customer alleges that her son was in an accident. advised that the cust sts that the son was unable to control the veh because there was a steering problem. then he hit a parked vehicle.

Crs advised i wanted to advise on allegation

Jose Rodriguez ATX PAR

Confidential Comments

| Created               | Created By | Assigned To       | Activity Type      | Activity Sub-Type | Status | Completed             | Description   |
|-----------------------|------------|-------------------|--------------------|-------------------|--------|-----------------------|---------------|
| 9/10/2007 01:03:23 PM | DRAHEICM   | RODRIJOS          | Notify CRM         |                   | Done   | 9/11/2007 04:51:20 PM | File Assigned |
|                       |            | Contact Last Name | Contact First Name | Account           |        | BAC Code              |               |

#### Comments

Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status | Completed             | Description    |
|-----------------------|--------------------|-------------|---------------|-------------------|--------|-----------------------|----------------|
| 9/10/2007 01:03:23 PM | DRAHEICM           | RODRUJOS    | Research      |                   | Done   | 9/11/2007 04:51:16 PM | Researched VIN |
| Contact Last Name     | Contact First Name | Account     | BAC Code      |                   |        |                       |                |

#### Comments

EI 07082 POWER STEERING FLUID LEAK AT GEAR/RACK, REF-TSB 07-02-32-002B

No other related cases

Jose Rodriguez ATX PAR

Confidential Comments

| Created               | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status | Completed             | Description                               |
|-----------------------|--------------------|-------------|---------------|-------------------|--------|-----------------------|---|
| 9/10/2007 01:03:23 PM | DRAHEICM           | RODRUJOS    | BRC PAR       | Case Assigned     | Done   | 9/11/2007 04:49:54 PM | Assigned File to Jose Rodriguez ext 21333 |
| Contact Last Name     | Contact First Name | Account     | BAC Code      |                   |        |                       |   |

#### Comments

Confidential Comments

| Created              | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status | Completed             | Description                     |
|----------------------|--------------------|-------------|---------------|-------------------|--------|-----------------------|---------------------------------|
| 9/7/2007 05:06:46 PM | ADAZAMA            | DRAHEICM    | Escalation    | Initiate PAR      | Done   | 9/10/2007 10:47:00 AM | Assigning activity to PAR QUEUE |
| Contact Last Name    | Contact First Name | Account     | BAC Code      |                   |        |                       |                                 |

CRS advised that a person from the PAR Department will contact the customer within 2 business days

MARY DALTON(Maria Adaza ext#12762)CAC-ELE/MLA Simplified

Received and assigned in PAR.

Chad Draheim/atx/workflow par

Confidential Comments

## Service Request Detail

### Activities

| Created              | Created By         | Assigned To | Activity Type         | Activity Sub-Type | Status | Completed            | Description                       |
|----------------------|--------------------|-------------|-----------------------|-------------------|--------|----------------------|-----------------------------------|
| 9/7/2007 04:23:47 PM | ADAZAMA            | ADAZAMA     | Inbound Call Customer | Complex Request   | Done   | 9/7/2007 05:06:44 PM | Collission due to product failure |
| Contact Last Name    | Contact First Name | Account     | BAC Code              |                   |        |                      |                                   |

#### Comments

Cust. states:CHEV

>Had the veh. aligned at a non GM facility

>STEERING, SHAKING, COULD NOT STEER THE CAR

>hit into a parked vehicle. (axle is brokes, radiator damaged, everything pushed back

>Damaged front fender, tirerod, axle rod

>FEELS SOMETHING WAS WRONG BEFORE INCIDENT HAPPEND

> cust. could not go fast, there was traffic, could not steer the vehicle, ended up hitting a parked vehicle.

>Happened on Sept 5th 15:55(3:55)pm

>veh. towed at the dir

Customer Name: [REDACTED] PA (owner) vehicle registered under son and mother

Address: [REDACTED]

Phone #: [REDACTED] cell

VIN #1GNFC13C87R [REDACTED]

Mileage:30,000

Dir. Involved:COLUSSY CHEVROLET INC.

3073 WASHINGTON PIKE

BRIDGEVILLE , PA 15017-1403

(412) 221-1600

CRS advised customer that their information will be forwarded to the Product Allegation Department within the BRC

MARY DALTON(Maria Adaza ext#12762)CAC-ELE/MLA Simplified

#### Confidential Comments

### UCC Information

| UCC Code | Symptom              | Description        |
|----------|----------------------|--------------------|
| M01      | No Symptom Indicated | Steering - General |



# GM Vehicle Inquiry System

## Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

|       |             |
|-------|-------------|
| VIN : | 1G1AL14F757 |
|-------|-------------|

### VEHICLE INFORMATION

|                       |  |                           |                |
|-----------------------|--|---------------------------|----------------|
| Merchandising Model : | 1AL37 -2005 COBALT 2-DOOR LS COUPE   | Warranty Start Date :     | 05/12/2005     |
| BARS Order Type :     | 70 - RETAIL - STOCK  |                           |                |
| Delivering Dealer :   | COLUSSY CHEVROLET INC.<br>3073 WASHINGTON PIKE<br>BRIDGEVILLE, PA 15017-1403<br>(412) 221-1600 | Selling Source :          | 13 - CHEVROLET |
|                       |  | Site Code :               | 13182          |
|                       |  | Business Associate Code : | 113440         |
| Service Contract :    | No   | Branded Title :           | No             |
| Warranty Block :      | No   | PDI Status :              | Paid           |

### REQUIRED FIELD ACTIONS

|  |
|--|
| Vehicle Has No Current Record Of Outstanding Campaigns |
|--|

### SERVICE INFORMATIONAL ITEMS

|  |
|--|
| Vehicle Has No Current Record Of Outstanding Service Information |
|--|

### ON STAR AND XM SATELLITE RADIO INFORMATION

|  |
|--|
| Vehicle Has No Associated On Star or XM Radio Information. |
|--|

### APPLICABLE WARRANTIES

| Description                                       | Effective Date | Effective Odometer | End Date   | End Odometer |
|---|----------------|--------------------|------------|--------------|
| 36/36000 BUMPER TO BUMPER                         | 05/12/2005     | 10 miles           | 05/12/2008 | 36010 miles  |
| 72/100000 SHEET METAL COVERAGE RUST THROUGH       | 05/12/2005     | 10 miles           | 05/12/2011 | 100010 miles |
| 96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM | 05/12/2005     | 10 miles           | 05/12/2013 | 80010 miles  |
| 36/36000 FEDERAL EMISSION                         | 05/12/2005     | 10 miles           | 05/12/2008 | 36010 miles  |
| 60/60000 POWERTRAIN - U.S.                        | 05/12/2005     | 10 miles           | 05/12/2010 | 60010 miles  |

### CLAIM HISTORY

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

9/12/2007

|            |        |   |  |             |
|------------|--------|---|--|-------------|
| 08/14/2006 | 202649 | # | B7626 - MOLDING, ROOF TO QUARTER AT WELD JOINT - RIGHT - R&R OR RE | 18923 miles |
| 08/02/2006 | 202307 | # | C9741 - DOOR TRIM PULL CUP, LEFT FRONT - REPLACE                   | 18613 miles |
| 08/02/2006 | 202307 | # | C3300 - PLATE, FRONT DOOR ARMREST SWITCH MOUNTING - RIGHT - R&R OR | 18613 miles |
| 08/02/2006 | 202307 | # | C3301 - PLATE, FRONT DOOR ARMREST SWITCH MOUNTING - LEFT - R&R OR  | 18613 miles |
| 03/27/2006 | 198463 | # | N9522 - I/P REPROGRAM USING SPS PASS-THRU PROGRAMMING              | 13013 miles |
| 04/22/2005 | 188393 | I | Z6999 - PDI RELATED FLUID ADDS                                     | 3 miles     |
| 04/18/2005 | A15958 | I | Z7000 - PRE-DELIVERY INSPECTION - BASE TIME                        | 0 miles     |

**CHECK HISTORY INFORMATION**

Vehicle Has No Associated Check History Information.

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esis

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000

800.888.0164 tel  
313.665.0911 fax

Yolanda Johnson  
Claims Administrator

September 18, 2007

Bridgeville, PA

RE: Our File No.: 637588  
Our Client: General Motors Corporation  
Date/Event: 9/5/07  
Subject vehicle: 2005 Chevy Cobalt  
VIN: 1G1AL14F757

Dear

ESIS is the third party claim administrator for General Motors. As part of our claim handling process, we need to confirm and document the nature of your damages as we evaluate this matter on behalf of General Motors.

Please confirm in writing if you have tendered this claim to your insurance carrier for coverage. In the event you do not have any insurance, please confirm that fact with us as well.

Please check the area below, and have your signature(s) notarized and return this letter to my attention.

                     I have advised my insurance company of this claim and have made a settlement with my insurance company

  X   I have ~~not~~ advised my insurance company of this claim, and I do not intend to make a claim with my insurance company *at this time.*

                     I do not have insurance to cover this claim

*Jim Anthony*

Thank you in advance for your cooperation regarding this matter. If you have any questions, please contact me at 800.888.0164 extension 53413 Monday through Friday 8:00 AM to 5:00 PM EST.

Sincerely,

*Yolanda Johnson*  
Yolanda Johnson  
Claims Administrator

**SOUTH FAYETTE TOWNSHIP POLICE DEPARTMENT**  
**412-221-2170 • 412-221-2174 • 515 MILLERS RUN ROAD • MORGAN, PA 15064**

NOTICE IS HEREBY GIVEN THAT THE BELOW NAMED PARTIES WERE INVOLVED IN A NON-REPORTABLE ACCIDENT WITHIN THE TOWNSHIP OF SOUTH FAYETTE, IN ALLEGHENY COUNTY, AND THAT THEY HAVE COMPLIED WITH THE VEHICLE LAW OF PENNSYLVANIA, TITLE 75, SECTION NO. 3744, SUBSECTIONS (a) and (b).

*SECRET 07*

| Date of Accident                        | Time               | Location              | Officer Signature | Badge No.       |
|---|--------------------|-----------------------|-------------------|-----------------|
| <b>1 UNIT</b>                           |                    |                       |                   |                 |
| DRIVER NUMBER                           | STATE              | CLASS                 | RESTRICTIONS      | EXPIRED Y N SEX |
| DI                                      |                    |                       |                   |                 |
| OWNER                                   | ADDRESS            |                       | PHONE NUMBER      |                 |
| LEGALLY PARKED <input type="checkbox"/> | VIN                | TITLE NO.             | STATE             | REG. PLATE      |
| YEAR                                    | MAKE               | MODEL (NOT BODY TYPE) |                   |                 |
| INSURANCE CO.                           | INSURANCE CO. CODE | POLICY NO.            |                   |                 |
| <b>2 UNIT</b>                           |                    |                       |                   |                 |
| DRIVER NUMBER                           | STATE              | CLASS                 | RESTRICTIONS      | EXPIRED Y N SEX |
| DRIVER                                  | ADDRESS            |                       | PHONE NUMBER      |                 |
| OWNER                                   | ADDRESS            |                       | PHONE NUMBER      |                 |
| LEGALLY PARKED <input type="checkbox"/> | VIN                | TITLE NO.             | STATE             | REG. PLATE      |
| YEAR                                    | MAKE               | MODEL (NOT BODY TYPE) |                   |                 |
| INSURANCE CO.                           | INSURANCE CO. CODE | POLICY NO.            |                   |                 |

GY.

7-08

ALLEG.

61829145901

**MATERIAL USED**

Phone: (412) 221-7911 Fax: (412) 221-2269

**ROBERT J. GEYER**

**State**  
**Inspection**

NAME \_\_\_\_\_

**ADDRESS**

BRIDGEVILLE PA

**LICENSE NO.**

**NOTE: NO.**

## MAKE AND MODEL

MILEAGE

FVV-1197

161AL14F757

05 Chevy Cp.

17135-31761

STATE INSPECTION

1800

STICKER

200

## EMISSION TEST

4055

64.20

NATIONWIDE INS.

54 37 D 716454

11-19-07

**TOTAL FOR LABOUR**

60 u

**TOTAL FOR PARTS**

LF-40B

RF-5B

11

11

LR-3TB

RF-95

12

12

**TOTAL**

**I hereby authorize the above repair work to be done along with the necessary parts.**

**We are not responsible for cars or articles left in cars  
or in case of fire or other causes beyond our control.**

**NOTE: No claims for shortage, error or adjustment recognized unless made within ten days after the completion of this order and on presentation of this copy.**

TAX

4 | 20

**TOTAL AMOUNT**

64/20

**SIGNED** .....

THE NATION'S OLDEST CHEVROLET DEALER!



3073 Washington Pike • Bridgeville, PA 15017  
(412) 221-1600 • Fax: (412) 221-1607  
www.colussy.com

Service hours: Mon, Tues, Thurs: 7:00 AM - 9:00 PM  
Limited Schedule: Sat: 8:00 AM - 5:00 PM  
Wed, Fri: 7:00 AM - 5:30 PM

|   |   |                      |   |                                  |
|---|---|----------------------|---|----------------------------------|
| CUSTOMER NO.<br><b>34379</b>  | ADVISOR<br><b>GEORGE MCDONALD</b>                           | TAG NO.<br><b>38</b> | INVOICE DATE<br><b>03/27/06</b>   | INVOICE NO.<br><b>CVCS198463</b> |
| BRIDGEVILLE, PA   | LABOR RATE  | LICENSE NO.          | RELEASE<br><b>13,013</b>  | COLOR<br><b>BLACK/EBONY</b>      |
|   | YEAR / MAKE / MODEL<br><b>05 / CHEVROLET / COBALT / CPE</b> |                      | DELIVERY DATE<br><b>05/12/05</b>  | STOCK NO.<br><b>41736</b>        |
|   | VEHICLE LG. NO.<br><b>1 G 1 A L 1 4 F 7 5 7</b>             |                      | DELIVERY MILES<br><b>12</b>   | SALES DEALER NO.                 |
|   | R.T.E. NO.  | R.O. NO.             | R.O. DATE<br><b>03/24/06</b>  | PRODUCTION DATE                  |
| COMMENTS  |   |                      | MO: 13013   |                                  |
| <b>[ CELLULAR PHONE ]</b><br><b>LABOR &amp; PARTS</b><br><b>J# 1 11CVZ</b><br>ENGINE MINOR<br>CUSTOMER STATES AFTER DRIVING ON HIWAY AND GETTING OFF<br>RAMP, ENGINE QUIT RUNNING, CRANKS WONT FIRE.<br>CRANKS WILL NOT FIRE CHECK FUEL PRESSURE 0 FUEL TANK EMPTY<br>GAUGE READS 1/16 TANK.<br>ADDED FUEL TO VEHICLE REPROGRAM IPC AS PER BULLETIN FOR<br>GAUGE ACCURACY. N4199/.7 |   |                      | <b>WARRANTY</b><br>ALL NEW OR FACTORY REBUILT<br>PARTS ARE GUARANTEED<br>12 MONTHS OR 12,000<br>MILES. WHICHEVER COMES<br>FIRST UNLESS OTHERWISE<br>SPECIFIED. SEE OUR SERVICE<br>CONSULTANTS FOR DETAILS.            |                                  |
| <b>J# 2+00CVZ</b><br>MAINTENANCE<br>ROUTINE MAINTENANCE<br>ADDED FUEL TO VEHICLE  |   |                      | JOB # 1 TOTAL LABOR & PARTS 0.00<br>TECH(S):54 0.00<br>JOB # 2 TOTAL LABOR & PARTS 0.00   |                                  |
| <b>G.O.G. &amp; SUPPLIES</b><br>JOB # 2 0.1 FUEL @ 37.500 /UNIT   |   |                      | TOTAL - GDS 3.75<br>3.75  |                                  |
| <b>COMMENTS</b><br>TOWING AAA   |   |                      | <b>COLUSSY ADVANTAGES:</b><br>1. Certified Technicians<br>2. Early Drop Off<br>3. Free Local Shuttle<br>4. Complete Body Shop<br>5. Discount Rentals<br>6. Genuine GM Parts<br>7. We Service Most<br>GM Cars & Trucks |                                  |
| <b>TOTALS</b><br>*****<br>* [ ] CASH [ ] CHECK * CK NO. [ ] *<br>* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *<br>* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *<br>*****  |   |                      | TOTAL LABOR.... 0.00<br>TOTAL PARTS.... 0.00<br>TOTAL SUBLET... 0.00<br>TOTAL G.O.G.... 3.75<br>TOTAL MISC CHG. 0.00<br>TOTAL MISC DISC 0.00<br>TOTAL TAX..... 0.25<br><b>TOTAL INVOICE \$ 4.01</b>                   |                                  |
| IF YOU HAVE ANY QUESTIONS • PLEASE CALL BRIAN KENNELLY<br>*PLEASE ALLOW US THE OPPORTUNITY TO*<br>*ADDRESS YOUR CONCERNS BEFORE YOU ANSWER*<br>*YOUR SURVEY*<br>**THANK YOU FOR YOUR BUSINESS**   |   |                      |   |                                  |
| CUSTOMER SIGNATURE  |   |                      |   |                                  |
| Thank You!  |   |                      |   |                                  |

# GOODYEAR AUTO SERVICE CENTER

**INVOICE**  
**106205**

A DIVISION OF THE GOODYEAR TIRE & RUBBER COMPANY  
1110 WASHINGTON PIKE, OPEN MONDAY - SATURDAY  
BRIDGEVILLE, PA 15017  
FEDERAL TAX ID# 340253240  
(412)221-3401 HOURS 7-6MON-FRI.8-5SAT



PAGE: 01 COPY: 04

BILL TO: [REDACTED]  
BRIDGEVILLE, PA [REDACTED]

PHONE 1.....[REDACTED] EXT.  
PHONE 2.....  
RETURN PARTS.. NO  
PRIOR INVOICE. 104901  
TERR/NONSIG....1043/901043  
TIME REQUESTED

VEH YEAR/MAKE 05 CHEVROLET  
VEHICLE MODEL COBALT  
VEHICLE COLOR BLACK  
LICENSE/STATE FV1199 / PA  
ST INSP EXP DT 06/2008  
SALESMAN..... 021 / 002

ODOMETER IN/OUT 031412 / 031412  
VEHICLE IN.....07/04/07 09:43 AM  
VEHICLE OUT.....07/04/07 11:27 AM  
EMISSION EXP DT...06/2008  
DATE REQUESTED 07/03/07

ACCOUNT # COB TC CUST# TYPE/STATE AUTHORIZATION CREDIT CARD NO.  
104300005 V 01 04214 0 PA 01406B [REDACTED]

| SLS TECH | PRODUCT CODE                               | BC QTY | DESCRIPTION   | UNIT PRICE | LBR/EXCISE  | LINE TOTAL  |
|----------|--|--------|---|------------|-------------|-------------|
| 021 065  | 041-263                                    | R 4    | NEW VALVE STEM  | 3.25       | .00         | 13.00       |
| 021 065  | 044-275                                    | R 4    | WHEEL BALANCE - AUTO - LIFETIME   | 5.95       | 1.49- 10.00 | 2.51- 47.80 |
| 021      | 071  | R 4    | SCRAP TIRE DISPOSAL AUTO  | 3.00       | .00         | 12.00       |
| 021 072  | 078-145                                    | R 1    | WHEEL ALIGNMENT AUTO  | .00        | 69.95       | 69.95       |
| 021      | 732-023-500-0<br>QY 4 ( 1-4 ) M6V9LNER5205 | R 4    | P195/60R15 87T S1 EAG RS-A V5BRPTL  | 96.95      | 12.00- .00  | 339.80      |
| 021 072  | 092-206<br>QY 4                            | R 4    | ROAD HAZARD PROTECT (PRO-RATED REPLACE)<br>( 1 ) 301043022726 ( 2 ) 301043022727 ( 3 ) 301043022728<br>( 4 ) 301043022729 | 13.50      | .00         | 54.00       |

This is your list of Road Hazard Registration No(s).  
You MUST Present this invoice when requesting Road Hazard Protection Service.  
PRO-RATED TIRE REPLACEMENT FOR THE LIFE OF THE ORIGINAL TREAD. FREE FLAT  
REPAIRS & 24-HOUR ROADSIDE ASSIST. CALL 1-800-445-2146 FOR PROGRAM ADMIN

**CONTINUED NEXT PAGE**

# GOODYEAR AUTO SERVICE CENTER

**INVOICE**  
**106205**

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FEDERAL TAX ID# 340253240  
(412)221-3401 HOURS 7-6MON-FRI.8-5SAT



PAGE: 02

| SLS TECH | PRODUCT CODE | BC QTY | DESCRIPTION | UNIT PRICE | LBR/EXCISE | LINE TOTAL |
|----------|--------------|--------|-------------|------------|------------|------------|
|----------|--------------|--------|-------------|------------|------------|------------|

**SUMMARY:**

|                     |        |
|---------------------|--------|
| PARTS TOTAL.....    | 490.60 |
| LABOR TOTAL.....    | 109.95 |
| SHOP SUPPLIES *     | 4.90   |
| DISCOUNT LABOR..... | 10.04  |
| DISCOUNT PARTS..... | 53.96  |
| SUB TOTAL.....      | 541.45 |
| SALES TAX( 7.000%)  | 37.90  |

CHARGED AMOUNT 583.35  
STATE TIRE FEE 4.00  
TAXABLE AMOUNT 541.45

**INVOICE TOTAL**

**\$583.35**

\*\*\*\*\* FOR EMPLOYMENT OPPORTUNITIES VISIT US AT WWW.GOODYEAR.COM \*\*\*  
\*\*\*\*\* WE PERFORM 30K,60K,90K SERVICES TO ANY MODEL VEHICLE. \*\*\*\*\*  
WE DO ALL PREVENTIVE MAINTENANCE RECOMMENDED BY THE FACTORY AND MORE.

THANK YOU FOR YOUR BUSINESS! IF YOU ARE NOT 100% SATISFIED,  
PLEASE CONTACT THE STORE MANAGER. HAROLD MCGINNIS. AT (412)221-3401

SALES ASSOC(S): 021 WILLIAM W.  
TECHNICIAN(S): 072 NATHAN P.

065 RYAN K.

TREAD DEPTH L/F..... 10/32 R/F.... 10/32  
TREAD DEPTH L/R..... 10/32 R/R.... 10/32

AUTHORIZED BY. JASON  
AUTH PHONE.....  
REVISED TOTAL. 545.45

AUTH REC'D BY. HAROLD T  
AUTH DATE.....  
ADD'L AMOUNT.. 184.90

MANNER REC'D.. VERBAL  
AUTH TIME.....  
REPAIRS DESC..

ALL PARTS ARE NEW (AFTER-MARKET REPLACEMENTS) UNLESS OTHERWISE SPECIFIED.  
\*SHOP SUPPLY FEES COVER MISC MATERIALS USED IN SERVICING YOUR VEHICLE THAT DO NOT APPEAR ELSEWHERE ON THIS INVOICE AND FOR PROFIT  
SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION



### CDR File Information

|                               |   |
|-------------------------------|---|
| Vehicle Identification Number | 1G1AL14F757 [REDACTED]                  |
| Investigator                  | [REDACTED]                              |
| Case Number                   | 637588                                  |
| Investigation Date            | October 16th, 2007                      |
| Crash Date                    | September 5th, 2007                     |
| Filename                      | 1G1AL14F757 [REDACTED] CDR              |
| Saved on                      | Tuesday, October 16 2007 at 02:43:02 PM |
| Collected with CDR version    | Crash Data Retrieval Tool 2.914         |
| Reported with CDR version     | Crash Data Retrieval Tool 2.914         |
| EDR Device Type               | airbag control module                   |
| Event(s) recovered            | Non-Deployment                          |

### SDM Data Limitations

#### SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times. The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event, and then the Deployment Level Event will overwrite the Non-Deployment Event file.

#### SDM Data Limitations:

-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The Ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left. For Cadillac STS models with Stabilatrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

#### SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication

network.

-The Belt Switch Circuit is wired directly to the SDM.

### Multiple Event Data

|   |    |
|---|----|
| Associated Events Not Recorded                          | 0  |
| An Event(s) Preceded the Recorded Event(s)              | No |
| An Event(s) was in Between the Recorded Event(s)        | No |
| An Event(s) Followed the Recorded Event(s)              | No |
| The Event(s) Not Recorded was a Deployment Event(s)     | No |
| The Event(s) Not Recorded was a Non-Deployment Event(s) | No |

### System Status At AE

|  |             |
|--|-------------|
| Vehicle Identification Number                | **1AL14F*5* |
| Low Tire Pressure Warning Lamp (If Equipped) | OFF         |
| Vehicle Power Mode Status                    | Run         |
| Remote Start Status (If Equipped)            | Inactive    |
| Run/Crank Ignition Switch Logic Level        | Active      |
| Brake System Warning Lamp (If Equipped)      | OFF         |

### System Status At 1 second

|   |             |
|---|-------------|
| Transmission Range (If Equipped)                  | Third Gear  |
| Transmission Selector Position (If Equipped)      | Fourth Gear |
| Traction Control System Active (If Equipped)      | No          |
| Service Engine Soon (Non-Emission Related) Lamp   | OFF         |
| Service Vehicle Soon Lamp                         | OFF         |
| Outside Air Temperature (degrees F) (If Equipped) | 89          |
| Left Front Door Status (If Equipped)              | Closed      |
| Right Front Door Status (If Equipped)             | Closed      |
| Left Rear Door Status (If Equipped)               | Unused      |
| Right Rear Door Status (If Equipped)              | Unused      |
| Rear Door(s) Status (If Equipped)                 | Closed      |

### Pre-crash data

| Parameter   | -2 sec | -1 sec |
|---|--------|--------|
| Reduced Engine Power Mode                         | OFF    | OFF    |
| Cruise Control Active (If Equipped)               | No     | No     |
| Cruise Control Resume Switch Active (If Equipped) | No     | No     |
| Cruise Control Set Switch Active (If Equipped)    | No     | No     |

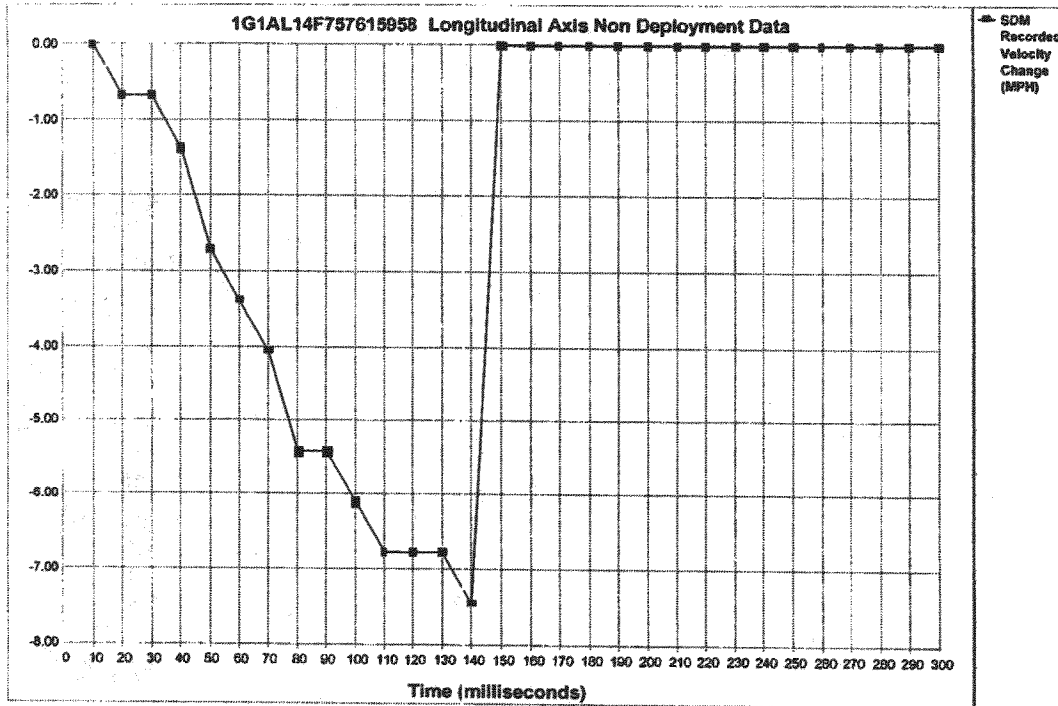
### Pre-crash data

| Parameter   | -5 sec  | -4 sec  | -3 sec  | -2 sec  | -1 sec  |
|---|---------|---------|---------|---------|---------|
| Vehicle Speed (MPH)                                       | 21      | 21      | 19      | 18      | 16      |
| Engine Speed (RPM)  | 1472    | 1088    | 1024    | 960     | 896     |
| Percent Throttle  | 28      | 19      | 19      | 19      | 19      |
| Accelerator Pedal Position (percent)                      | 7       | 0       | 0       | 0       | 0       |
| Antilock Brake System Active (If Equipped)                | No      | No      | No      | No      | No      |
| Lateral Acceleration (feet/s <sup>2</sup> ) (If Equipped) | Invalid | Invalid | Invalid | Invalid | Invalid |
| Yaw Rate (degrees per second) (If Equipped)               | Invalid | Invalid | Invalid | Invalid | Invalid |
| Steering Wheel Angle (degrees) (If Equipped)              | 0       | 0       | 0       | 0       | 0       |

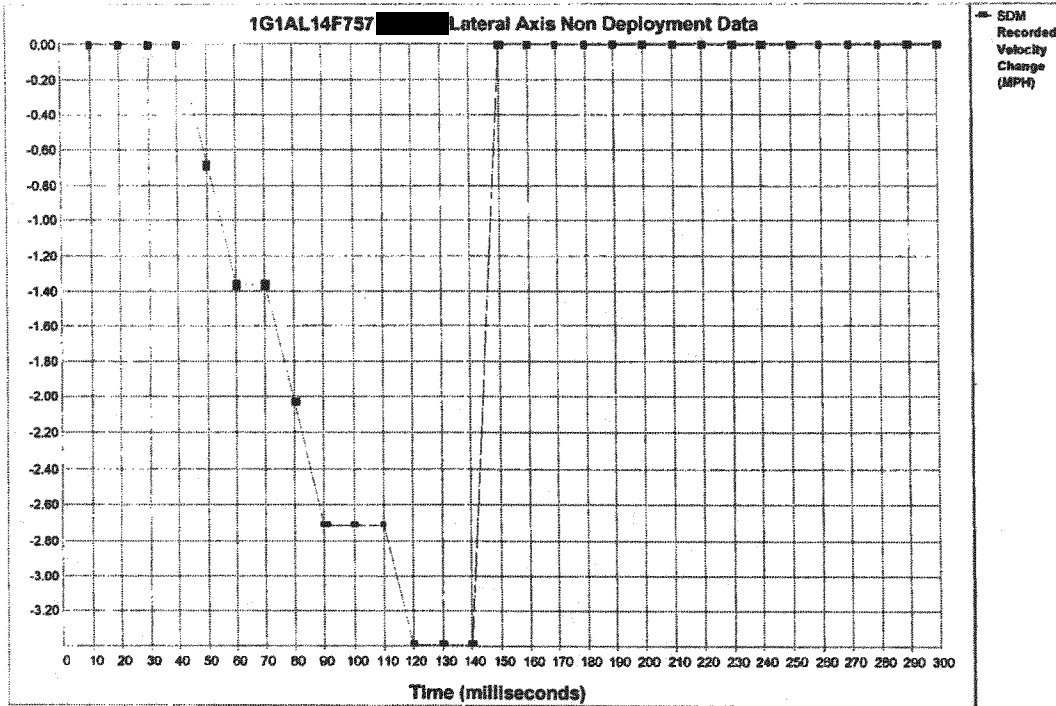
| Parameter   | -5 sec  | -4 sec  | -3 sec  | -2 sec  | -1 sec  |
|---|---------|---------|---------|---------|---------|
| Vehicle Dynamics<br>Control Active (If<br>Equipped) | Invalid | Invalid | Invalid | Invalid | Invalid |

### System Status At Non-Deployment

|  |           |
|--|-----------|
| Ignition Cycles At Investigation                                   | 6670      |
| SIR Warning Lamp Status  | OFF       |
| SIR Warning Lamp ON/OFF Time (seconds)                             | 655200    |
| Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously | 2518      |
| Ignition Cycles At Event   | 6665      |
| Ignition Cycles Since DTCs Were Last Cleared                       | 254       |
| Driver's Belt Switch Circuit Status                                | UNBUCKLED |
| Diagnostic Trouble Codes at Event, fault number: 1                 | N/A       |
| Diagnostic Trouble Codes at Event, fault number: 2                 | N/A       |
| Diagnostic Trouble Codes at Event, fault number: 3                 | N/A       |
| Diagnostic Trouble Codes at Event, fault number: 4                 | N/A       |
| Diagnostic Trouble Codes at Event, fault number: 5                 | N/A       |
| Diagnostic Trouble Codes at Event, fault number: 6                 | N/A       |
| Maximum SDM Recorded Velocity Change (MPH)                         | 7.84      |
| Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)    | 140       |
| Driver First Stage Deployment Loop Commanded                       | No        |
| Driver Second Stage Deployment Loop Commanded                      | No        |
| Driver Side Deployment Loop Commanded                              | No        |
| Driver Pretensioner Deployment Loop Commanded                      | No        |
| Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded         | No        |
| Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded         | No        |
| Driver Knee Deployment Loop Commanded                              | No        |
| Passenger First Stage Deployment Loop Commanded                    | No        |
| Passenger Second Stage Deployment Loop Commanded                   | No        |
| Passenger Side Deployment Loop Commanded                           | No        |
| Passenger Pretensioner Deployment Loop Commanded                   | No        |
| Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded      | No        |
| Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded      | No        |
| Passenger Knee Deployment Loop Commanded                           | No        |
| Second Row Left Side Deployment Loop Commanded                     | No        |
| Second Row Left Pretensioner Deployment Loop Commanded             | No        |
| Third Row Left Roof Rail/Head Curtain Loop Commanded               | No        |
| Second Row Right Side Deployment Loop Commanded                    | No        |
| Second Row Right Pretensioner Deployment Loop Commanded            | No        |
| Third Row Right Roof Rail/Head Curtain Loop Commanded              | No        |
| Second Row Center Pretensioner Deployment Loop Commanded           | No        |
| Crash Record Locked  | No        |
| Vehicle Event Data (Pre-Crash) Associated With This Event          | Yes       |
| Deployment Event Recorded in the Non-Deployment Record             | No        |
| Event Recording Complete   | Yes       |



|                                     |      |       |       |       |       |       |       |       |       |       |       |       |       |       |      |
|-------------------------------------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|
| Time (milliseconds)                 | 10   | 20    | 30    | 40    | 50    | 60    | 70    | 80    | 90    | 100   | 110   | 120   | 130   | 140   | 150  |
| Longitudinal Axis Recorded Velocity | 0.00 | -0.68 | -0.68 | -1.36 | -2.71 | -3.39 | -4.07 | -5.42 | -5.42 | -6.10 | -6.78 | -6.78 | -6.78 | -7.46 | 0.00 |
| Time (milliseconds)                 | 160  | 170   | 180   | 190   | 200   | 210   | 220   | 230   | 240   | 250   | 260   | 270   | 280   | 290   | 300  |
| Longitudinal Axis Recorded Velocity | 0.00 | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00 |



|   |      |      |      |      |       |       |       |       |       |       |       |       |       |       |      |
|---|------|------|------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|
| Time (milliseconds)                         | 10   | 20   | 30   | 40   | 50    | 60    | 70    | 80    | 90    | 100   | 110   | 120   | 130   | 140   | 150  |
| Lateral Axis Recorded Velocity Change (MPH) | 0.00 | 0.00 | 0.00 | 0.00 | -0.68 | -1.36 | -1.36 | -2.03 | -2.71 | -2.71 | -2.71 | -3.39 | -3.39 | -3.39 | 0.00 |
| Time (milliseconds)                         | 160  | 170  | 180  | 190  | 200   | 210   | 220   | 230   | 240   | 250   | 260   | 270   | 280   | 290   | 300  |
| Lateral Axis Recorded Velocity Change (MPH) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00 |

### Hexadecimal Data

```

$01 00 00 00 00 58 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 94 31
$07 00 29 00 00 00 00 00
$08 00 FF 00 00 00 00 00
$09 00 85 84 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 05 0F 00 00 00
$0C 00 00 00 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 00 00 00 00 00 00 00
$0F BA 00 00 00 00 00 00
$10 47 31 41 4C 31 34 46
$11 37 35 37 36 31 35 39
$12 35 38 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 03 03 00 00 00
$18 03 02 00 00 00 00 00
$19 03 03 00 00 00 00 00
$1B 3F 30 00 66 00 78 00
$1C 3F 30 00 62 00 18 00
$1D 4F 4F 00 00 00 00 00
$1E 4F 00 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF 01 00 00 70 00 00
$22 00 89 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 09 DB 00 00
$2F 00 FE 1A 0E 05 00 00
$30 9D 00 00 00 00 00 00
$31 00 00 00 00 12 00 00
$32 00 00 00 00 00 00 00
$33 30 31 31 31 47 00 00
$34 0E 0F 10 11 17 00 00
$35 1A 1D 1F 21 21 00 00
$36 00 00 00 00 00 00 00
$37 00 00 00 03 04 00 20
$38 8F 00 00 00 03 C0 00
$39 00 00 00 00 00 80 00
$3A 00 00 00 00 00 80 00
$3B 03 06 0C 00 00 00 00
$3C 00 00 00 00 00 00 C0
$3D 31 41 4C 31 34 46 00
$3E 35 61 59 58 00 00 00
$3F 00 00 90 00 00 00 00
$40 20 A5 00 00 00 00 00
$41 00 00 00 00 00 00 00
$42 00 FF F0 09 D6 00 00
$43 FE 1A 09 00 00 00 00

```



```

$44 00 00 00 00 00 00 00
$45 00 00 00 00 00 00 00
$46 00 00 00 00 00 00 00
$47 00 00 00 FF 00 FF 00
$48 00 FE FF FC FE FB 00
$49 FE FA FD F8 FC F8 00
$4A FC F7 FC F6 FB F6 00
$4B FB F6 FB F5 00 00 00
$4C 00 00 00 00 00 00 00
$4D 00 00 00 00 00 00 00
$4E 00 00 00 00 00 00 00
$4F 00 00 00 00 00 00 00
$50 00 00 00 00 00 00 00
$51 70 00 00 00 00 00 00
$52 80 00 00 00 00 00 00
$53 0E 00 92 00 00 00 00
$54 00 00 00 00 00 00 00
$55 00 00 00 00 00 00 00
$67 00 00 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
$69 80 FF FF FF FF 00 00
$6A FF FF FF 00 00 00 00
$6B FF FF FF FF FF FF 00
$6C FF FF FF FF FF FF 00
$6D FF FF FF FF FF FF 00
$6E FF FF FF FF FF FF 00
$6F FF FF FF FF FF FF 00
$70 FF FF FF FF FF FF 00
$71 FF FF FF FF FF FF 00
$72 FF FF FF FF FF FF 00
$73 FF FF FF FF FF FF 00
$74 FF FF FF FF FF FF 00
$75 FF FF FF FF FF FF 00
$76 FF FF FF FF FF FF 00
$77 FF FF FF FF FF FF 00
$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF FF 00

```

```

$01 41 55 34 37 30 37 52 35 30 31 38 33 30 4B 53 43
$02 41 0A 99 B3
$03 41 54 34 37 30 37 52 35 30 32 37 33 30 52 35 35
$04 41 0A 99 B3
$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06 FF FF FF FF
$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$08 FF FF FF FF
$0D 41 48 34 37 30 35 52 35 30 33 38 32 33 50 44 39
$0E 01 5A 4B 31
$0F 41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
$10 01 02 03 04
$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$14 FF FF FF FF
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 31 12 66 1A E6 87 91 9A
$22 94 31
$23 31 41 FA FA FA FA 34
$24 31 41 FA FA FA FA 34
$25 32 41 FA FA FA FA 34
$26 32 41 FA FA FA FA 34
$40 00 00
$41 3F 30 00 62 00 18
$42 10 C4
$43 00 00 8C 80
$44 C6 00 00 FC C0 C0

```

\$45 07 01 07 01 05 01  
\$46 FF 1A 1A 64 64  
\$47 0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64  
\$48 18 08 08  
\$B0 58  
\$B1 FD FE 00  
\$B2 FF FF FF FF FF  
\$B4 41 53 39 34 33 31 32 33 30 36 4D 55 20 20 20 20  
\$B7 50 AA 01 0F 01  
\$B8 54 41 68 04 02  
\$C1 30 4E 30 31  
\$CA 30 4E 30 31  
\$CB 00 EE B0 17  
\$CC 00 EE B0 17  
\$D1 00 00  
\$DB 00 00  
\$DC 00 00

**Comments**

@ Colussy Chevrolet Body Shop, Bridgeville, PA.  
Alone at the time of the download.

Mileage = 33,852 miles.

Downloaded thru the A.L.D.L. / D.L.C.

Vehicle has not been repaired.

No air bags have deployed.

Air bag lamp is OFF.

No suppression switch.

5

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Yolanda Allen**  
Claims Administrator

January 14, 2008

Mr. [REDACTED]  
[REDACTED]

Bridgeville, PA [REDACTED]

RE:    Claimant:            [REDACTED]  
      Our File No.:        637588  
      Our Client:          General Motors Corporation  
      Date/Event:          9/5/07  
      Subject vehicle:     2005 Chevy Cobalt  
      VIN:                 1G1AL14F757 [REDACTED]

Dear [REDACTED]

ESIS is the third party administrator on behalf of General Motors. As we discussed, the above claim has been denied.

If you choose to pursue this matter further, you must maintain the vehicle in its immediate post-incident condition.

Thank you for your time in this regard.

Sincerely,

**Yolanda Allen**  
Claims Administrator

PE10-005

GM

4/14/2010

ATTACHMENT

Q 07

Q 03 Subject Legal

ATT



## Service Request Detail

|                      |  |             |               |              |                          |           |                         |
|----------------------|--|-------------|---------------|--------------|--------------------------|-----------|-------------------------|
| SR No.               | 71-564996293   | Ref No.     |               | Goodwill     | No Goodwill Offered      | BRC Type  | PAR                     |
| Account              |  | Site        |               | GW SubType   |                          | Bus. Unit | BRC                     |
| Last Name            |  | First Name  |               | Approval     | Not Initiated            | Area      | PAR                     |
| Daytime #            |  | Evening #   |               | UCC          | Brakes - General         | Sub-Area  | Initiate PAR- Collision |
| Address              |  | City        | New Braunfels | Involved Dir |                          | Safety    | Yes                     |
| State                | TX ZipCd   | Con Acct    |               | Source       | Phone                    | Updated   | 10/17/2007 04:04:07 PM  |
| Serial #/VIN         | 1G1AK55F267  | Model Year  | 2006          | Priority     | Medium License # CHEVROL | Owner     | RODRIGOS                |
| Make                 | Chevrolet  | Warr. Start | 03/17/2006    | Status       | Open                     | Opened    | 10/15/2007 04:11:46 PM  |
| Model                | Cobalt   | Mileage     |               | Sub-Status   | Dissatisfied             | Closed    |                         |
| Abstract             | Steering wheel   |             |               |              |                          |           |                         |
| Customer Description | *** THIS IS A BRC PAR CASE. DO NOT ASSUME. FORWARD ALL INQUIRIES TO JOSE RODRIGUEZ EXT 21333 *** |             |               |              |                          |           |                         |

## Pre-PAR

|                           |   |                |   |                 |              |            |              |                |
|---------------------------|---|----------------|---|-----------------|--------------|------------|--------------|----------------|
| PAR Notifier              | Incident Date/Time  | Injuries       | # Other Veh   | # People in Veh | Road Surface | Road Cond. | Fire Report# | Police Report# |
| Relative                  | 9/30/2007 08:30:00 AM   | N              | 1   | 1               | Asphalt      | Dry        | N/A          | 2007042180     |
| Driver Last Name          | Driver First Name   | Height         | DOB   | Disabilities    |              |            |              |                |
|                           |   | 5'9"           | 4/17/1989   | No.             |              |            |              |                |
| Insurance Agent Last Name | Insurance Agent First Name  | Phone #        | Insurance Agency  |                 |              |            |              |                |
| Andrews                   | Richards  | (800) 332-3226 | Safeco Insurance Claim # 856161843007   |                 |              |            |              |                |
| Incident Loc              | Highway 46 New Braunfels TX   | Incident Desc  | Cust sts that her daughter was in an accident. sts that her daughter was driving and the veh in front of her stopped. then her daughter tried to swerve veh to the side so that she would not hit the veh in front. And the steering wheel locked up. She was unable to swerve the veh. So then |                 |              |            |              |                |
| Component                 | Brakes and the steering as well as the air bags.  | Damage Desc    | The front is wrecked the hood is tilted back both front lights are damaged the radiator the AC unit the hole bumper and grill is demolished the air ba  |                 |              |            |              |                |
| Vehicle Loc               | Jim Kroiczky Body Shop New New Braunfels  | Addl Info      | Dowanna woods. Adjuster Claim number: 856161843007  |                 |              |            |              |                |
| Emgcy Svc Names           | New Braunfels City Of Police Department Police Administration<br>New Braunfels 78130 TX | Maint Loc      | An independent. It's one of those 10 min oil change My husband may have done some but I do  |                 |              |            |              |                |

## PAR Detail

|                        |                                |                      |                    |                         |             |                      |                          |                      |
|------------------------|--------------------------------|----------------------|--------------------|-------------------------|-------------|----------------------|--------------------------|----------------------|
| Collision              | Y                              | Non Collision        | Property Damage    | Y                       | Thermal Evt | N                    | Spec Equip               | N/A                  |
| Vehicle Speed          |                                | Weather Condition    | dry and clear day. | Prop Owner              | Unknown     | Property Type        | Unknown                  |                      |
| Last Service Date      |                                | Loc Last Service     |                    | Property Location       | Unknown     | Prop Est Repair Cost |                          |                      |
| Veh Est Repair Cost    | \$4,500.00                     | Spec Equip Installer | N/A                | Prop Damage Description | Unknown     | Inspected By         | Inspection Not Performed | Inspection Date/Time |
| Primary Veh Use        | Personal                       | Inspection Type      |                    | Explain Other           | Unknown     |                      |                          |                      |
| Veh Damage Description | frontal damages to the vehicle |                      |                    |                         |             |                      |                          |                      |

## Service Request Detail

### Activities

| Created                | Created By | Assigned To | Activity Type | Activity Sub-Type | Status      | Completed | Description      |
|------------------------|------------|-------------|---------------|-------------------|-------------|-----------|------------------|
| 10/17/2007 04:05:10 PM | RODRIGOS   | ESISBIQU    | Escalation    | ESIS - Injuries   | In Progress |           | Assigned to ESIS |

|                   |                    |         |          |
|-------------------|--------------------|---------|----------|
| Contact Last Name | Contact First Name | Account | BAC Code |
|-------------------|--------------------|---------|----------|

#### Comments

Third party injuries

Confidential Comments

| Created                | Created By | Assigned To | Activity Type     | Activity Sub-Type          | Status | Completed              | Description                |
|------------------------|------------|-------------|-------------------|----------------------------|--------|------------------------|----------------------------|
| 10/17/2007 04:03:12 PM | RODRIGOS   | RODRIGOS    | Ownership Changed | Ownership Escalated to BRC | Done   | 10/17/2007 04:03:12 PM | Ownership Escalated to BRC |

|                   |                    |         |          |
|-------------------|--------------------|---------|----------|
| Contact Last Name | Contact First Name | Account | BAC Code |
|-------------------|--------------------|---------|----------|

#### Comments

Confidential Comments

| Created                | Created By | Assigned To | Activity Type     | Activity Sub-Type | Status | Completed              | Description   |
|------------------------|------------|-------------|-------------------|-------------------|--------|------------------------|---|
| 10/16/2007 03:40:50 PM | DRAHEICM   | RODRIGOS    | Ownership Changed |                   | Done   | 10/16/2007 03:40:50 PM | Service Request Ownership has changed FROM: MALKAH TO: RODRIGOS |

|                   |                    |         |          |
|-------------------|--------------------|---------|----------|
| Contact Last Name | Contact First Name | Account | BAC Code |
|-------------------|--------------------|---------|----------|

#### Comments

Confidential Comments

| Created                | Created By | Assigned To | Activity Type | Activity Sub-Type    | Status | Completed              | Description |
|------------------------|------------|-------------|---------------|----------------------|--------|------------------------|-------------|
| 10/16/2007 03:39:24 PM | DRAHEICM   | RODRIGOS    | BRC PAR       | Initial Contact- AVM | Done   | 10/17/2007 04:05:09 PM | Called      |

|                   |                    |         |          |
|-------------------|--------------------|---------|----------|
| Contact Last Name | Contact First Name | Account | BAC Code |
|-------------------|--------------------|---------|----------|

#### Comments

No need to contact dvm. veh bought used at an independent.

Jose Rodriguez ATX PAR

Confidential Comments

## Service Request Detail

### Activities

| Created                | Created By         | Assigned To | Activity Type | Activity Sub-Type      | Status   | Completed              | Description |
|------------------------|--------------------|-------------|---------------|------------------------|----------|------------------------|-------------|
| 10/16/2007 03:39:24 PM | DRAHEICM           | RODRUJOS    | BRC PAR       | Initial Contact- Phone | Done     | 10/17/2007 04:03:21 PM | Called      |
| Contact Last Name      | Contact First Name |             | Account       |                        | BAC Code |                        |             |

#### Comments

Spoke [redacted] (mother)

Cust sts that her daughter was in an accident.  
sts that her daughter was driving and the veh in front of her stopped, then her daughter tried to swerve veh to the side so that she would not hit the veh in front.  
And the steering wheel locked up.  
She was unable to swerve the veh.  
So then daughter tried to press on the brakes and the brakes did not work. sts that she rear ended the veh in front of her.  
this veh was bought used at a Nissan Dlx.

Crs advised will send the case to ests. they will contact her with in the next 7-10 business days.

Jose Rodriguez ATX PAR

Confidential Comments

| Created                | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status   | Completed              | Description |
|------------------------|--------------------|-------------|---------------|-------------------|----------|------------------------|-------------|
| 10/16/2007 03:39:24 PM | DRAHEICM           | RODRUJOS    | BRC PAR       | Acknowledgement   | Done     | 10/17/2007 02:12:14 PM | Called      |
| Contact Last Name      | Contact First Name |             | Account       |                   | BAC Code |                        |             |

#### Comments

##### Summary:

Confidential Comments

| Created                | Created By         | Assigned To | Activity Type | Activity Sub-Type       | Status   | Completed              | Description |
|------------------------|--------------------|-------------|---------------|-------------------------|----------|------------------------|-------------|
| 10/16/2007 03:39:24 PM | DRAHEICM           | RODRUJOS    | BRC PAR       | Initial Contact- Dealer | Done     | 10/17/2007 04:04:59 PM | Called      |
| Contact Last Name      | Contact First Name |             | Account       |                         | BAC Code |                        |             |

No need to contact dlr. veh bought used at an independent.

Jose Rodriguez ATX PAR

Confidential Comments



## Service Request Detail

### Activities

| Created                | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed              | Description   |
|------------------------|------------|--------------------|---------------|-------------------|--------|------------------------|---------------|
| 10/16/2007 03:39:24 PM | DRAHEICM   | RODRJOS            | Notify CRM    |                   | Done   | 10/17/2007 02:08:15 PM | File Assigned |
| Contact Last Name      |            | Contact First Name |               | Account           |        | BAC Code               |               |

Confidential Comments

| Created                | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed              | Description    |
|------------------------|------------|--------------------|---------------|-------------------|--------|------------------------|----------------|
| 10/16/2007 03:39:23 PM | DRAHEICM   | RODRJOS            | Research      |                   | Done   | 10/17/2007 02:08:10 PM | Researched VIN |
| Contact Last Name      |            | Contact First Name |               | Account           |        | BAC Code               |                |

Summary:

No open recalls

No other related cases

Jose Rodriguez ATX PAR

Confidential Comments

| Created                | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed              | Description                               |
|------------------------|------------|--------------------|---------------|-------------------|--------|------------------------|---|
| 10/16/2007 03:39:23 PM | DRAHEICM   | RODRJOS            | BRC PAR       | Case Assigned     | Done   | 10/17/2007 02:07:08 PM | Assigned File to Jose Rodriguez ext 21333 |
| Contact Last Name      |            | Contact First Name |               | Account           |        | BAC Code               |   |

Comments

Confidential Comments

## Service Request Detail

### Activities

| Created                | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status | Completed              | Description   |
|------------------------|--------------------|-------------|---------------|-------------------|--------|------------------------|---|
| 10/16/2007 11:43:04 AM | DRAHEICM           | MALKAHA     | SR Opened     |                   | Done   | 10/16/2007 11:43:04 AM | SR in Status of Closed has been Re-Opened by DRAHEICM |
| Contact Last Name      | Contact First Name | Account     | BAC Code      |                   |        |                        |   |

Comments

Confidential Comments

| Created                | Created By         | Assigned To | Activity Type            | Activity Sub-Type | Status | Completed              | Description                                   |
|------------------------|--------------------|-------------|--------------------------|-------------------|--------|------------------------|---|
| 10/16/2007 11:43:02 AM | DRAHEICM           | MALKAHA     | SR Closed - Dissatisfied |                   | Done   | 10/16/2007 11:43:02 AM | Service Request has been Closed Dissatisfied. |
| Contact Last Name      | Contact First Name | Account     | BAC Code                 |                   |        |                        |   |

Comments

Confidential Comments

| Created                | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status | Completed              | Description                     |
|------------------------|--------------------|-------------|---------------|-------------------|--------|------------------------|---------------------------------|
| 10/16/2007 05:16:51 PM | MALKAHA            | DRAHEICM    | Escalation    |                   | Done   | 10/16/2007 11:42:46 AM | Assigning activity to PAR QUEUE |
| Contact Last Name      | Contact First Name | Account     | BAC Code      |                   |        |                        |                                 |

Comments

CRS advised that a person from the PAR Department will contact the customer within 2 business days.

Hamertl Melka/CAC/STJ

Received and assigned in PAR.  
Chad Draheim/atx/workflow par

Confidential Comments

on 10/18/2007

## Service Request Detail

### Activities

| Created                | Created By         | Assigned To | Activity Type         | Activity Sub-Type | Status | Completed              | Description |
|------------------------|--------------------|-------------|-----------------------|-------------------|--------|------------------------|-------------|
| 10/15/2007 05:08:31 PM | MALKAHA            | MALKAHA     | Inbound Call Customer | Complex Request   | Done   | 10/15/2007 05:19:29 PM | Last call.  |
| Contact Last Name      | Contact First Name | Account     | BAC Code              |                   |        |                        |             |
|                        |                    |             |                       |                   |        |                        |             |

Out of Pocket expense (document repairs & cost): We had to pay the towing it was 396.00\$.

Cust Sks: Highway 46

CRS adv: A person from the PAR Department will contact the customer within 2 business days.

Cust sts: OK.

CRS adv: Is there anything else I can help you with or you would like to add to this.

Cust sts: No that would be all.

Hamerli Melka/CAC/STJ

Confidential Comments

## Service Request Detail

### Activities

| Created                | Created By         | Assigned To | Activity Type         | Activity Sub-Type | Status | Completed              | Description             |
|------------------------|--------------------|-------------|-----------------------|-------------------|--------|------------------------|-------------------------|
| 10/15/2007 04:11:49 PM | MALKAHA            | MALKAHA     | Inbound Call Customer | Complex Request   | Done   | 10/15/2007 05:19:33 PM | Issues with the vehicle |
| Contact Last Name      | Contact First Name | Account     | BAC Code              |                   |        |                        |                         |

#### Comments

Cust Sts: My daughter was in an accident she was not injured but the vehicle was damaged. The antilock breaks did not work and the steering wheel did not turn. It was involved in an accident and I was not aware of it no one told me.

Cust sks: I want some one from Chivvy to take a look at the vehicle.

CRS adv: I am sorry that this took place what I can do for you is get all the information needed and get you thru to the proper person that would be able to help.

Cust sts: ok

Org owner? Not

Primary driver? My daughter is.

Personal or business use? personal

Where purchased? San Marcos Nissan

2990 S I H 35, San Marcos 78666 TX

5123535116

If 2nd Owner of Veh, when/what mig? 12,000

Ext Svc Plan? Yes VSC not GM.

Concern Specific: The antilock breaks did not work and the steering wheel did not turn. It was involved in an accident and I was not aware of it no one told me.

When 1st notice concern? The accident was on Sept 30th.

Where diagnosed? Krolczyk James

1598 W Klein Rd, New Braunfels 78130 TX

830 6297865

Est cost of the repair? 4539.00

Current location of veh? Krolczyk James

Veh repaired? If yes, cost & where completed? It will be completed at the end of next week.

If not GM dir, phone # of repair facility? 830 6297865

Where maint performed? An independent.

Prev GM veh? I have had 4. Suburban and chivvy s-10, Oldsmobile, GMC

Prev related repairs? When? No not on this vehicle.

Hamerli Melka/CAC/STJ

#### Confidential Comments

### UCC Information

| UCC Code | Symptom              | Description      |
|----------|----------------------|------------------|
| H01      | No Symptom Indicated | Brakes - General |

# GM Vehicle Inquiry System

## Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

|       |             |
|-------|-------------|
| VIN : | IGIAK55F267 |
|-------|-------------|

### VEHICLE INFORMATION

|                       |  |                 |                           |                  |    |              |      |
|-----------------------|--|-----------------|---------------------------|------------------|----|--------------|------|
| Merchandising Model : | IAK69 -2006 COBALT 4-DOOR LS SEDAN   |                 | Warranty Start Date :     | 03/17/2006       |    |              |      |
| BARS Order Type :     | 50 - FLEET   |                 |                           |                  |    |              |      |
| Delivering Dealer :   | SPEEDWAY CHEVROLET, INC.<br>2301 N ASPEN AVE<br>BROKEN ARROW , OK 74012-1182<br>(918) 258-8000 |                 | Selling Source :          | 13 - CHEVROLET   |    |              |      |
|                       |  |                 | Site Code :               | 05387            |    |              |      |
|                       |  |                 | Business Associate Code : | 171037           |    |              |      |
| Service Contract :    | No   | Branded Title : | No                        | Warranty Block : | No | PDI Status : | Paid |

### REQUIRED FIELD ACTIONS

|  |
|--|
| Vehicle Has No Current Record Of Outstanding Campaigns |
|--|

### SERVICE INFORMATIONAL ITEMS

|  |
|--|
| Vehicle Has No Current Record Of Outstanding Service Information |
|--|

### ON STAR AND XM SATELLITE RADIO INFORMATION

|  |
|--|
| Vehicle Has No Associated On Star or XM Radio Information. |
|--|

### APPLICABLE WARRANTIES

| Description                                       | Effective Date | Effective Odometer | End Date   | End Odometer |
|---|----------------|--------------------|------------|--------------|
| 36/36000 BUMPER TO BUMPER                         | 03/17/2006     | 10 miles           | 03/17/2009 | 36010 miles  |
| 72/100000 SHEET METAL COVERAGE RUST THROUGH       | 03/17/2006     | 10 miles           | 03/17/2012 | 100010 miles |
| 96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM | 03/17/2006     | 10 miles           | 03/17/2014 | 80010 miles  |
| 36/36000 FEDERAL EMISSION                         | 03/17/2006     | 10 miles           | 03/17/2009 | 36010 miles  |
| 60/60000 POWERTRAIN - U.S.                        | 03/17/2006     | 10 miles           | 03/17/2011 | 60010 miles  |

### CLAIM HISTORY

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

|            |        |   |   |         |
|------------|--------|---|---|---------|
| 03/16/2006 | A17861 | I | Z7000 - PRE-DELIVERY INSPECTION - BASE TIME | 0 miles |
|------------|--------|---|---|---------|

**CHECK HISTORY INFORMATION**

|  |
|--|
| Vehicle Has No Associated Check History Information. |
|--|

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**esis**

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

Deborah.Diehr@gm.com  
ESIS/GM Product Liability Unit

October 22, 2007

[REDACTED]  
New Braunfels, TX [REDACTED]

Re:           File Number:       638966  
              Date of Event:     9-30-07  
              Claimant:         Kelly Cuiksa  
              Client/Account:   General Motors

Dear [REDACTED]

ESIS is the Third Party Administrator on behalf of General Motors Corporation for matters involving allegations of product liability. I am the Claim Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to General Motors concerning your claim. You allege that you sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

**\*\*IF INSURANCE COMPANY OR AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING\*\***

1. Please provide a copy of your expert report and color copies of any photographs taken by anyone on your behalf. Please do not send originals, as they may not be returned
2. A copy of the police/fire report(s)
3. A copy of the vehicle operator's statement of events, including the events prior to and immediately following this incident
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to this incident
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs or maintenance, a chronological summary of operations performed is needed



**esis**

6. Advise as to any after-market equipment, which may have been installed on the subject vehicle. If applicable, provide copies of the receipts and/or invoices of the installation of said equipment.
7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, please provide copies of relevant installation receipts
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices and a copy of the repair records pertaining to the recall(s)
9. Advise if the subject vehicle was ever in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed
10. Provide copies of your repair estimates and proof of payment (cancelled checks). If this was a total loss, please provide a salvage estimate and your total loss work sheet
11. Advise of any injuries
12. Are there any other property damage or personal property losses involved in this claim other than the subject vehicle itself?
13. Advise if you are the original owner of the subject vehicle

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or a cause of action. If you choose to dispose of the salvage, it will be to your own peril and spoliation may become an issue. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have the opportunity to thoroughly evaluate your supporting technical documentation.

If you have any questions, please feel free to call me at 800.888.0164 or 313.665.3412 Monday through Friday between 8:00 am and 4:30 pm.

Respectfully,

Deborah Diehr  
Claim Administrator



5

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

Deborah.Diehr@gm.com  
ESIS/GM Product Liability Unit

December 17, 2007

[REDACTED]  
New Braunfels, TX [REDACTED]

Re: File Number: 638966  
Date of Event: 9-30-07  
Claimant: [REDACTED]  
Client/Account: General Motors

Dear [REDACTED]

This letter serves, as a reminder that in order to give this claim proper consideration, the information requested in our letter dated 10-22-07 is still needed. If I do not hear from you within the next 30 days, I will assume that you are no longer interested in pursuing a claim against General Motors and I will close my file accordingly.

If you have any questions, please call me at 313.665.3412 or 800.888.0164 Monday through Friday between 8:00 am and 4:30 pm.

Sincerely,

Deborah Diehr  
Claim Administrator

PE10-005

GM

4/14/2010

ATTACHMENT

Q 07

Q 03 Subject Legal

ATT



# State Farm Insurance Companies®



October 4, 2007

Claim Central-Auto Service Center  
PO Box 8021  
Ballston Spa, N.Y. 12020

ESIS

Attention: GM Central Claims/Legal Department  
300 Renaissance Center  
Mail Code 482C20D71  
Detroit MI 48265

RE: Claim Number: 30-V919-549  
Date of Loss: 9/22/07  
Our Insured: [REDACTED]

**RECEIVED**  
OCT 10 2007  
ESIS-GM CLAIMS UNIT

Dear Claims Dept

This notice is to advise of a loss that occurred to our insured's 2005 Chevrolet Cobalt, vin 1G1AL54F7576; [REDACTED]. Our preliminary investigation indicates that GM may be responsible for this loss. Please consider this as our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the 2005 Cobalt.

The vehicle is at Wigder Chevrolet in Livingston NJ and is available for your inspection by appointment only. There is no authorization to inspect this vehicle outside the presence of the State Farm representative. Any violation of this authorization is not permitted.

Any settlement with State Farms policyholder with respect to this loss must not prejudice our rights, as subrogator, and shall not be released by the execution of a general release with such policyholder.

In order to assist you in evaluating and processing the subrogation claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Your cooperation is appreciated. If you should have any questions, or would like to set up an appointment to inspect evidence/salvage, please feel free to contact me at 1-800-949-3494, ext 6612

Sincerely,

A handwritten signature in black ink, appearing to read "Bruce Rupert".

Bruce Rupert

Claim Representative  
State Farm Mutual Automobile Insurance Company

# GM Vehicle Inquiry System

## Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

[Help](#)

|       |                        |
|-------|------------------------|
| VIN : | 1G1AL54F757 [REDACTED] |
|-------|------------------------|

### VEHICLE INFORMATION

|                       |  |                           |                |                  |    |              |      |
|-----------------------|--|---------------------------|----------------|------------------|----|--------------|------|
| Merchandising Model : | 1AL69 -2005 COBALT 4-DOOR LS SEDAN   | Warranty Start Date :     | 06/25/2005     |                  |    |              |      |
| BARS Order Type :     | 70 - RETAIL - STOCK  |                           |                |                  |    |              |      |
| Delivering Dealer :   | WIGDER CHEVROLET INC<br>PO BOX 567<br>LIVINGSTON , NJ 07039-0567<br>(973) 992-9100 | Selling Source :          | 13 - CHEVROLET |                  |    |              |      |
|                       |  | Site Code :               | 02346          |                  |    |              |      |
|                       |  | Business Associate Code : | 111218         |                  |    |              |      |
| Service Contract :    | Yes  | Branded Title :           | No             | Warranty Block : | No | PDI Status : | Paid |

### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

### ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

### APPLICABLE WARRANTIES

| Description                                       | Effective Date | Effective Odometer | End Date   | End Odometer |
|---|----------------|--------------------|------------|--------------|
| 36/36000 BUMPER TO BUMPER                         | 06/25/2005     | 12 miles           | 06/25/2008 | 36012 miles  |
| 72/100000 SHEET METAL COVERAGE RUST THROUGH       | 06/25/2005     | 12 miles           | 06/25/2011 | 100012 miles |
| 96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM | 06/25/2005     | 12 miles           | 06/25/2013 | 80012 miles  |
| 36/50000 CALIFORNIA EMISSIONS                     | 06/25/2005     | 12 miles           | 06/25/2008 | 50012 miles  |
| 84/70000 CALIFORNIA SELECT COMPONENT              | 06/25/2005     | 12 miles           | 06/25/2012 | 70012 miles  |
| 60/60000 POWERTRAIN - U.S.                        | 06/25/2005     | 12 miles           | 06/25/2010 | 60012 miles  |

### CLAIM HISTORY

| R.O Date | R.O | Type | Labor Operation | Odometer |
|----------|-----|------|-----------------|----------|
|----------|-----|------|-----------------|----------|

10/25/2007

|            | Number |   |   | Reading     |
|------------|--------|---|---|-------------|
| 04/12/2007 | 044699 | # | Z2137 - SPRING PROMOTION - \$15 GIFT CARD   | 16348 miles |
| 04/21/2005 | A21718 | I | Z7000 - PRE-DELIVERY INSPECTION - BASE TIME | 0 miles     |

**CHECK HISTORY INFORMATION**

Vehicle Has No Associated Check History Information.

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10/25/2007



**esis**

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Deborah Chisholm**  
Claims Administrator

October 26, 2007

State Farm  
Claim Central-Auto Service Center  
PO Box 8021  
Ballston Spa, NY 12020

RE:      Claimant:            [REDACTED]  
         Our File No.:        639010 (Yours: 30-V919-549)  
         Our Client:           General Motors Corporation  
         Date/Event:          9/22/07  
         Subject vehicle:      2005 Chevrolet Cobalt  
         VIN:                  1G1AL54F757 [REDACTED]

Dear [REDACTED]

We are the third-party administrators on behalf of General Motors Corporation for matters involving allegations of product liability. I am the Claims Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to General Motors concerning your insured. Your correspondence alleges that your insured sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

1.      Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals, as they may not be returned.
2.      A copy of the police and/or fire report.
3.      A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4.      Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5.      Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.



**esis**

6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.
7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage estimate and your total loss work sheet.
11. Advise of any injuries.

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. If you choose to dispose of the salvage, it will be to your own peril and spoliation may become an issue. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Deborah Chisholm  
Claims Administrator

PE10-005

GM

4/14/2010

ATTACHMENT

Q 03

Subject Legal

ATT

A solid black rectangular redaction box covering the text following "ATT".



# Service Request Detail

|                          |  |                                    |                                  |
|--------------------------|--|------------------------------------|----------------------------------|
| SR No. 71-585416518      | Ref No.  | Goodwill No Goodwill Offered       | BRC Type PAR                     |
| Account                  | Site   | GW SubType                         | Bus. Unit BRC                    |
| Last Name                | First Name   | Approval Not Initiated             | Area PAR                         |
| Daytime #                | Evening #  | UCC Steering - Power Steering Hose | Sub-Area Initiate PAR- Collision |
| Address                  | City Council Bluffs  | Involved Dir H & H Chevrolet Llc   | Safety Yes                       |
| State IA ZipCd           | Con Acct   | Source Phone                       | Updated 12/18/2007 03:49:02 PM   |
| Serial #/VIN 1G1AL12F851 | Model Year 2005  | Priority Medium License # CHEVROL  | Owner CISNERMA                   |
| Make Chevrolet           | Warr. Start 05/28/2005   | Status Open                        | Opened 12/18/2007 11:12:00 AM    |
| Model Cobalt             | Mileage 50000  | Sub-Status Satisfied               | Closed                           |
| Abstract Steering Issue  |  |                                    |                                  |
| Customer Description     | This is a BRC PAR Case. Please do not assume. Forward any inquiries to Matthew Cisneros at ext.21171 |                                    |                                  |

## Pre-PAR

|                           |                            |                       |   |   |            |              |                |
|---------------------------|----------------------------|-----------------------|---|---|------------|--------------|----------------|
| PAR Notifier              | Incident Date/Time         | Injuries -# Other Veh | # People in Veh   | Road Surface  | Road Cond. | Fire Report# | Police Report# |
| Relative                  | 12/8/2007 10:00:00 AM      | Y                     | 1   | Concrete  | Icy        | n/a          | n/a            |
| Driver Last Name          | Driver First Name          | Height                | DOB   | Disabilities  |            |              |                |
|                           |                            | 4'10                  | 10/23/1985  | She was paralyzed from the waist down prior to the accident due to cancer and has had |            |              |                |
| Insurance Agent Last Name | Insurance Agent First Name | Phone #               | Insurance Agency  |   |            |              |                |
| n/a                       | Kadon                      | (712) 388-7780        | Progressive   |   |            |              |                |
| Incident Loc              | Highway 480 to I 80        | Incident Desc         | She was merging onto I 80 going west bound and then the power steering locked up and she lost control |   |            |              |                |
| Component                 | air bags                   | Damage Desc           | Whole front end was pushed in 7 inches frame was bent   |   |            |              |                |
| Vehicle Loc               | Classic Chevrolet          | Add'l Info            | n/a   |   |            |              |                |
| Emgcy Svc Names           | Police officer and EMS     | Maint Loc             | N/A   |   |            |              |                |

## PAR Detail

|                        |                                   |                       |            |                         |                          |                      |        |            |                                |
|------------------------|-----------------------------------|-----------------------|------------|-------------------------|--------------------------|----------------------|--------|------------|--------------------------------|
| Collision              | Y                                 | Non Collision         | N          | Property Damage         | N                        | Thermal Evt          | N      | Spec Equip | hand control for gas and brake |
| Vehicle Speed          | 15                                | Weather Condition     | snowing    | Prop Owner              | n/a                      | Property Type        | n/a    |            |                                |
| Last Service Date      |                                   | Loc Last Service      | N/A        | Property Location       | n/a                      | Prop Est Repair Cost | \$0.00 |            |                                |
| Veh Est Repair Cost    | \$0.00                            | Spec Equip Installer  | dealership | Prop Damage Description | n/a                      |                      |        |            |                                |
| Primary Veh Use        | Personal                          | Inspection Other Type |            | Inspected By            | Inspection Not Performed | Inspection Date/Time |        |            |                                |
| Veh Damage Description | total loss, passenger side damage |                       |            | Explain Other           | n/a                      |                      |        |            |                                |

## Service Request Detail

### PAR Injuries

|  |            |      |               |                                    |                   |                |
|--|------------|------|---------------|------------------------------------|-------------------|----------------|
| Last Name                                      | First Name | DOB  | Work Location | Phone #                            | Seating Pos       | Restraint Type |
|  |            |      |               |                                    | Driver            | Seat belt      |
| Injury Description                             |            |      | Medical Rpt#  | Treatment Location                 | Treated By        |                |
| She had 5 stitches on forehead above right eye |            |      | n/a           | University Nebraska Medical Center | ER person on duty |                |
| Street Address                                 |            | City | State         | Zip Code                           |                   |                |

### Activities

| Created                | Created By         | Assigned To | Activity Type       | Activity Sub-Type | Status          | Completed | Description        |
|------------------------|--------------------|-------------|---------------------|-------------------|-----------------|-----------|--------------------|
| 12/19/2007 03:54:21 PM | CISNERMA           | CISNERMA    | Scheduled Follow-up |                   | Scheduled Alarm |           | 71-585416518 check |
| Contact Last Name      | Contact First Name | Account     | BAC Code            |                   |                 |           |                    |

#### Comments

Check to see if case has been sent to ESIS

Matthew Cisneros/paralel

Confidential Comments

| Created                | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status      | Completed | Description   |
|------------------------|--------------------|-------------|---------------|-------------------|-------------|-----------|---------------|
| 12/19/2007 03:53:51 PM | CISNERMA           | ESISBIQU    | BRC PAR       | ESIS- Injuries    | In Progress |           | ESIS-Injuries |
| Contact Last Name      | Contact First Name | Account     | BAC Code      |                   |             |           |               |

#### Comments

driver needed stitches on forehead

Confidential Comments

| Created                | Created By         | Assigned To | Activity Type     | Activity Sub-Type          | Status | Completed              | Description                |
|------------------------|--------------------|-------------|-------------------|----------------------------|--------|------------------------|----------------------------|
| 12/19/2007 03:21:22 PM | CISNERMA           | CISNERMA    | Ownership Changed | Ownership Escalated to BRC | Done   | 12/19/2007 03:21:22 PM | Ownership Escalated to BRC |
| Contact Last Name      | Contact First Name | Account     | BAC Code          |                            |        |                        |                            |

#### Comments

Confidential Comments

## Service Request Detail

### Activities

| Created                | Created By | Assigned To        | Activity Type     | Activity Sub-Type | Status | Completed              | Description   |
|------------------------|------------|--------------------|-------------------|-------------------|--------|------------------------|---|
| 12/19/2007 12:25:30 PM | DRAHEICM   | CISNERMA           | Ownership Changed |                   | Done   | 12/19/2007 12:25:30 PM | Service Request Ownership has changed FROM: TAYLORJE TO: CISNERMA |
| Contact Last Name      |            | Contact First Name | Name              | Account           |        | BAC Code               |   |

Comments

Confidential Comments

| Created                | Created By | Assigned To        | Activity Type | Activity Sub-Type      | Status | Completed              | Description |
|------------------------|------------|--------------------|---------------|------------------------|--------|------------------------|-------------|
| 12/19/2007 12:25:11 PM | DRAHEICM   | CISNERMA           | BRC PAR       | Initial Contact- Phone | Done   | 12/19/2007 03:53:48 PM | called      |
| Contact Last Name      |            | Contact First Name | Name          | Account                |        | BAC Code               |             |

CRS asked PAR detailed questions

CRS adv : Will need to send to central claims dept due to injuries suffered by your daughter. They will be in touch within 7-10 business days

cust sts: I have a questions about the service history because I was told that the last visit they show was back in 2006

CRS adv: Did contact dealership and they let me know they replaced the steering column in 4/2007 it is in their service history at dealership just not in the GM service history

Matthew Cisneros/par/atx

Confidential Comments

## Service Request Detail

### Activities

| Created                | Created By         | Assigned To | Activity Type | Activity Sub-Type       | Status | Completed              | Description           |
|------------------------|--------------------|-------------|---------------|-------------------------|--------|------------------------|-----------------------|
| 12/19/2007 12:25:06 PM | DRAHEICM           | CISNERMA    | BRC PAR       | Initial Contact- Dealer | Done   | 12/19/2007 03:41:47 PM | called ( [REDACTED] ) |
| Contact Last Name      | Contact First Name | Account     | BAC Code      |                         |        |                        |                       |

Doug Banks

CRS adv: Has cust had any previous complaints in regards to steering

Dir sts: 4/12/07 Steering column replaced

CRS adv: Thank you for information

Matthew Cisneros/par/abx

Confidential Comments

| Created                | Created By         | Assigned To | Activity Type | Activity Sub-Type   | Status | Completed              | Description           |
|------------------------|--------------------|-------------|---------------|---------------------|--------|------------------------|-----------------------|
| 12/19/2007 12:24:59 PM | DRAHEICM           | CISNERMA    | BRC PAR       | Initial Contact-AVM | Done   | 12/19/2007 03:42:58 PM | called DVM Irwin Ross |
| Contact Last Name      | Contact First Name | Account     | BAC Code      |                     |        |                        |                       |

Comments

DVM Irwin Ross

Node: 972075

Mailbox: 8284

CRS adv: Customer Name, Vehicle information, Nature of allegation

CRS adv: if you have any additional information pertaining to cust or vehicle please call me @ 866-790-5700 ext 21171

Matthew Cisneros/par/abx

Confidential Comments

## Service Request Detail

### Activities

| Created                | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed              | Description |
|------------------------|------------|-------------|---------------|-------------------|--------|------------------------|-------------|
| 12/19/2007 12:24:54 PM | DRAHEICM   | CISNERMA    | BRC PAR       | Acknowledgement   | Done   | 12/19/2007 03:49:18 PM | called      |
| Contact Last Name      |            |             | Account       | BAC Code          |        |                        |             |

Comments:  
see initial

Matthew Cisneros/par/atx

Confidential Comments

| Created                | Created By | Assigned To | Activity Type | Activity Sub-Type | Status   | Completed              | Description   |
|------------------------|------------|-------------|---------------|-------------------|----------|------------------------|---------------|
| 12/19/2007 12:24:48 PM | DRAHEICM   | CISNERMA    | Notify CRM    |                   | Done     | 12/19/2007 02:59:40 PM | file assigned |
| Contact Last Name      |            |             | First Name    | Account           | BAC Code |                        |               |

Confidential Comments

| Created                | Created By | Assigned To | Activity Type      | Activity Sub-Type | Status   | Completed              | Description  |
|------------------------|------------|-------------|--------------------|-------------------|----------|------------------------|--------------|
| 12/19/2007 12:24:43 PM | DRAHEICM   | CISNERMA    | Research           |                   | Done     | 12/19/2007 03:17:30 PM | research vin |
| Contact Last Name      |            |             | Contact First Name | Account           | BAC Code |                        |              |

Recalls: 1 open recall  
06217 HEAD IMPACT PROTECTION

History: No related repairs

SRs: 1 other SR that was closed in 2005 in CAC

Matthew Cisneros/par/atx

Confidential Comments

## Service Request Detail

### Activities

| Created                | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status | Completed              | Description                         |
|------------------------|--------------------|-------------|---------------|-------------------|--------|------------------------|-------------------------------------|
| 12/19/2007 12:24:28 PM | DRAHEICM           | CISNERMA    | BRC PAR       | Case Assigned     | Done   | 12/19/2007 02:59:36 PM | assigned to matt cisneros ext 21171 |
| Contact Last Name      | Contact First Name | Account     | BAC Code      |                   |        |                        |                                     |

Confidential Comments

| Created                | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status | Completed              | Description   |
|------------------------|--------------------|-------------|---------------|-------------------|--------|------------------------|---|
| 12/19/2007 09:42:35 AM | DRAHEICM           | TAYLORJE    | SR Opened     |                   | Done   | 12/19/2007 09:42:35 AM | SR in Status of Closed has been Re-Opened by DRAHEICM |
| Contact Last Name      | Contact First Name | Account     | BAC Code      |                   |        |                        |   |

Confidential Comments

| Created                | Created By         | Assigned To | Activity Type         | Activity Sub-Type | Status | Completed              | Description                                |
|------------------------|--------------------|-------------|-----------------------|-------------------|--------|------------------------|--|
| 12/19/2007 09:42:34 AM | DRAHEICM           | TAYLORJE    | SR Closed - Satisfied |                   | Done   | 12/19/2007 09:42:34 AM | Service Request has been Closed Satisfied. |
| Contact Last Name      | Contact First Name | Account     | BAC Code              |                   |        |                        |  |

Confidential Comments

| Created                | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status | Completed              | Description                     |
|------------------------|--------------------|-------------|---------------|-------------------|--------|------------------------|---------------------------------|
| 12/18/2007 11:33:46 AM | TAYLORJE           | DRAHEICM    | Escalation    | Initiate PAR      | Done   | 12/19/2007 09:42:16 AM | Assigning activity to PAR QUEUE |
| Contact Last Name      | Contact First Name | Account     | BAC Code      |                   |        |                        |                                 |

CRS advised that a person from the PAR Department will contact the customer within 2 business days."

JessicaTaylor/CAC/Chatham

Received and assigned in PAR.  
Chad Draheim/ATX/Workflow PAR

Confidential Comments

## Service Request Detail

### Activities

| Created                | Created By | Assigned To | Activity Type         | Activity Sub-Type | Status   | Completed              | Description       |
|------------------------|------------|-------------|-----------------------|-------------------|----------|------------------------|-------------------|
| 12/18/2007 11:13:12 AM | TAYLORJE   | TAYLORJE    | Inbound Call Customer | Complex Request   | Done     | 12/18/2007 11:33:40 AM | COMPLAINT VEHICLE |
| Contact Email Address  |            |             | Account               |                   | BAC Code |                        |                   |

#### Comments

Cusists: I am calling because my daughter got in an accident because on the 8th of december she had the vehicle in the shop on the 20th of nov and the last entry of service of that vehicle is now 06. The vehicle has been in the dr multiple occasions for the power steering and other repairs that were not even documented and they told my wife that they needed 2 new tires and they said the rotors were damaged because of the hand controls. The power steering surged and locked and she lost control of the vehicle and hit another vehicle and the guard rail. We got 5 stitches.

Crsists: I do apologize that you have to go through this it must of been a scary situation for your daughter so what I would like to do is fill out what we call a pre par form and then it will get sent to another department and they will contact you within 2 busniess day.

Cusists: Ok great

Jessica Taylor/CAC/Chatham

Confidential Comments

### UCC Information

| UCC Code | Symptom     | Description                    |
|----------|-------------|--------------------------------|
| M04      | Inoperative | Steering - Power Steering Hose |

## GM Vehicle Inquiry System Summary

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|       |             |
|-------|-------------|
| VIN : | 1G1AL12F857 |
|-------|-------------|

### VEHICLE INFORMATION

|                       |  |                           |                |                  |    |              |      |
|-----------------------|--|---------------------------|----------------|------------------|----|--------------|------|
| Merchandising Model : | 1AL37 -2005 COBALT 2-DOOR LS COUPE   | Warranty Start Date :     | 05/28/2005     |                  |    |              |      |
| BARS Order Type :     | 70 - RETAIL - STOCK  |                           |                |                  |    |              |      |
| Delivering Dealer :   | H AND H CHEVROLET LLC<br>4645 SOUTH 84TH ST<br>OMAHA , NE 68127-1792<br>(402) 339-2222 | Selling Source :          | 13 - CHEVROLET |                  |    |              |      |
|                       |  | Site Code :               | 05393          |                  |    |              |      |
|                       |  | Business Associate Code : | 112035         |                  |    |              |      |
| Service Contract :    | No   | Branded Title :           | No             | Warranty Block : | No | PDI Status : | Paid |

### REQUIRED FIELD ACTIONS

| Type | Number | Description  | Posted Date | Status |
|------|--------|--|-------------|--------|
| RC   | 05034  | A/C SYSTEM WIRING OR DUAL STAGE AIRBAG MODULE WIRING | N/A         | Closed |
| RC   | 06217  | HEAD IMPACT PROTECTION                               | 03/13/2007  | Open   |

### SERVICE INFORMATIONAL ITEMS

|  |
|--|
| Vehicle Has No Current Record Of Outstanding Service Information |
|--|

### ON STAR AND XM SATELLITE RADIO INFORMATION

|  |
|--|
| Vehicle Has No Associated On Star or XM Radio Information. |
|--|

### APPLICABLE WARRANTIES

| Description  | Effective Date | Effective Odometer | End Date   | End Odometer |
|--|----------------|--------------------|------------|--------------|
| 36/36000 BUMPER TO BUMPER LIMITED WARRANTY                   | 05/28/2005     | 97 miles           | 05/28/2008 | 36097 miles  |
| 72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY | 05/28/2005     | 97 miles           | 05/28/2011 | 100097 miles |
| 96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM            | 05/28/2005     | 97 miles           | 05/28/2013 | 80097 miles  |
| 36/36000 FEDERAL EMISSION                                    | 05/28/2005     | 97 miles           | 05/28/2008 | 36097 miles  |
| 60/60000 POWERTRAIN - U.S. LIMITED WARRANTY                  | 05/28/2005     | 97 miles           | 05/28/2010 | 60097 miles  |



## CLAIM HISTORY

| R.O Date   | R.O Number | Type | Labor Operation  | Odometer Reading |
|------------|------------|------|--|------------------|
| 11/24/2006 | 028907     | #    | K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE            | 32487 miles      |
| 11/24/2006 | 028907     | #    | Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)       | 32487 miles      |
| 10/02/2006 | 025007     | #    | N0441 - BULB, COMPOSITE HEADLAMP (LEFT) - REPLACE          | 29529 miles      |
| 01/16/2006 | 006686     | #    | N0760 - BULBS, STOP, TAIL, AND TURN LAMP (RIGHT) - REPLACE | 13991 miles      |
| 10/07/2005 | 806428     | #    | Z2084 - ROADSIDE SERVICE (FLAT TIRE)                       | 7000 miles       |
| 07/08/2005 | 076254     | #    | D1195 - SENSOR, A/C PRESSURE - REPLACE                     | 3186 miles       |
| 07/08/2005 | 076254     | #    | V1362 - 05034 - INSTALL A/C JUMPER HARNESS                 | 3186 miles       |
| 02/24/2005 |            | I    | Z7000 - PRE-DELIVERY INSPECTION - BASE TIME                | 0 miles          |

## CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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## GM Vehicle Inquiry System

### Claim History

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|       |              |
|-------|--------------|
| VIN : | 1G1AL12F8575 |
|-------|--------------|

#### CLAIM HISTORY

|                     |           |   |      |  |  |                           |           |                    |            |             |  |
|---------------------|-----------|---|------|--|--|---------------------------|-----------|--------------------|------------|-------------|--|
| Repair Order Date : |           | 11/24/2006  |      | Repair Order Number :                                |  | 028907                    |           | Odometer Reading : |            | 32487 miles |  |
| Serviced By :       |           | H AND H CHEVROLET LLC<br>4645 SOUTH 84TH ST<br>OMAHA, NE 68127-1792<br>(402) 339-2222 |      |  |  | Selling Source :          |           | 13 - CHEVROLET     |            |             |  |
|                     |           |   |      |  |  | Site Code :               |           | 05393              |            |             |  |
|                     |           |   |      |  |  | Business Associate Code : |           | 112035             |            |             |  |
| Cycle Date          | Cycle Nbr | Case  | Type | Labor Operation                                      |  | Part                      | Auth Code | Person Code        | Line Total | Comments    |  |
| 12/08/2006          | 750       | 01  | #    | K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE      |  | 15926820 - CONTROL        | N/A       | N/A                | \$ 156.77  | N           |  |
| 12/08/2006          | 750       | 02  | #    | Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY) |  | N/A                       | N/A       | N/A                | \$ 20.44   | N           |  |

|                     |           |   |      |   |  |                           |  |                    |             |             |          |
|---------------------|-----------|---|------|---|--|---------------------------|--|--------------------|-------------|-------------|----------|
| Repair Order Date : |           | 10/02/2006  |      | Repair Order Number :                             |  | 025007                    |  | Odometer Reading : |             | 29529 miles |          |
| Serviced By :       |           | H AND H CHEVROLET LLC<br>4645 SOUTH 84TH ST<br>OMAHA, NE 68127-1792<br>(402) 339-2222 |      |   |  | Selling Source :          |  | 13 - CHEVROLET     |             |             |          |
|                     |           |   |      |   |  | Site Code :               |  | 05393              |             |             |          |
|                     |           |   |      |   |  | Business Associate Code : |  | 112035             |             |             |          |
| Cycle Date          | Cycle Nbr | Case  | Type | Labor Operation                                   |  | Part                      |  | Auth Code          | Person Code | Line Total  | Comments |
| 10/06/2006          | 732       | 01  | #    | N0441 - BULB, COMPOSITE HEADLAMP (LEFT) - REPLACE |  | 16524431 - BULB,HDLP      |  | B                  | N/A         | \$ 38.70    | N        |

|                     |   |                       |        |                    |                |
|---------------------|---|-----------------------|--------|--------------------|----------------|
| Repair Order Date : | 01/16/2006  | Repair Order Number : | 006686 | Odometer Reading : | 13991 miles    |
| Serviced By :       | H AND H CHEVROLET LLC<br>4645 SOUTH 84TH ST<br>OMAHA, NE 68127-1792<br>(402) 339-2222 |                       |        | Selling Source :   | 13 - CHEVROLET |
|                     |   |                       |        | Site Code :        | 05393          |

|            |           |      |      | Business Associate Code :                                  |                 | 112035    |             |            |          |
|------------|-----------|------|------|--|-----------------|-----------|-------------|------------|----------|
| Cycle Date | Cycle Nbr | Case | Type | Labor Operation  | Part            | Auth Code | Person Code | Line Total | Comments |
| 01/20/2006 | 658       | 01   | #    | N0760 - BULBS, STOP, TAIL, AND TURN LAMP (RIGHT) - REPLACE | I2450108 - BULB | N/A       | N/A         | \$ 16.93   | N        |

|                     |           |   |      |                                      |  |                           |  |                    |             |            |          |
|---------------------|-----------|---|------|--------------------------------------|--|---------------------------|--|--------------------|-------------|------------|----------|
| Repair Order Date : |           | 10/07/2005  |      | Repair Order Number :                |  | 806428                    |  | Odometer Reading : |             | 7000 miles |          |
| Serviced By :       |           | GM ROADSIDE ASSISTANCE/CCAS<br>ONE CABOT RD<br>MEDFORD, MA 02155-5117 |      |                                      |  | Selling Source :          |  | 13 - CHEVROLET     |             |            |          |
|                     |           |   |      |                                      |  | Site Code :               |  | 34415              |             |            |          |
|                     |           |   |      |                                      |  | Business Associate Code : |  | 207453             |             |            |          |
| Cycle Date          | Cycle Nbr | Case  | Type | Labor Operation                      |  | Part                      |  | Auth Code          | Person Code | Line Total | Comments |
| 10/25/2005          | 633       | 01  | #    | Z2084 - ROADSIDE SERVICE (FLAT TIRE) |  | N/A                       |  | C                  | N/A         | \$ 44.07   | N        |

|                     |           |   |      |  |  |                           |  |                    |             |            |          |
|---------------------|-----------|---|------|--|--|---------------------------|--|--------------------|-------------|------------|----------|
| Repair Order Date : |           | 07/08/2005  |      | Repair Order Number :                      |  | 076254                    |  | Odometer Reading : |             | 3186 miles |          |
| Serviced By :       |           | H AND H CHEVROLET LLC<br>4645 SOUTH 84TH ST<br>OMAHA, NE 68127-1792<br>(402) 339-2222 |      |  |  | Selling Source :          |  | 13 - CHEVROLET     |             |            |          |
|                     |           |   |      |  |  | Site Code :               |  | 05393              |             |            |          |
|                     |           |   |      |  |  | Business Associate Code : |  | 112035             |             |            |          |
| Cycle Date          | Cycle Nbr | Case  | Type | Labor Operation                            |  | Part                      |  | Auth Code          | Person Code | Line Total | Comments |
| 07/15/2005          | 604       | 01  | #    | D1195 - SENSOR, A/C PRESSURE - REPLACE     |  | 22634172 - SENSOR         |  | N/A                | N/A         | \$ 75.95   | N        |
| 07/15/2005          | 604       | 02  | #    | V1362 - 05034 - INSTALL A/C JUMPER HARNESS |  | 15785514 - HARNESS        |  | N/A                | N/A         | \$ 28.15   | N        |

|                     |   |            |      |   |  |                           |           |                    |            |          |  |
|---------------------|---|------------|------|---|--|---------------------------|-----------|--------------------|------------|----------|--|
| Repair Order Date : |   | 02/24/2005 |      | Repair Order Number :                       |  | A72749                    |           | Odometer Reading : |            | 0 miles  |  |
| Serviced By :       | COPPLE CHEVROLET-GMC, INC.<br>PO BOX 280<br>LOUISVILLE, NE 68037-0280<br>(402) 234-2000 |            |      |   |  | Selling Source :          |           | 13 - CHEVROLET     |            |          |  |
|                     |   |            |      |   |  | Site Code :               |           | 05172              |            |          |  |
|                     |   |            |      |   |  | Business Associate Code : |           | 112028             |            |          |  |
| Cycle Date          | Cycle Nbr   | Case       | Type | Labor Operation                             |  | Part                      | Auth Code | Person Code        | Line Total | Comments |  |
| 03/01/2005          | 565   | 01         | I    | Z7000 - PRE-DELIVERY INSPECTION - BASE TIME |  | N/A                       | N/A       | N/A                | \$ 70.90   | N        |  |

**CHECK HISTORY**

**Vehicle Has No Associated Check History.**

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## GM Vehicle Inquiry System

### Vehicle Build

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|     |              |
|-----|--------------|
| VIN | 1G1AL12F8575 |
|-----|--------------|

#### VEHICLE BUILD

|                               |                                     |                |        |
|-------------------------------|-------------------------------------|----------------|--------|
| Merchandising Model :         | 1AL37 - 2005 COBALT 2-DOOR LS COUPE |                |        |
| Gross Vehicle Weight Rating : | 1693 kg (3733 lb)                   | Order Number : | HVPRZ3 |
| Build Date :                  | 02/24/2005                          | Build Plant :  | 157A   |

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

#### OPTION CODES

|   |  |
|---|--|
| AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS | AR9 - DELUXE FRONT BUCKET SEAT                 |
| C67 - ELECT. FRONT AIR CONDITIONER            | DG7 - ELEC TWIN REMOTE SPORT MIRRORS           |
| FE1 - SUSPENSION SYSTEM-SOFT RIDE             | FE9 - 50-STATE EMISSIONS                       |
| FY1 - TRANS/AXLE 3.63 RATIO                   | IPC - INTERIOR TRIM DESIGN                     |
| JM4 - 4-WHEEL ANTI-LOCK BRAKE SYSTEM          | K64 - 115 AMP GENERATOR                        |
| LOD - ASSEMBLY PLANT - LORDSTOWN, OHIO        | L61 - 2.2L DOHC 4 CYL ENGINE                   |
| MN5 - 4 SPEED AUTO TRANSMISSION               | MX0 - 4-SPD. AUTO. TRANS. W/OVERDRIVE          |
| NT7 - FEDERAL EMISSION TIER 2                 | NW7 - TRACTION CONTROL                         |
| N46 - 4 SPOKE STEERING WHEEL                  | PF7 - 15" ALUMINUM WHEELS                      |
| QTU - P195/60R15 TOURING BW TIRES             | SLM - STOCK ORDERS                             |
| T43 - REAR DECK-LID SPOILER                   | UN0 - AM/FM STEREO W/CD PLAYER                 |
| UQ4 - BASE SPEAKER SYSTEM                     | VK3 - FRONT LICENSE PLATE MOUNT                |
| VM3 - CONSUMER INFORMATION LABEL              | V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA |
| 1SA - BASE PACKAGE                            | 1SZ - OPTION PACKAGE DISCOUNT                  |
| 19C - EBONY SPORT CLOTH                       | 19I - EBONY                                    |
| 6AR - FRONT SPRING                            | 7AR - FRONT SPRING                             |
| 74U - VICTORY RED                             | 8AA - REAR SPRING                              |
| 9AA - REAR SPRING                             |  |

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# Investigator's Motor Vehicle Accident Report

Sheet 1 of 2

|    |  |                              |                       |                                    |                                 |  |                   |
|----|--|------------------------------|-----------------------|------------------------------------|---------------------------------|--|-------------------|
| 2  | Total Number of Vehicles   | Local No./ District          | 63                    | Agency Case No.                    | NB6848                          | DATE PROCESSED                                       | 1                 |
| A1 | DATE OF ACCIDENT   | M M / D D / Y Y Y Y          | 1 2 / 0 8 / 2 0 0 7   | S M T W T F S                      | 0 0 0 0 0 0                     | TIME OF ACCIDENT (in Military Time)                  | 1 0 0 5           |
| A2 | PLACE OF ACCIDENT  | COUNTY                       | DOUGLAS               | CITY                               | OMAHA                           | POLICE NOTIFIED                                      | 1 0 0 6           |
| B  | ROAD ON WHICH ACCIDENT OCCURRED  | STREET/ HIGHWAY NO.          | I-80 W                | ONE-WAY STREET?                    | YES NO                          | PRIVATE PROPERTY?                                    | YES NO            |
| C  | DISTANCE FROM MILEPOST   | FEET                         |                       | N S E W                            | OF MILEPOST                     | HIGHWAY NO.  |                   |
| D  | IF AT INTERSECTION   | NAME OF INTERSECTING ROADWAY |                       | IF NOT AT INTERSECTION             | FEET                            | OF NEAREST STREET, BRIDGE RAILROAD CROSSING          |                   |
| E  | IF ACCIDENT WAS OUTSIDE CITY LIMITS, INDICATE DISTANCE FROM NEAREST TOWN | MILES                        |                       | N S E W                            | AND MILES                       | OF NEAREST CITY OR TOWN                              |                   |
| F  | R. WORK ZONE CODES   | R1 R2 R3 R4                  | 1                     | S. PEDESTRIAN CLASSIFICATION CODES | S1 S2 S3 S4 S5-a S5-b S6-a S6-b | CONTINUATION FORMS ATTACHED (Fill in all that apply) | NONE CONTINUATION |
| G  | DRIVER LICENSE NO.   |                              |                       | STATE (Of License)                 | I A                             | SEX  | FEMALE MALE       |
| H  | DRIVER ADDRESS   |                              |                       | CITY, STATE, ZIP                   |                                 | DATE OF BIRTH (MM/DD/YYYY)                           | 10/28/1985        |
| I  | OWNER  |                              |                       | CITY, STATE, ZIP                   |                                 | CITATION   | YES NO            |
| J  | OWNER ADDRESS  |                              |                       | CITY, STATE, ZIP                   |                                 | CITATION NO.   | Yes, DC2110622    |
| K  | LICENSE PLATE NO.  |                              |                       | YEAR (Plate Expires)               | 2 0 0 8                         | STATE (Of Plate)                                     | I A               |
| L  | VEHICLE  | YEAR                         | 2005                  | MAKE                               | Chevy                           | MODEL  | Cobalt            |
| M  | VEHICLE ID NO. (VIN)   |                              | 1 G 1 A L 1 2 F 8 5 7 | BODY STYLE                         | 2 Dr.                           | COLOR  | Red               |
| N  | TOWED TO   |                              | 78 F ST.              | TOWED BY                           | HEARTLAND                       | ESTIMATED DAMAGE                                     | \$ 5,000          |
| O  | DRIVER LICENSE NO.   |                              |                       | STATE (Of License)                 | N E                             | SEX  | FEMALE MALE       |
| P  | DRIVER ADDRESS   |                              |                       | CITY, STATE, ZIP                   |                                 | DATE OF BIRTH (MM/DD/YYYY)                           | 10/20/1948        |
| Q  | OWNER  |                              |                       | CITY, STATE, ZIP                   |                                 | CITATION   | YES NO            |
| R  | OWNER ADDRESS  |                              |                       | CITY, STATE, ZIP                   |                                 | CITATION NO.   | No                |
| S  | LICENSE PLATE NO.  |                              |                       | YEAR                               | 2 0 0 8                         | STATE  | N E               |
| T  | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| U  | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| V  | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| W  | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| X  | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| Y  | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| Z  | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| AA | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| AB | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| AC | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| AD | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| AE | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| AF | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| AG | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| AH | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| AI | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| AJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| AK | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| AL | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| AM | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| AN | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| AO | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| AP | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| AP | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| AR | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| AS | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| AT | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| AV | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| AW | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| AX | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| AY | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| AZ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BA | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BB | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BC | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BD | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BE | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BF | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BF | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BG | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BH | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BI | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
| BJ | TOWED TO   |                              |                       | TOWED BY                           |                                 | ESTIMATED DAMAGE                                     | \$ 1,000          |
| BJ | VEHICLE  | YEAR                         | 2004                  | MAKE                               | Jeep                            | MODEL  | Cherokee          |
| BJ | VEHICLE ID NO. (VIN)   |                              | 1 J 8 G W 6 8 J 1 4 C | BODY STYLE                         | Utility                         | COLOR  | Silver            |
|    |  |                              |                       |                                    |                                 |  |                   |

THE FOLLOWING INFORMATION IS REQUIRED FOR ALL ACCIDENTS

INDICATE BY DIAGRAM WHAT HAPPENED

AGENCY CASE NO.

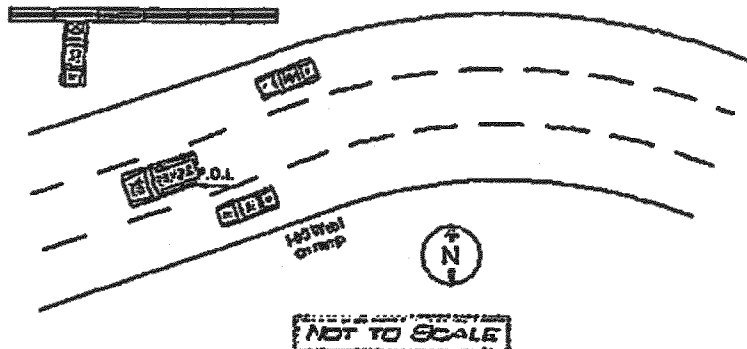
N86848

Indicate North by Arrow

Investigation made at scene?  
☒ YES  
☐ NO

ORIGINAL COPIES MADE

DATA PROCESSED



DESCRIPTION OF ACCIDENT BASED ON OFFICER'S INVESTIGATION

On 12-08-2007 at 1005 hrs Ofc. Berryhill 1665 and Collins 1108 were dispatched to a personal injury accident at I-80 W on-ramp east of 42 St. Upon arrival R/O Berryhill spoke to witness 1 that observed vehicle 1 lose control, hit vehicle 2, spin out leaving the roadway right, then hit the wall head on. The driver of vehicle 2 stated vehicle 1 looked as if she had lost control prior to hitting his vehicle. Driver 1 stated that her traction control turned on and her power steering locked up. Driver 1 had car repairs done less than 2 weeks ago at H&H Chevrolet. Driver 1's father stated the accident occurred due to H&H's repairs. Driver 1 was cited for driving too fast for conditions.

|           |                |            |         |       |                        |
|-----------|----------------|------------|---------|-------|------------------------|
| PROPERTY  | OBJECT DAMAGED | OWNER NAME | ADDRESS | PHONE | APPROX. COST OF DAMAGE |
|           | OBJECT DAMAGED | OWNER NAME | ADDRESS | PHONE | APPROX. COST OF DAMAGE |
| WITNESSES | NAME           | ADDRESS    | PHONE   |       |                        |
|           | NAME           | ADDRESS    | PHONE   |       |                        |

| VEHICLE MOVEMENT BEFORE COLLISION                         |   |   |   | POINT OF IMPACT AND MOST DAMAGED AREA |                          |  |  | AIRBAG DEPLOYED                |           | RESTRAINT USE |           | TOTAL OCCUPANTS  |       |  |       |    |  |  |  |
|---|---|---|---|---------------------------------------|--------------------------|--|--|--------------------------------|-----------|---------------|-----------|--|-------|--|-------|----|--|--|--|
| VEH NO  | N | S | E | W                                     | ROAD OR HIGHWAY NAME     |  |  |                                | VEHICLE 1 |               | VEHICLE 2 |  | VEH 1 |  | VEH 2 |    |  |  |  |
| 1   |   |   |   | X                                     | I-80W                    |  |  |                                | 1         |               | 2         |  | Y     |  | Y     |    |  |  |  |
| 2   |   |   |   | X                                     | 180 West                 |  |  |                                | 1         |               | 2         |  | N     |  | X     |    |  |  |  |
| 1   | 0 | 1 |   |                                       | 00 Turning left          |  |  |                                | 1         |               | 2         |  | Y     |  | Y     |    |  |  |  |
| 2   | 0 | 1 |   |                                       | 08 Entering traffic lane |  |  |                                | 1         |               | 2         |  | N     |  | X     |    |  |  |  |
| 01 Essentially straight ahead                             |   |   |   | 09 Leaving traffic lane               |                          |  |  | 02 None                        |           |               |           | 03 Top & windows   |       |  |       | 04 |  |  |  |
| 02 Backing  |   |   |   | 10 Parked                             |                          |  |  | 05                             |           |               |           | 06   |       |  |       | 07 |  |  |  |
| 03 Changing lanes   |   |   |   | 11 Stopping or stopped in traffic     |                          |  |  | 08                             |           |               |           | 09   |       |  |       | 10 |  |  |  |
| 04 Overtaking/Passing                                     |   |   |   | 12 Other                              |                          |  |  | 11                             |           |               |           | 12   |       |  |       | 13 |  |  |  |
| 05 Turning right  |   |   |   | 13 Unknown                            |                          |  |  | 14                             |           |               |           | 15   |       |  |       | 16 |  |  |  |
| OFFICER NO. 1665  |   |   |   | TROOP/TEAM: UPB                       |                          |  |  | DEPARTMENT: Omaha Police Dept. |           |               |           | Photographs taken? <input type="radio"/> YES <input checked="" type="radio"/> NO |       |  |       |    |  |  |  |
| INVESTIGATOR NAME (Print or Type) Kristine BERRYHILL 1665 |   |   |   | INVESTIGATOR SIGNATURE                |                          |  |  | DATE OF REPORT 12 / 08 / 2007  |           |               |           |  |       |  |       |    |  |  |  |



5

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

February 18, 2008

[REDACTED]  
Council Bluff, IA [REDACTED]

RE: Claimant: [REDACTED]  
Date of Event: December 8, 2007  
File Number: [REDACTED]  
Client: General Motors Corporation

Dear [REDACTED]

ESIS provides claims handling services to General Motors involving product liability claims. I am the Claims Administrator assigned to handle this file. Please direct all future correspondence to my attention.

We spoke regarding the above-referenced file and you alleged that the traction control and power steering failed causing [REDACTED] to get into an accident. In order to substantiate the claim you are making, I need the following information:

1. Documentation to substantiate the type and amount of damages being claimed (i.e., medical bills wage loss and any out of pocket expenses);
2. All medical records concerning the injuries suffered as a result of this accident. A consent to develop medical information is enclosed to assist this office in obtaining those records;

Once I have received the requested information, I will be in a better position to consider your daughter's claim. If you have any questions or concerns, please give me a call. I can be reached at 800.888.0164, between 8:00 a.m. to 4:00 p.m., Eastern Time.

Sincerely,

Tiffini Hails

Enclosure

5

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

May 12, 2008

[REDACTED]

Council Bluffs, IA [REDACTED]

RE: Date of Event: December 8, 2007  
File Number: [REDACTED]  
Client: General Motors Corporation

Dear [REDACTED]

ESIS provides claims handling services to General Motors involving product liability claims.

Thank you for your patience during the course of our investigation.

A review of your claim involving a 2005 Chevrolet Cobalt has been completed.

ESIS must respectfully deny your claim for any damages.

If you have any questions or concerns, please give me a call. I can be reached at 800.888.0164, between 8:00 a.m. to 4:00 p.m., Eastern Time.

Sincerely,

Tiffini Hails

5

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Tiffini Hails**  
Claims Administrator

February 11, 2008

Kaden Cross  
Progressive Insurance  
300 W. Broadway, Ste. 125  
Council Bluff, IA 51503

RE:    Claimant: [REDACTED]  
      Our File No.: [REDACTED]  
      Our Client:    General Motors Corporation  
      Date/Event:    December 8, 2007  
      VIN:            1G1AL12F8575 [REDACTED]

Dear Mr. Cross:

Please find enclosed a copy of the air bag data retrieved from the above vehicle. This copy is for your records.

We are still in the process of evaluating your claim and will contact you once it has been completed.

Sincerely,

**Tiffini Hails**

Enclosure

## CDR File Information

|                               |   |
|-------------------------------|---|
| Vehicle Identification Number | 1G1AL12F857                             |
| Investigator                  | Tom Ellingsworth                        |
| Case Number                   |   |
| Investigation Date            | Tuesday, January 15 2008                |
| Crash Date                    | Saturday, December 8 2007               |
| Filename                      | 1G1AL12F857.CDR                         |
| Saved on                      | Tuesday, January 15 2008 at 11:37:05 AM |
| Collected with CDR version    | Crash Data Retrieval Tool 3.00          |
| Reported with CDR version     | Crash Data Retrieval Tool 3.00          |
| EDR Device Type               | airbag control module                   |
| Event(s) recovered            | Non-Deployment                          |

## Data Limitations

### SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times. The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event, and then the Deployment Level Event will overwrite the Non-Deployment Event file.

### SDM Data Limitations:

-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left. For Cadillac STS models with Stabilatrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

### SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication

network.

-The Belt Switch Circuit is wired directly to the SDM.

## Multiple Event Data

|   |    |
|---|----|
| Associated Events Not Recorded                          | 0  |
| An Event(s) Preceded the Recorded Event(s)              | No |
| An Event(s) was in Between the Recorded Event(s)        | No |
| An Event(s) Followed the Recorded Event(s)              | No |
| The Event(s) Not Recorded was a Deployment Event(s)     | No |
| The Event(s) Not Recorded was a Non-Deployment Event(s) | No |

## System Status At AE

|  |            |
|--|------------|
| Vehicle Identification Number                | **1AL12F*5 |
| Low Tire Pressure Warning Lamp (If Equipped) | OFF        |
| Vehicle Power Mode Status                    | Run        |
| Remote Start Status (If Equipped)            | Inactive   |
| Run/Crank Ignition Switch Logic Level        | Active     |
| Brake System Warning Lamp (If Equipped)      | OFF        |

## System Status At 1 second

|   |             |
|---|-------------|
| Transmission Range (If Equipped)                  | Fourth Gear |
| Transmission Selector Position (If Equipped)      | Fourth Gear |
| Traction Control System Active (If Equipped)      | Invalid     |
| Service Engine Soon (Non-Emission Related) Lamp   | OFF         |
| Service Vehicle Soon Lamp                         | OFF         |
| Outside Air Temperature (degrees F) (If Equipped) | 16          |
| Left Front Door Status (If Equipped)              | Closed      |
| Right Front Door Status (If Equipped)             | Closed      |
| Left Rear Door Status (If Equipped)               | Unused      |
| Right Rear Door Status (If Equipped)              | Unused      |
| Rear Door(s) Status (If Equipped)                 | Closed      |

## Pre-crash data

| Parameter   | -2 sec | -1 sec |
|---|--------|--------|
| Reduced Engine Power Mode                         | OFF    | OFF    |
| Cruise Control Active (If Equipped)               | No     | No     |
| Cruise Control Resume Switch Active (If Equipped) | No     | No     |
| Cruise Control Set Switch Active (If Equipped)    | No     | No     |

## Pre-crash data

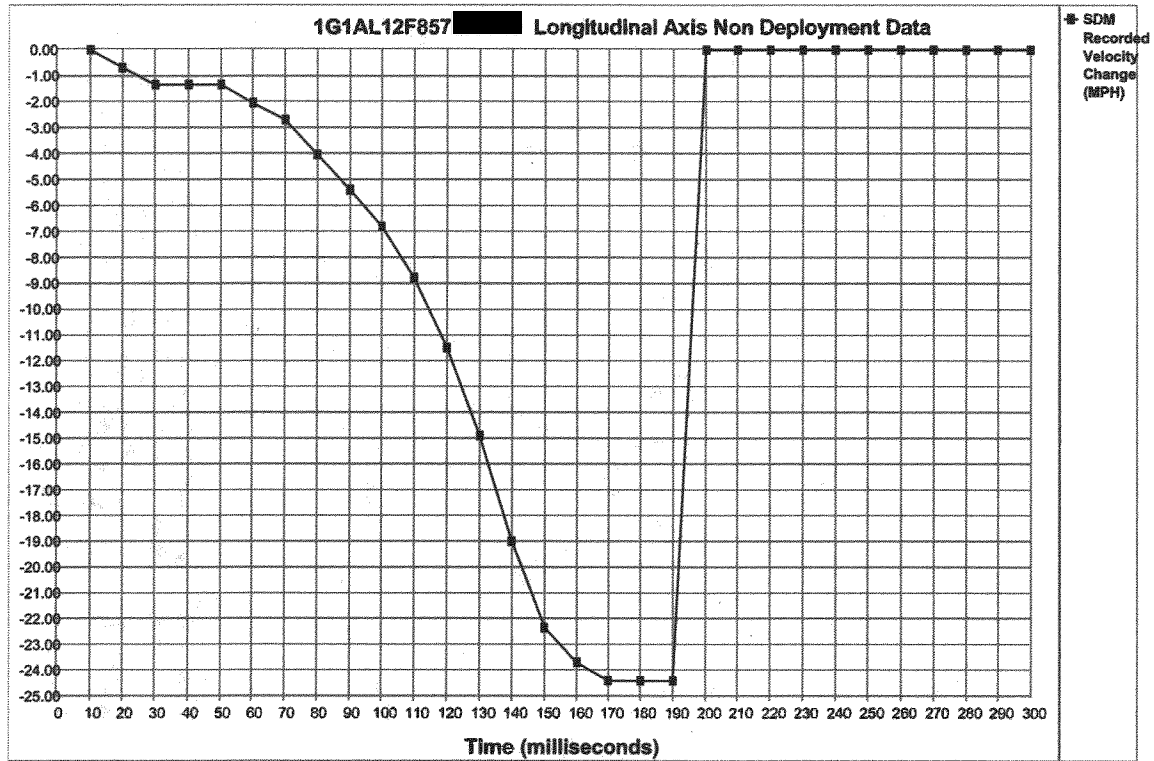
| Parameter   | -5 sec  | -4 sec  | -3 sec  | -2 sec  | -1 sec  |
|---|---------|---------|---------|---------|---------|
| Vehicle Speed (MPH)                                       | 67      | 58      | 37      | 40      | 30      |
| Engine Speed (RPM)  | 2304    | 1984    | 1280    | 1280    | 896     |
| Percent Throttle  | 26      | 14      | 13      | 14      | 13      |
| Accelerator Pedal Position (percent)                      | 4       | 0       | 0       | 0       | 0       |
| Antilock Brake System Active (If Equipped)                | No      | Yes     | Yes     | Yes     | Yes     |
| Lateral Acceleration (feet/s <sup>2</sup> ) (If Equipped) | Invalid | Invalid | Invalid | Invalid | Invalid |
| Yaw Rate (degrees per second) (If Equipped)               | Invalid | Invalid | Invalid | Invalid | Invalid |
| Steering Wheel Angle (degrees) (If Equipped)              | 0       | 0       | 0       | 0       | 0       |

| Parameter   | -5 sec  | -4 sec  | -3 sec  | -2 sec  | -1 sec  |
|---|---------|---------|---------|---------|---------|
| Vehicle Dynamics<br>Control Active (If<br>Equipped) | Invalid | Invalid | Invalid | Invalid | Invalid |

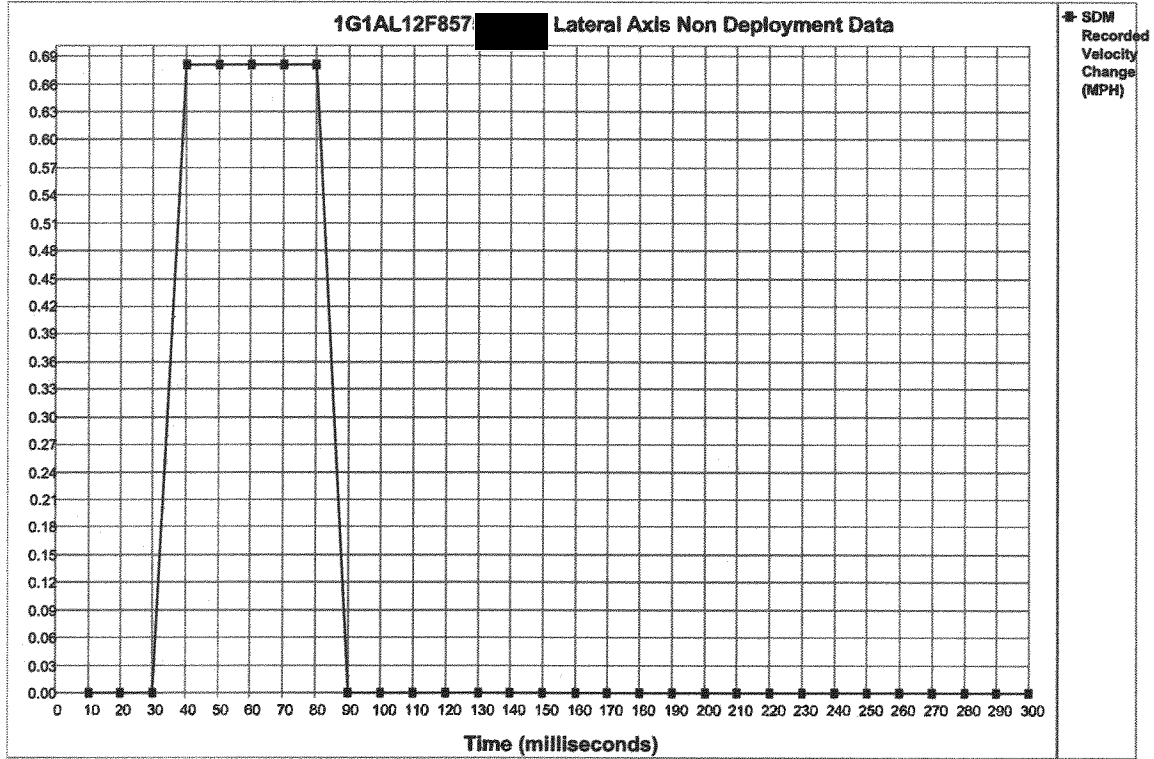
## System Status At Non-Deployment

|  |         |
|--|---------|
| Ignition Cycles At Investigation                                   | 5240    |
| SIR Warning Lamp Status  | OFF     |
| SIR Warning Lamp ON/OFF Time (seconds)                             | 655200  |
| Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously | 5223    |
| Ignition Cycles At Event   | 5225    |
| Ignition Cycles Since DTCs Were Last Cleared                       | 254     |
| Driver's Belt Switch Circuit Status                                | BUCKLED |
| Diagnostic Trouble Codes at Event, fault number: 1                 | N/A     |
| Diagnostic Trouble Codes at Event, fault number: 2                 | N/A     |
| Diagnostic Trouble Codes at Event, fault number: 3                 | N/A     |
| Diagnostic Trouble Codes at Event, fault number: 4                 | N/A     |
| Diagnostic Trouble Codes at Event, fault number: 5                 | N/A     |
| Diagnostic Trouble Codes at Event, fault number: 6                 | N/A     |
| Maximum SDM Recorded Velocity Change (MPH)                         | 23.37   |
| Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)    | 170     |
| Driver First Stage Deployment Loop Commanded                       | No      |
| Driver Second Stage Deployment Loop Commanded                      | No      |
| Driver Side Deployment Loop Commanded                              | No      |
| Driver Pretensioner Deployment Loop Commanded                      | No      |
| Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded         | No      |
| Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded         | No      |
| Driver Knee Deployment Loop Commanded                              | No      |
| Passenger First Stage Deployment Loop Commanded                    | No      |
| Passenger Second Stage Deployment Loop Commanded                   | No      |
| Passenger Side Deployment Loop Commanded                           | No      |
| Passenger Pretensioner Deployment Loop Commanded                   | No      |
| Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded      | No      |
| Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded      | No      |
| Passenger Knee Deployment Loop Commanded                           | No      |
| Second Row Left Side Deployment Loop Commanded                     | No      |
| Second Row Left Pretensioner Deployment Loop Commanded             | No      |
| Third Row Left Roof Rail/Head Curtain Loop Commanded               | No      |
| Second Row Right Side Deployment Loop Commanded                    | No      |
| Second Row Right Pretensioner Deployment Loop Commanded            | No      |
| Third Row Right Roof Rail/Head Curtain Loop Commanded              | No      |
| Second Row Center Pretensioner Deployment Loop Commanded           | No      |
| Crash Record Locked  | No      |
| Vehicle Event Data (Pre-Crash) Associated With This Event          | Yes     |
| Deployment Event Recorded in the Non-Deployment Record             | No      |
| Event Recording Complete   | Yes     |





|                                     |        |        |        |        |       |       |       |       |       |       |       |        |        |        |        |
|-------------------------------------|--------|--------|--------|--------|-------|-------|-------|-------|-------|-------|-------|--------|--------|--------|--------|
| Time (milliseconds)                 | 10     | 20     | 30     | 40     | 50    | 60    | 70    | 80    | 90    | 100   | 110   | 120    | 130    | 140    | 150    |
| Longitudinal Axis Recorded Velocity | 0.00   | -0.68  | -1.36  | -1.36  | -1.36 | -2.03 | -2.71 | -4.07 | -5.42 | -6.78 | -8.81 | -11.52 | -14.91 | -18.98 | -22.37 |
| Time (milliseconds)                 | 160    | 170    | 180    | 190    | 200   | 210   | 220   | 230   | 240   | 250   | 260   | 270    | 280    | 290    | 300    |
| Longitudinal Axis Recorded Velocity | -23.72 | -24.40 | -24.40 | -24.40 | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00   | 0.00   | 0.00   | 0.00   |



|   |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|---|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Time (milliseconds)                         | 10   | 20   | 30   | 40   | 50   | 60   | 70   | 80   | 90   | 100  | 110  | 120  | 130  | 140  | 150  |
| Lateral Axis Recorded Velocity Change (MPH) | 0.00 | 0.00 | 0.00 | 0.68 | 0.68 | 0.68 | 0.68 | 0.68 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Time (milliseconds)                         | 160  | 170  | 180  | 190  | 200  | 210  | 220  | 230  | 240  | 250  | 260  | 270  | 280  | 290  | 300  |
| Lateral Axis Recorded Velocity Change (MPH) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

### Hexadecimal Data

All of the data that the vehicle manufacturer has requested to be retrieved is shown in the hexadecimal data section of the CDR report. It may contain data that is not converted by the CDR program.

```
$01 00 00 00 00 57 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 17 0A 94 32
$07 00 69 00 00 00 00 00
$08 00 FF 00 00 00 00 00
$09 00 45 43 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 01 0F 00 00 00
$0C 00 00 00 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 00 00 00 00 00 00 00
$0F BA 00 00 00 00 00 00
$10 47 31 41 4C 31 32 46
$11 38 35 37 35 37 32 37
$12 34 39 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 02 02 00 00 00
$18 02 02 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 30 00 66 00 78 00
$1C 3F 00 00 02 00 18 00
$1D 00 00 00 00 00 00 00
$1E 4F 00 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF 01 00 00 70 00 00
$22 00 84 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 06 0A 00 07 00 00
$2F 00 FE 14 78 0F 00 00
$30 9D 00 00 00 00 00 00
$31 00 00 00 00 0A 00 00
$32 00 00 00 00 00 00 00
$33 21 23 22 24 42 00 00
$34 0E 14 14 1F 24 00 00
$35 30 40 3B 5E 6B 00 00
$36 00 00 00 00 00 00 00
$37 F0 00 00 04 04 00 60
$38 3E 00 00 00 03 C0 00
$39 00 00 00 00 00 80 00
$3A 00 00 00 00 00 80 00
$3B 03 06 0C 00 00 00 00
$3C 00 00 00 00 00 00 C0
$3D 31 41 4C 31 32 46 00
$3E 35 57 27 49 00 00 00
$3F 00 00 90 00 00 00 00
$40 20 A5 00 00 00 00 00
$41 00 00 00 00 00 00 00
$42 00 FF F0 14 67 00 00
```

```

$43 FE 14 69 00 00 00 00
$44 00 00 00 00 00 00 00
$45 00 00 00 00 00 00 00
$46 00 00 00 00 00 00 00
$47 00 00 00 FF 00 FE 00
$48 01 FE 01 FE 01 FD 00
$49 01 FC 01 FA 00 F8 00
$4A 00 F6 00 F3 00 EF 00
$4B 00 EA 00 E4 00 DF 00
$4C 00 DD 00 DC 00 DC 00
$4D 00 DC 00 00 00 00 00
$4E 00 00 00 00 00 00 00
$4F 00 00 00 00 00 00 00
$50 00 00 00 00 00 00 00
$51 F0 00 00 00 00 00 00
$52 80 00 00 00 00 00 00
$53 11 05 10 00 00 00 00
$54 00 00 00 00 00 00 00
$55 00 00 00 00 00 00 00
$67 00 00 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
$69 80 FF FF FF FF 00 00
$6A FF FF FF 00 00 00 00
$6B FF FF FF FF FF FF 00
$6C FF FF FF FF FF FF 00
$6D FF FF FF FF FF FF 00
$6E FF FF FF FF FF FF 00
$6F FF FF FF FF FF FF 00
$70 FF FF FF FF FF FF 00
$71 FF FF FF FF FF FF 00
$72 FF FF FF FF FF FF 00
$73 FF FF FF FF FF FF 00
$74 FF FF FF FF FF FF 00
$75 FF FF FF FF FF FF 00
$76 FF FF FF FF FF FF 00
$77 FF FF FF FF FF FF 00
$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF FF 00

```

```

$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02 01 02 03 04
$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04 01 02 03 04
$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF
$06 FF FF FF FF
$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$08 FF FF FF FF
$0D 41 48 34 37 30 35 52 34 33 33 38 32 31 57 55 4A
$0E 01 5A 4B 31
$0F 41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
$10 01 02 03 04
$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF
$14 FF FF FF FF
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 31 12 66 1A E6 87 91 9A
$22 94 32
$23 31 41 FA FA FA FA 32
$24 31 41 FA FA FA FA 32
$25 32 41 FA FA FA FA 32
$26 32 41 FA FA FA FA 32
$40 00 00
$41 3F 00 00 02 00 18
$42 10 C4
$43 00 00 8C 80

```

\$44 C6 00 00 FC C0 C0  
\$45 07 01 07 01 05 01  
\$46 FF 1A 1A 64 64  
\$47 0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64  
\$48 18 08 08  
\$B0 58  
\$B1 FD FE 00  
\$B2 FF FF FF FF FF  
\$B4 41 53 39 34 33 32 32 33 31 46 38 58 20 20 20 20  
\$B7 50 AA 01 0F 01  
\$B8 54 41 68 04 02  
\$C1 30 46 30 31  
\$CA 30 46 30 31  
\$CB 00 E8 B0 18  
\$CC 00 E8 B0 18  
\$D1 00 00  
\$DB 00 00  
\$DC 00 00

**Comments**

SIR data being downloaded via the DLC at QCSA in Des Moines, IA. Nobody else is present. Mileage is 54025. SIR lamp flashes and extinguishes. Power being supplied by vehicle battery

PE10-005

GM

4/14/2010

ATTACHMENT

Q 03

Subject Legal

ATT



# Service Request Detail

|                      |  |             |            |              |                                 |           |                        |
|----------------------|--|-------------|------------|--------------|---------------------------------|-----------|------------------------|
| SR No.               | 71-603752914   | Ref No.     |            | Goodwill     | No Goodwill Offered             | BRC Type  | PAR                    |
| Account              |  | Site        |            | GW SubType   |                                 | Bus. Unit | BRC                    |
| Last Name            |  | First Name  |            | Approval     | Not Initiated                   | Area      | PAR                    |
| Daytime #            |  | Evening #   |            | UCC          | Steering - General              | Sub-Area  | Initial PAR- Collision |
| Address              |  | City        | Baltimore  | Involved Dir | Bob Bell Chevrolet/Nissan, Inc. | Safety    | Yes                    |
| State                | MD ZipCd   | Con Acct    |            | Source       | Phone                           | Updated   | 2/20/2008 02:50:17 PM  |
| Serial #/VIN         | 1G1AK16F2771   | Model Year  | 2007       | Priority     | Medium License #                | Owner     | MC GHEESH              |
| Make                 | Chevrolet  | Warr. Start | 12/30/2006 | Status       | Open                            | Opened    | 2/18/2008 12:01:49 PM  |
| Model                | Cobalt   | Mileage     | 9235       | Sub-Status   |                                 | Closed    |                        |
| Abstract             | Steering - General- failure  |             |            |              |                                 |           |                        |
| Customer Description | This is a BRC PAR Case. Please do not assume. Forward any inquiries to Sheila McGhee at ext. 11455 |             |            |              |                                 |           |                        |

## Pre-PAR

|                  |                           |                      |  |   |              |            |              |                |  |  |  |  |  |  |  |  |  |
|------------------|---------------------------|----------------------|--|---|--------------|------------|--------------|----------------|--|--|--|--|--|--|--|--|--|
| PAR Notifier     | Incident Date/Time        | Injuries             | # Other Veh  | # People in Veh   | Road Surface | Road Cond. | Fire Report# | Police Report# |  |  |  |  |  |  |  |  |  |
| Owner            | 1/18/2008 02:30:00 PM     | Y                    | 1  | 2   | Asphalt      | Snowy      | n/a          | 080170881      |  |  |  |  |  |  |  |  |  |
| Driver Last Name | Driver First Name         | Height               | DOB  | Disabilities  |              |            |              |                |  |  |  |  |  |  |  |  |  |
|                  |                           | 53                   | 1/13/1951  | previous Injury left knee, and multiple others cust on disability |              |            |              |                |  |  |  |  |  |  |  |  |  |
| Carry            | Heather                   | Phone #              | Insurance Agency   |   |              |            |              |                |  |  |  |  |  |  |  |  |  |
|                  |                           | (800) 531-8114 x2303 | USAA Insurance   |   |              |            |              |                |  |  |  |  |  |  |  |  |  |
| Incident Loc     | Halibert Ave Baltimore MD | Incident Desc        | while driving veh went out of control and was hit by another veh |   |              |            |              |                |  |  |  |  |  |  |  |  |  |
| Component        | Steering Failure          | Damage Desc          | back wheel - panel came out and bumper had big slit in it        |   |              |            |              |                |  |  |  |  |  |  |  |  |  |
| Vehicle Loc      | Bob Bell Chevrolet        | Add'l Info           |  |   |              |            |              |                |  |  |  |  |  |  |  |  |  |
| Emgcy Svc Names  | Officer Lehnert 5090      | Maint Loc            | Jiffy Lube   |   |              |            |              |                |  |  |  |  |  |  |  |  |  |

## PAR Detail

|                        |   |                      |                 |                         |                           |                      |                  |      |
|------------------------|---|----------------------|-----------------|-------------------------|---------------------------|----------------------|------------------|------|
| Collision              | Y   | Non Collision        | Property Damage | Y                       | Thermal Evt               | N                    | Spec Equip       | none |
| Vehicle Speed          | 15  | Weather Condition    | snowy           | Prop Owner              | UNK                       | Property Type        | Vehicle- Durango |      |
| Last Service Date      |   | Loc Last Service     |                 | Property Location       | Halibert Ave Baltimore MA | Prop Est Repair Cost |                  |      |
| Veh Est Repair Cost    |   | Spec Equip Installer | n/a             | Prop Damage Description | UNK                       | Inspection Date/Time |                  |      |
| Primary Veh Use        | Personal  | Inspection Type      |                 | Inspected By            | Inspection Not Performed  |                      |                  |      |
| Veh Damage Description | back wheel - panel came out and bumper had big slit in it |                      |                 | Explain Other           |                           |                      |                  |      |



## Service Request Detail

### PAR Injuries

| Last Name | First Name | DOB | Location                    | Phone # | Seating Pos        | Restraint Type |
|-----------|------------|-----|-----------------------------|---------|--------------------|----------------|
|           |            |     | Occupant of Owner's Vehicle |         | Driver             | seatbelt       |
|           |            |     | Medical Rpt#                |         | Treatment Location | Treated By     |
|           |            |     |                             |         | n/a                | n/a            |
|           |            |     | City                        | State   | Zip Code           |                |
|           |            |     | Baltimore                   | MD      |                    |                |

### Activities

| Created               | Created By | Assigned To | Activity Type | Activity Sub-Type            | Status      | Completed | Description    |
|-----------------------|------------|-------------|---------------|------------------------------|-------------|-----------|----------------|
| 2/22/2008 11:37:16 AM | TOLBERWH   | ESISBIQU    | Escalation    | ESIS - Insurance Involvement | In Progress |           | Assign to ESIS |

| Contact Last Name | Contact First Name | Account | BAC Code |
|-------------------|--------------------|---------|----------|
|                   |                    |         |          |

Comments

Confidential Comments

| Created               | Created By | Assigned To | Activity Type | Activity Sub-Type            | Status | Completed             | Description                            |
|-----------------------|------------|-------------|---------------|------------------------------|--------|-----------------------|--|
| 2/22/2008 11:33:49 AM | TOLBERWH   | TOLBERWH    | BRC PAR       | ESIS - Insurance Involvement | Done   | 2/22/2008 11:37:50 AM | Sent to ESIS for Insurance Involvement |

| Contact Last Name | Contact First Name | Account | BAC Code |
|-------------------|--------------------|---------|----------|
|                   |                    |         |          |

Comments

Customer in collision and the and 3rd party's insurance has repaired the vehicle. sending to ESIS

Whitneytolbert/atb/par 11271

Confidential Comments

| Created               | Created By | Assigned To | Activity Type | Activity Sub-Type            | Status | Completed             | Description    |
|-----------------------|------------|-------------|---------------|------------------------------|--------|-----------------------|----------------|
| 2/22/2008 11:33:17 AM | TOLBERWH   | ESISBIQU    | Escalation    | ESIS - Insurance Involvement | Done   | 2/22/2008 11:37:02 AM | assign to ESIS |

| Contact Last Name | Contact First Name | Account | BAC Code |
|-------------------|--------------------|---------|----------|
|                   |                    |         |          |

Comments

Customer in collision and the and 3rd party's insurance has repaired the vehicle. sending to ESIS

Whitneytolbert/atb/par 11271

Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By         | Assigned To | Activity Type          | Activity Sub-Type | Status | Completed             | Description |
|-----------------------|--------------------|-------------|------------------------|-------------------|--------|-----------------------|-------------|
| 2/21/2008 11:16:58 AM | MCGHEESH           | MCGHEESH    | Outbound Call Customer | Left Message      | Done   | 2/21/2008 11:20:34 AM | Called      |
| Contact Last Name     | Contact First Name | Account     | BAC Code               |                   |        |                       |             |

#### Comments

Crs left msg advising that case will need to be escalated to ESIS for further review. Please allow them 7-10 days for them to contact you back.  
- if you have any questions please contact me back.

Shelia McGhee/BRCPAR/ATX  
x 11465

Confidential Comments

| Created               | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status | Completed             | Description                |
|-----------------------|--------------------|-------------|---------------|-------------------|--------|-----------------------|----------------------------|
| 2/21/2008 09:25:49 AM | DRAHEICM           | TOLBERWH    | Notify CRM    |                   | Done   | 2/22/2008 11:33:16 AM | ESIS-Insurance Involvement |
| Contact Last Name     | Contact First Name | Account     | BAC Code      |                   |        |                       |                            |

#### Comments

received and assigned to ESIS

Whitney Tolbert/ata/par 11271

Confidential Comments

| Created               | Created By         | Assigned To | Activity Type       | Activity Sub-Type | Status          | Completed | Description |
|-----------------------|--------------------|-------------|---------------------|-------------------|-----------------|-----------|-------------|
| 2/20/2008 02:51:49 PM | MCGHEESH           | MCGHEESH    | Scheduled Follow-up |                   | Scheduled Alarm |           | ESIS Case   |
| Contact Last Name     | Contact First Name | Account     | BAC Code            |                   |                 |           |             |

#### Comments

Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By | Assigned To | Activity Type | Activity Sub-Type           | Status | Completed             | Description           |
|-----------------------|------------|-------------|---------------|-----------------------------|--------|-----------------------|-----------------------|
| 2/20/2008 02:48:06 PM | MCGHEESH   | DRAHEICM    | BRC PAR       | ESIS- Insurance Involvement | Done   | 2/21/2008 09:25:46 AM | Insurance Involvement |

| Contact Last Name | Contact First Name | Account | BAC Code |
|-------------------|--------------------|---------|----------|
|                   |                    |         |          |

#### Comments

Shella McGhee/BRC PAR/ATX  
x 11465

Received and assigned for ESIS escalation.  
Chad Draheim/ATX/Workflow PAR

#### Confidential Comments

| Created               | Created By | Assigned To | Activity Type     | Activity Sub-Type          | Status | Completed             | Description                |
|-----------------------|------------|-------------|-------------------|----------------------------|--------|-----------------------|----------------------------|
| 2/19/2008 03:39:55 PM | MCGHEESH   | MCGHEESH    | Ownership Changed | Ownership Escalated to BRC | Done   | 2/19/2008 03:39:55 PM | Ownership Escalated to BRC |

| Contact Last Name | Contact First Name | Account | BAC Code |
|-------------------|--------------------|---------|----------|
|                   |                    |         |          |

#### Comments

#### Confidential Comments

| Created               | Created By | Assigned To | Activity Type     | Activity Sub-Type | Status | Completed             | Description   |
|-----------------------|------------|-------------|-------------------|-------------------|--------|-----------------------|---|
| 2/19/2008 11:28:10 AM | DRAHEICM   | MCGHEESH    | Ownership Changed |                   | Done   | 2/19/2008 11:28:10 AM | Service Request Ownership has changed FROM: STEPHEA1 TO: MCGHEESH |

| Contact Last Name | Contact First Name | Account | BAC Code |
|-------------------|--------------------|---------|----------|
|                   |                    |         |          |

#### Comments

#### Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By         | Assigned To | Activity Type | Activity Sub-Type      | Status | Completed             | Description |
|-----------------------|--------------------|-------------|---------------|------------------------|--------|-----------------------|-------------|
| 2/19/2008 11:27:49 AM | DRAHEICM           | MCGHEESH    | BRC PAR       | Initial Contact- Phone | Done   | 2/20/2008 02:28:57 PM | called      |
| Contact Last Name     | Contact First Name | Account     | BAC Code      |                        |        |                       |             |

#### Comments

Crs advsd needing to clarify prev info provided.

Cust agreed advsd of all pre par and par detail.

- TP insurance co is currently repairing veh at Bob Bell Chevrolet.

Cust sks to know what happend with steering.

Crs advsd that due to insurance involvement that case will be forwarded to ESIS for further review.

- I will verify with dirshp of repairs they are completing, if with steering, will send to Central Claims. If not advsd of inspection process and timeframe.

Cust agreed either way.

Crs advsd I wll contact you back either way.

Shelia McGhee/BRCPAR/ATX

x 11465

#### Confidential Comments

| Created               | Created By         | Assigned To | Activity Type | Activity Sub-Type       | Status | Completed             | Description |
|-----------------------|--------------------|-------------|---------------|-------------------------|--------|-----------------------|-------------|
| 2/19/2008 11:27:42 AM | DRAHEICM           | MCGHEESH    | BRC PAR       | Initial Contact- Dealer | Done   | 2/20/2008 02:39:49 PM | called      |
| Contact Last Name     | Contact First Name | Account     | BAC Code      |                         |        |                       |             |

#### Comments

Bob Bell Chevrolet/Nissan, Inc.

Crs left msg for dirshp re: cust allegation.

- provided crs contact info

Shelia McGhee/BRCPAR/ATX

x 11465

#### Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By         | Assigned To | Activity Type | Activity Sub-Type   | Status | Completed             | Description   |
|-----------------------|--------------------|-------------|---------------|---------------------|--------|-----------------------|---|
| 2/19/2008 11:27:36 AM | DRAHEICM           | MCGHEESH    | BRC PAR       | Initial Contact-AVM | Done   | 2/20/2008 02:44:23 PM | called DVM Winston, Sidney<br>Node 914055<br>Mailbox 8080 |
| Contact Last Name     | Contact First Name | Account     | BAC Code      |                     |        |                       |   |

CRS left vme

This is Sheila McGhee w/ PAR located in Austin, TX

Customer:

Vehicle Information: 2007 Chevy Cobalt

Last 8 Digits of VIN: 77

Involved Dealership: BOB BELL CHEVROLET/NISSAN, INC. BALTIMORE MD

Nature of allegation: Steering - Failure - Insurance involvement

- case will be forwarded to ESIS

CRS adv if you have any additional information pertaining to customer or vehicle please contact me at 8667905600 ext 11465

Sheila McGhee/BRCPAR/ATX

x 11465

Confidential Comments

| Created               | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status | Completed             | Description |
|-----------------------|--------------------|-------------|---------------|-------------------|--------|-----------------------|-------------|
| 2/19/2008 11:27:32 AM | DRAHEICM           | MCGHEESH    | BRC PAR       | Acknowledgement   | Done   | 2/19/2008 03:40:43 PM | called      |
| Contact Last Name     | Contact First Name | Account     | BAC Code      |                   |        |                       |             |

CRS was about to leave a msg and cust phone clicked and disconnected.

Sheila McGhee/BRCPAR/ATX

x 11465

Confidential Comments

| Created               | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status | Completed             | Description   |
|-----------------------|--------------------|-------------|---------------|-------------------|--------|-----------------------|---------------|
| 2/19/2008 11:27:26 AM | DRAHEICM           | MCGHEESH    | Notify CRM    |                   | Done   | 2/19/2008 03:37:23 PM | file assigned |
| Contact Last Name     | Contact First Name | Account     | BAC Code      |                   |        |                       |               |

Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed             | Description  |
|-----------------------|------------|--------------------|---------------|-------------------|--------|-----------------------|--------------|
| 2/19/2008 11:27:22 AM | DRAHEICM   | MCGHEESH           | Research      |                   | Done   | 2/19/2008 03:37:19 PM | research vin |
| Contact Last Name     |            | Contact First Name |               | Account           |        | BAC Code              |              |

10/09/2007 312802 # J9991 - CUSTOMER CONCERN NOT DUPLICATED 7650 miles  
06/06/2007 300998 # K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE 4475 miles  
05/25/2007 299916 # K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE 4153 miles  
05/11/2007 041608 # H0122 - FRONT BRAKE ROTOR REFINISHING 3779 miles

GMVIS: No open recalls found

VIN: No Duplicate files found, files with same come minus the collision 71-518191905 and 71-563280710

Shelia McGhee/BRC PAR/ATX  
x 11465

Confidential Comments

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed             | Description                         |
|-----------------------|------------|--------------------|---------------|-------------------|--------|-----------------------|-------------------------------------|
| 2/19/2008 11:27:07 AM | DRAHEICM   | MCGHEESH           | BRC PAR       | Case Assigned     | Done   | 2/19/2008 03:33:33 PM | assigned to shelia mcghee ext 11465 |
| Contact Last Name     |            | Contact First Name |               | Account           |        | BAC Code              |                                     |

Comments

Confidential Comments

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed             | Description   |
|-----------------------|------------|--------------------|---------------|-------------------|--------|-----------------------|---|
| 2/19/2008 09:49:22 AM | DRAHEICM   | STEPHEAT           | SR Opened     |                   | Done   | 2/19/2008 09:49:22 AM | SR in Status of Closed has been Re-Opened by DRAHEICM |
| Contact Last Name     |            | Contact First Name |               | Account           |        | BAC Code              |   |

Comments

Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By | Assigned To        | Activity Type            | Activity Sub-Type | Status | Completed             | Description                                   |
|-----------------------|------------|--------------------|--------------------------|-------------------|--------|-----------------------|---|
| 2/19/2008 09:49:20 AM | DRAHEICM   | STEPHEA1           | SR Closed - Dissatisfied |                   | Done   | 2/19/2008 09:49:20 AM | Service Request has been Closed Dissatisfied. |
| Contact Last Name     |            | Contact First Name |                          | Account           |        | BAC Code              |   |
| Comments              |            |                    |                          |                   |        |                       |   |

Confidential Comments

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed             | Description                     |
|-----------------------|------------|--------------------|---------------|-------------------|--------|-----------------------|---------------------------------|
| 2/19/2008 12:43:12 PM | STEPHEA1   | DRAHEICM           | Escalation    | Initiate PAR      | Done   | 2/19/2008 09:48:58 AM | Assigning activity to Par Queue |
| Contact Last Name     |            | Contact First Name |               | Account           |        | BAC Code              |                                 |

CRS advised that a person from the PAR Department will contact the customer within 2 business days.

Received and assigned in PAR.  
Chad Drahelm/ATX/Workflow PAR

Confidential Comments

| Created               | Created By | Assigned To        | Activity Type     | Activity Sub-Type | Status | Completed             | Description   |
|-----------------------|------------|--------------------|-------------------|-------------------|--------|-----------------------|---|
| 2/18/2008 12:11:21 PM | STEPHEA1   | STEPHEA1           | Ownership Changed |                   | Done   | 2/18/2008 12:11:21 PM | Service Request Ownership has changed FROM: VIADOYRE TO: STEPHEA1 |
| Contact Last Name     |            | Contact First Name |                   | Account           |        | BAC Code              |   |

Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By         | Assigned To | Activity Type            | Activity Sub-Type | Status | Completed             | Description                  |
|-----------------------|--------------------|-------------|--------------------------|-------------------|--------|-----------------------|------------------------------|
| 2/18/2008 12:05:17 PM | STEPHEA1           | STEPHEA1    | Inbound Call Third Party | Complex Request   | Done   | 2/18/2008 12:46:29 PM | transfer from elemental plus |
| Contact Last Name     | Contact First Name | Account     | BAC Code                 |                   |        |                       |                              |

#### Comments

cust sts: slid in the snow  
- I have had car down at the shop 4 times  
- rotors  
- gearshift - steering - rubbing they said normal  
- 2 screws fell out  
- I did not hit the brake and car turned around  
- black rubber showing on the door  
- cust said that is not right and cust refused to take it  
- insurance - Window was not put back in right  
- door was closing tight  
- the factory put the doors on right to begin w/ but cust says it was not right  
- seems are all off and  
- you are messing my car up more - they are ruining my car and putting the blame on the factory  
- ins said it was right  
- the door was not right and the window was not right  
- the insurance put me back in the rental  
- I am going to go to the BBB tomorrow  
- they said that it is the factory the ruined the veh not us  
- the seems are not flush and they said that it came from the factory like that  
- you are saying that there is something wrong w/ the steering and that is what caused the accident  
- I don't think there was any damage to his car it was a durango  
- the body of my car did not look lik that before and they are saying it was from the factory  
- when it got hit it did something to the door but cust says it didn't

cust sks:help

crs adv: since you are stating that the steering caused the accident I will exca/ate the call to our product allegation group and they will contact you w/in 2 business days

AngelaLadd/CAC/Chatham

Confidential Comments



## Service Request Detail

### Activities

| Created               | Created By         | Assigned To | Activity Type          | Activity Sub-Type | Status | Completed             | Description   |
|-----------------------|--------------------|-------------|------------------------|-------------------|--------|-----------------------|---------------|
| 2/18/2008 12:02:58 PM | VIADORE            | VIADORE     | Outbound Call Compound | Made Contact      | Done   | 2/18/2008 12:06:52 PM | compound call |
| Contact Last Name     | Contact First Name | Account     | BAC Code               |                   |        |                       |               |

#### Comments

transferred to Angie Ladd  
41579

Ron White/Elemental/MLA

Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By         | Assigned To | Activity Type         | Activity Sub-Type | Status | Completed             | Description   |
|-----------------------|--------------------|-------------|-----------------------|-------------------|--------|-----------------------|---------------|
| 2/18/2008 12:01:52 PM | VIADYOYRE          | VIADYOYRE   | Inbound Call Customer | Complex Request   | Done   | 2/18/2008 12:02:56 PM | dir complaint |
| Contact Last Name     | Contact First Name | Account     | BAC Code              |                   |        |                       |               |

#### Cust Sls:

#### Owner Specific:

Orig owner? -yes

Primary driver? -yes

Personal or business use? -personal

#### Veh Specific:

Where purchased? -KOONS CHEVROLET, INC

Current approx mfg? -8,235

Ext Svc Plan? -yes

#### Concern Specific:

Concern? -door is rubbing the frame of the car

When 1st notice concern? -the 13th, when they told me to pick up the car

What conditions does concern occur? -when she drives the car

Where diagnosed? -Bob Bell Chevrolet

Est cost of the repair? -N/A, going to insurance company

Current location of veh? -dealership

What has Dir told you about a diagnosis? -Bob bell Chevrolet

Who was working with you? -manager of the body shop

#### Business Decision:

Where maint performed? -Bob Bell

Prev GM veh? -Geotracker, Geostorm

Prev related repairs? When? -rear bumper replacement

#### Out of Pocket expense (document repairs & cost):

#### Cust Sls:

-my car is not put together right

-I am going to the BBB tomorrow

#### CRS adv:

-provided SR number

-transferred to compound

Ron White/MLA/Elemental+

#### Confidential Comments

## Service Request Detail

### UCC Information

| UCC Code | Symptom | Description        |
|----------|---------|--------------------|
| M01      | Noise   | Steering - General |

## GM Vehicle Inquiry System Summary

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|       |             |
|-------|-------------|
| VIN : | 1G1AK15F277 |
|-------|-------------|

### VEHICLE INFORMATION

|                       |   |                 |                           |                  |    |              |      |
|-----------------------|---|-----------------|---------------------------|------------------|----|--------------|------|
| Merchandising Model : | 1AK37 -2007 COBALT 2-DOOR LS COUPE  |                 | Warranty Start Date :     | 12/30/2006       |    |              |      |
| BARS Order Type :     | 70 - RETAIL - STOCK   |                 |                           |                  |    |              |      |
| Delivering Dealer :   | KOONS CHEVROLET, INC.<br>10207 PHILADELPHIA RD<br>WHITE MARSH , MD 21162-3401<br>(410) 931-8600 |                 | Selling Source :          | 13 - CHEVROLET   |    |              |      |
|                       |   |                 | Site Code :               | 14190            |    |              |      |
|                       |   |                 | Business Associate Code : | 113645           |    |              |      |
| Service Contract :    | Yes   | Branded Title : | No                        | Warranty Block : | No | PDI Status : | Paid |

### REQUIRED FIELD ACTIONS

|  |
|--|
| Vehicle Has No Current Record Of Outstanding Campaigns |
|--|

### SERVICE INFORMATIONAL ITEMS

|  |
|--|
| Vehicle Has No Current Record Of Outstanding Service Information |
|--|

### ON STAR AND XM SATELLITE RADIO INFORMATION

|  |
|--|
| Vehicle Has No Associated On Star or XM Radio Information. |
|--|

### APPLICABLE WARRANTIES

| Description  | Effective Date | Effective Odometer | End Date   | End Odometer |
|--|----------------|--------------------|------------|--------------|
| 36/36000 BUMPER TO BUMPER LIMITED WARRANTY                   | 12/30/2006     | 87 miles           | 12/30/2009 | 36087 miles  |
| 72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY | 12/30/2006     | 87 miles           | 12/30/2012 | 100087 miles |
| 96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM            | 12/30/2006     | 87 miles           | 12/30/2014 | 80087 miles  |
| 60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY               | 12/30/2006     | 87 miles           | 12/30/2011 | 100087 miles |
| 36/36000 FEDERAL EMISSION                                    | 12/30/2006     | 87 miles           | 12/30/2009 | 36087 miles  |

### CLAIM HISTORY

| R.O Date | R.O | Type | Labor Operation | Odometer |
|----------|-----|------|-----------------|----------|
|----------|-----|------|-----------------|----------|

|            | Number |   |   | Reading    |
|------------|--------|---|---|------------|
| 10/09/2007 | 312802 | # | J9991 - CUSTOMER CONCERN NOT DUPLICATED         | 7650 miles |
| 06/06/2007 | 300998 | # | K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE | 4475 miles |
| 05/25/2007 | 299916 | # | K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE | 4153 miles |
| 05/11/2007 | 041608 | # | H0122 - FRONT BRAKE ROTOR REFINISHING           | 3779 miles |
| 09/20/2006 |        | 1 | 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

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|       |             |
|-------|-------------|
| VIN : | 1G1AK15F277 |
|-------|-------------|

### CLAIM HISTORY

|                     |           |  |      |   |  |                           |           |                    |            |            |  |
|---------------------|-----------|--|------|---|--|---------------------------|-----------|--------------------|------------|------------|--|
| Repair Order Date : |           | 10/09/2007   |      | Repair Order Number :                   |  | 312802                    |           | Odometer Reading : |            | 7650 miles |  |
| Serviced By :       |           | BOB BELL CHEVROLET/NISSAN, INC.<br>7900 EASTERN BLVD<br>BALTIMORE, MD 21224-2125<br>(410) 288-2500 |      |   |  | Selling Source :          |           | 13 - CHEVROLET     |            |            |  |
|                     |           |  |      |   |  | Site Code :               |           | 14452              |            |            |  |
|                     |           |  |      |   |  | Business Associate Code : |           | 113668             |            |            |  |
| Cycle Date          | Cycle Nbr | Case   | Type | Labor Operation                         |  | Part                      | Auth Code | Person Code        | Line Total | Comments   |  |
| 10/19/2007          | 840       | 01   | #    | J9991 - CUSTOMER CONCERN NOT DUPLICATED |  | N/A                       | N/A       | N/A                | \$ 23.34   | N          |  |

|                     |           |  |      |   |  |                           |  |                    |             |            |          |
|---------------------|-----------|--|------|---|--|---------------------------|--|--------------------|-------------|------------|----------|
| Repair Order Date : |           | 06/06/2007   |      | Repair Order Number :                           |  | 300998                    |  | Odometer Reading : |             | 4475 miles |          |
| Serviced By :       |           | BOB BELL CHEVROLET/NISSAN, INC.<br>7900 EASTERN BLVD<br>BALTIMORE, MD 21224-2125<br>(410) 288-2500 |      |   |  | Selling Source :          |  | 13 - CHEVROLET     |             |            |          |
|                     |           |  |      |   |  | Site Code :               |  | 14452              |             |            |          |
|                     |           |  |      |   |  | Business Associate Code : |  | 113668             |             |            |          |
| Cycle Date          | Cycle Nbr | Case   | Type | Labor Operation                                 |  | Part                      |  | Auth Code          | Person Code | Line Total | Comments |
| 07/17/2007          | 813       | 01   | #    | K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE |  | 15926820 - CONTROL        |  | B                  | N/A         | \$ 161.89  | N        |

|                     |           |  |      |                       |  |                           |  |                    |             |            |          |
|---------------------|-----------|--|------|-----------------------|--|---------------------------|--|--------------------|-------------|------------|----------|
| Repair Order Date : |           | 05/25/2007   |      | Repair Order Number : |  | 299916                    |  | Odometer Reading : |             | 4153 miles |          |
| Serviced By :       |           | BOB BELL CHEVROLET/NISSAN, INC.<br>7900 EASTERN BLVD<br>BALTIMORE, MD 21224-2125<br>(410) 288-2500 |      |                       |  | Selling Source :          |  | 13 - CHEVROLET     |             |            |          |
|                     |           |  |      |                       |  | Site Code :               |  | 14452              |             |            |          |
|                     |           |  |      |                       |  | Business Associate Code : |  | 113668             |             |            |          |
| Cycle Date          | Cycle Nbr | Case   | Type | Labor Operation       |  | Part                      |  | Auth Code          | Person Code | Line Total | Comments |
|                     |           |  |      | K5225 - CONTROL       |  | 15926820 -                |  |                    |             |            |          |

|            |     |    |   |                                    |         |     |     |           |   |
|------------|-----|----|---|------------------------------------|---------|-----|-----|-----------|---|
| 06/01/2007 | 800 | 01 | # | ASSEMBLY, FLOOR<br>SHIFT - REPLACE | CONTROL | N/A | N/A | \$ 161.89 | N |
|------------|-----|----|---|------------------------------------|---------|-----|-----|-----------|---|

|                     |  |            |      |                                       |  |                           |  |                    |             |            |          |
|---------------------|--|------------|------|---------------------------------------|--|---------------------------|--|--------------------|-------------|------------|----------|
| Repair Order Date : |  | 05/11/2007 |      | Repair Order Number :                 |  | 041608                    |  | Odometer Reading : |             | 3779 miles |          |
| Serviced By :       | KOONS CHEVROLET, INC.<br>10207 PHILADELPHIA RD<br>WHITE MARSH, MD 21162-3401<br>(410) 931-8600 |            |      |                                       |  | Selling Source :          |  | 13 - CHEVROLET     |             |            |          |
|                     |  |            |      |                                       |  | Site Code :               |  | 14190              |             |            |          |
|                     |  |            |      |                                       |  | Business Associate Code : |  | 113645             |             |            |          |
| Cycle Date          | Cycle Nbr  | Case       | Type | Labor Operation                       |  | Part                      |  | Auth Code          | Person Code | Line Total | Comments |
| 05/15/2007          | 795  | 01         | #    | H0122 - FRONT BRAKE ROTOR REFINISHING |  | N/A                       |  | N/A                | N/A         | \$ 157.54  | N        |

|                     |           |  |      |   |  |                           |  |                    |             |            |          |
|---------------------|-----------|--|------|---|--|---------------------------|--|--------------------|-------------|------------|----------|
| Repair Order Date : |           | 09/20/2006   |      | Repair Order Number :                       |  | A67472                    |  | Odometer Reading : |             | 0 miles    |          |
| Serviced By :       |           | KOONS CHEVROLET, INC.<br>10207 PHILADELPHIA RD<br>WHITE MARSH, MD 21162-3401<br>(410) 931-8600 |      |   |  | Selling Source :          |  | 13 - CHEVROLET     |             |            |          |
|                     |           |  |      |   |  | Site Code :               |  | 14190              |             |            |          |
|                     |           |  |      |   |  | Business Associate Code : |  | 113645             |             |            |          |
| Cycle Date          | Cycle Nbr | Case   | Type | Labor Operation                             |  | Part                      |  | Auth Code          | Person Code | Line Total | Comments |
| 09/26/2006          | 729       | 01   | I    | Z7000 - PRE-DELIVERY INSPECTION - BASE TIME |  | N/A                       |  | N/A                | N/A         | \$ 98.72   | N        |

## CHECK HISTORY

|  |
|--|
| Vehicle Has No Associated Check History. |
|--|

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## GM Vehicle Inquiry System Vehicle Build

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|     |             |
|-----|-------------|
| VIN | 1G1AK15F277 |
|-----|-------------|

### VEHICLE BUILD

|                               |                                    |                |        |
|-------------------------------|------------------------------------|----------------|--------|
| Merchandising Model :         | 1AK37 -2007 COBALT 2-DOOR LS COUPE |                |        |
| Gross Vehicle Weight Rating : | 1677 kg (3698 lb)                  | Order Number : | KHMBJF |
| Build Date :                  | 09/20/2006                         | Build Plant :  | 177A   |

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

### OPTION CODES

|   |   |
|---|---|
| AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS | AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR |
| AR9 - DELUXE FRONT BUCKET SEAT                | AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING                          |
| B34 - FLOOR MATS, FRONT/REAR                  | B35 - REAR FLOOR MATS   |
| B84 - BODY COLOR, BODYSIDE MOLDINGS           | C67 - ELECT. FRONT AIR CONDITIONER  |
| DC8 - MIRROR, O/S MANUAL FLDG, BLK            | DT4 - ASHTRAY AND LIGHTER   |
| D36 - MIRROR I/S R/V TILT                     | FE1 - SUSPENSION SYSTEM-SOFT RIDE   |
| FE9 - FEDERAL EMISSIONS                       | FY1 - TRANS/AXLE 3.63 RATIO   |
| IPB - INTERIOR TRIM DESIGN                    | J41 - BRAKE, FRONT DISC/REAR DRUM   |
| K64 - 115 AMP GENERATOR                       | LOD - ASSEMBLY PLANT - LORDSTOWN, OHIO  |
| L61 - ENGINE, 2.2L DOHC 4V ECOTEC             | MN5 - 4 SPEED AUTO TRANSMISSION   |
| MX0 - TRANSMISSION, 4 SPD AUTOMATIC           | NT7 - FEDERAL EMISSION TIER 2   |
| N45 - 3 SPOKE STEERING WHEEL                  | PG1 - 15" STEEL WHEEL   |
| QTU - P195/60R15 TOURING BW TIRES             | R6K   |
| R6P - PREMIUM PAINT                           | R9N - HEATED LEATHER APPOINTED FRONT BUCKET SEATS                             |
| SLM - STOCK ORDERS                            | T43 - REAR SPOILER  |
| UQ4 - BASE SPEAKER SYSTEM                     | U1C - AM/FM STEREO, CD PLAYER   |
| VK3 - FRONT LICENSE PLATE BRACKET             | VT7 - OWNERS MANUAL ENGLISH   |



|   |                        |
|---|------------------------|
| V73 - STATEMENT OF VEHICLE CERT.-<br>U.S. /CANADA | 1LS - 1LS BASE PACKAGE |
| 1SZ - OPTION PACKAGE DISCOUNT                     | 14B - GRAY             |
| 14I - GRAY  | 6AR - FRONT SPRING     |
| 7AR - FRONT SPRING                                | 74U - VICTORY RED      |
| 8AA - REAR SPRING                                 | 9AA - REAR SPRING      |

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ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Tanya R. Snell**  
Claims Administrator

February 29, 2008

[REDACTED]  
Baltimore, MD [REDACTED]

Re: Claim No: [REDACTED]  
Our Client: General Motors Corporation  
Date/Event: 01/18/08  
Vehicle: 2007 Chevrolet Cobalt

Dear [REDACTED]

As you know, ESIS is the Third party Administrator handling product liability claims on behalf of GM. They have referred your claim to our office for further handling. Per our conversation of February 29, 2008, you have alleged that your steering and gear shift failed causing knee injury.

So we may further investigate your claim I have requested Pat Burley, our investigator to contact you to make arrangements to obtain the following information:

1. Statement describing the incident, outlining the date, time and events regarding this matter.
2. Obtain photos of the 2007 Chevrolet Cobalt

Please remember that you have an obligation and responsibility to ensure that the 2007 Chevy Cobalt and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.

When we have received this information, we will be in a better position to consider your claim. Should you have any questions, please feel free to contact me on 1.800.888.0164.

Sincerely,

Tanya R. Snell

5

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Tanya R. Snell**  
Claims Administrator

February 29, 2008

[REDACTED]  
Baltimore, MD [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: [REDACTED]  
Our Client: General Motors Corporation  
Date/Event: 01/18/08  
VIN: 1G1AK15F277 [REDACTED]

Dear [REDACTED]

I am writing to confirm our conversation of February 29, 2008 during which you agreed to allow us to inspect your 2007 Chevrolet Cobalt and retrieve data from the air bag system. I estimate the inspection will take about 2 hours.

As part of the inspection, we will likely take photographs and measurements. Also, your vehicle is equipped with an air bag Sensing and Diagnostic Module (SDM). As explained in the Owner's Manual, in addition to its other functions, the SDM records information about the air bag system and other crash related data in an air bag deployment event and some near-deployment crashes. The SDM in your vehicle also records the following pre-crash data: vehicle speed, throttle position, brake application and engine RPM for 5 seconds prior to the deployment or near deployment event. As part of our investigation, we will download the SDM data using the Vetronix Crash Data Retrieval software. We will provide you with a copy of that data at the time we retrieve it or as soon after as is practical.

Please note the potential GM uses of this crash data once GM has a copy in its files. Once collected, the SDM crash data is available for GM's research needs. Also, in summary form, this information may be provided to non-GM organizations (i) which have a reasonable need for it, (ii) which have a demonstrated ability to utilize such data, and (iii) which are expected to use it for studies aimed at improving safety to the benefit of the public at large, the auto industry, or GM. However, information which ties SDM crash data to a particular vehicle, such as VIN, owner name, or date and location, will generally not be disclosed by GM other than (a) to the involved owner/lessee or his/her designated agent, (b) in response to an official request of police or similar government office, (c) for research where appropriate confidentiality is maintained and need is shown, (d) as part of GM's defense of litigation involving the subject vehicle or other GM products, or (e) as otherwise required by law.

If you have any additional questions about our upcoming inspection, you can contact me at 1.800.888.0164 Monday through Friday from 8:00 AM to 4:30 PM.

Sincerely,

Tanya R. Snell

## CDR File Information

|                               |                                      |
|-------------------------------|--------------------------------------|
| Vehicle Identification Number | 1G1AK15F277                          |
| Investigator                  | Patrick R. Burley                    |
| Case Number                   | 644324                               |
| Investigation Date            | March 4th, 2008                      |
| Crash Date                    | January 18th, 2008                   |
| Filename                      | 1G1AK15F277 CDR                      |
| Saved on                      | Tuesday, March 4 2008 at 08:59:34 AM |
| Collected with CDR version    | Crash Data Retrieval Tool 3.09       |
| Reported with CDR version     | Crash Data Retrieval Tool 3.09       |
| EDR Device Type               | airbag control module                |
| Event(s) recovered            | None                                 |

## Data Limitations

### SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times. The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event, and then the Deployment Level Event will overwrite the Non-Deployment Event file.

### SDM Data Limitations:

- SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.
- Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.
- Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
- SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.
- Brake Switch Circuit Status indicates the status of the brake switch circuit.
- Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.
- Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".
- The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.
- If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
- The Ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.
- Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left. For Cadillac STS models with StabiliTrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

### SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

- Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication

network.

-The Belt Switch Circuit is wired directly to the SDM.

### Hexadecimal Data

All of the data that the vehicle manufacturer has requested to be retrieved is shown in the hexadecimal data section of the CDR report. It may contain data that is not converted by the CDR program.

```

$01 00 00 00 00 50 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 39 15
$07 10 09 00 00 00 00 00
$08 F8 94 00 00 00 00 00
$09 00 77 75 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 01 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F A0 00 00 00 00 00 00
$10 47 31 41 4B 31 35 46
$11 32 37 37 31 36 37 34
$12 37 32 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 03 02 00 00 00
$18 02 02 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 00 00 67 00 7A 00
$1C 3F 00 00 02 00 1A 00
$1D 00 00 00 00 00 00 00
$1E 4F 00 00 4F 00 01 00
$1F 31 C1 00 00 00 23 00
$20 40 00 00 00 00 00 00
$21 FF FF 00 00 50 00 00
$22 00 8E 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 07 1A 00 00
$2F 00 FE 07 1A 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
$3E FF FF FF FF 00 00 00
$3F 00 00 F0 00 00 00 00
$40 E0 FF 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 FF FF FF FF 00 00

```

```

$43 FF FF FF 00 00 00 00
$44 FF FF FF FF FF FF 00
$45 FF FF FF FF FF FF 00
$46 FF FF FF FF FF FF 00
$47 FF FF FF FF FF FF 00
$48 FF FF FF FF FF FF 00
$49 FF FF FF FF FF FF 00
$4A FF FF FF FF FF FF 00
$4B FF FF FF FF FF FF 00
$4C FF FF FF FF FF FF 00
$4D FF FF FF FF FF FF 00
$4E FF FF FF FF FF FF 00
$4F FF FF FF FF FF FF 00
$50 FF FF FF FF FF FF 00
$51 F0 00 00 F0 00 00 00
$52 81 FF FF FF 00 00 00
$53 FF FF FF 00 00 00 00
$54 82 FF FF 00 00 00 00
$55 FF FF FF FF FF FF 00
$67 A0 FF 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
$69 80 FF FF FF FF 00 00
$6A FF FF FF 00 00 00 00
$6B FF FF FF FF FF FF 00
$6C FF FF FF FF FF FF 00
$6D FF FF FF FF FF FF 00
$6E FF FF FF FF FF FF 00
$6F FF FF FF FF FF FF 00
$70 FF FF FF FF FF FF 00
$71 FF FF FF FF FF FF 00
$72 FF FF FF FF FF FF 00
$73 FF FF FF FF FF FF 00
$74 FF FF FF FF FF FF 00
$75 FF FF FF FF FF FF 00
$76 FF FF FF FF FF FF 00
$77 FF FF FF FF FF FF 00
$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF FF 00

```

```

$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02 01 02 03 04
$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04 01 02 03 04
$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06 FF FF FF FF
$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$08 FF FF FF FF
$0D 41 48 32 39 35 31 52 36 31 39 31 32 44 36 54 48
$0E 01 5A 4B 31
$0F 41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
$10 01 02 03 04
$13 42 52 30 31 33 34 56 31 06 32 34 32 37 48 35 32
$14 01 5A 74 02
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 37 35 E1 72 6A 74 91 9A
$22 39 15
$23 31 41 FA FA FA FA FA
$24 31 41 FA FA FA FA FA
$25 32 41 FA FA FA FA FA
$26 32 41 FA FA FA FA FA
$40 00 00
$41 3F 00 00 02 00 1A
$42 D0 C4
$43 00 00 8E 80

```

\$44 C6 00 00 FC C0 C0  
\$45 07 01 07 01 05 01  
\$46 FF 1B 1B 64 28  
\$47 0A 64 06 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64  
\$48 18 08 08  
\$B0 58  
\$B1 FD FE 00  
\$B2 FF FF FF FF FF  
\$B4 41 53 33 39 31 35 32 32 31 55 4B 5A 20 20 20 20  
\$B7 50 AA 04 0F 07  
\$B8 43 48 70 02 09  
\$C1 30 46 30 37  
\$CA 30 46 30 37  
\$CB 01 89 6E 6B  
\$CC 01 89 6E 6B  
\$D1 00 00  
\$DB 00 00  
\$DC 00 00



**Comments**

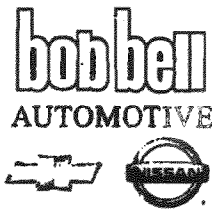
@ Bob Bell Chevrolet Nissan, Baltimore, Maryland.  
Alone at the time of the download.

Mileage = 9,237 miles.

Downloaded thru the A.L.D.L. / D.L.C.

No suppression switch.

Air bag lamp flashes and goes out. "OFF"



7900 Eastern Avenue  
Baltimore, Maryland 21224  
(410) 288-2500

### RECOMMENDED SERVICES

Thank You

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| 01CVZ009  | 9000 MILE SERVICE     | MO    | 0.00  |           |                       |       |       |

### SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 06/06/07 | 300998       | 4475    | 73741   | 74100      | I    | 60CVZ14   | HEADLINER             |
| 05/25/07 | 299916       | 4154    | 73963   | 74100      | W    | 60CVZ     | BODY/INTERIOR         |
|          |              |         |         | 74034      | W    | 52CVZ     | INTERIOR ELECTRICAL   |
|          |              |         |         | 74034      | I    | 40CVZ01   | BRAKE CONCERN         |

SALESPERSON NO.

S E R V I C E

STATE REG# 3

|   |                                    |  |                       |                               |                                |
|---|------------------------------------|--|-----------------------|-------------------------------|--------------------------------|
| SAVE  | VEHICLE NO. <b>TG1AK15F277</b>     | YEAR/MAKE/MODEL <b>07/CHEVROLET/COBALT/2 DOOR COUPE</b>  | PRODUCTION DATE       | STOCK NO.                     | PLANT NO. <b>312802</b>        |
| REMOVED PARTS FOR CUSTOMER  | <b>BALTIMORE</b>                   | CUSTOMER NO. <b>70393</b>  | SERVICE CONTRACT      | DELIVERY DATE <b>12/30/06</b> | DELIVERY MILES                 |
| YES <input type="checkbox"/>  |                                    | COLOR <b>RED/</b>  | CONTRACT NO.          | EXPIRATION DATE               | EXPIRATION MILES <b>1826</b>   |
| NO <input type="checkbox"/>   |                                    | TURBO <b>CVZZ</b>  | AIR COND. <b>P.S.</b> | TRANS <b>A</b>                | MILEAGE <b>7,650</b>           |
| BY <b>09:22am</b>   | DATE/TIME PROMISED <b>10/09/07</b> | TIME <b>06:00pm</b>  | PRIORITY <b>4</b>     | ADVISOR <b>73741</b>          | ADVISOR <b>KIMBERLY CLOMAN</b> |
| APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | LABOR RATE                         | CUSTOMER RIGHTS<br>1. Customer agrees that parts not covered under warranty YES <input type="checkbox"/> NO <input checked="" type="checkbox"/><br>2. Do you want written estimate prior to outside \$500 YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> (Mandatory for \$2500)<br>3. Customer agrees that he may be charged not more than 10% of the cost of the written estimate without his consent.<br>4. Customer consents for additional repairs YES <input type="checkbox"/> NO <input checked="" type="checkbox"/><br>5. I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that I am 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 damage caused by unsuitability 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 another transport. An express receipt is to be given to the customer upon completion of repairs. TAPE PLAYERS, TACHOMETERS, EXTRA RADIOS & PERSONAL ARTICLES MUST BE REMOVED BEFORE THE CAR IS LEFT FOR SERVICE. WE ARE NOT RESPONSIBLE FOR THESE ITEMS. |                       |                               |                                |

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X \_\_\_\_\_

74034

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY: X

| REVISED ESTIMATE (1) \$ | DATE | TIME | BY |
|-------------------------|------|------|----|
| REVISED ESTIMATE (2) \$ |      |      |    |
| REVISED ESTIMATE (3) \$ |      |      |    |

CUSTOMER EXPLAINED REPAIRS

BY **X** DATE **10/9/07**  
TO WHOM **M. Hend** TIME **200**  
AMOUNT \$ **8**

ALTERNATE TRANSPORTATION

TYPE \_\_\_\_\_ CO. \_\_\_\_\_ PO# \_\_\_\_\_

EXTENDED WARRANTY COVERAGE

CO. \_\_\_\_\_ CLAIM NO. \_\_\_\_\_

DEDUCTIBLE AMOUNT \$ \_\_\_\_\_

MISC

TOWING

1. W 45CVZ01 STEERING CONCERN  
CUSTOMER STATES RUBBING NOISE WHEN TURNING LEFT OR RIGHT -

CND - roadtested vehicle - NPF  
\$ **8**

2. W 45CVZZ0 STEERING CONCERN  
CUSTOMER STATES STEERING LOCKED UP AND COULD NOT TURN -  
WHEN PARKING

roadtested vehicle HRS CND  
concern - found C0176 in history  
#07-02-32-007 - C0176 - normal  
operating characteristics of PSCM  
bulletin attached

0101J312802

312802

PAGE 1 OF 1 CYL L A/C P/S AUTO TECH COPY SPEED 4WD CRUISE TILT POWER - LOCKS / WINDOWS / SEATS / ANTENNA

# bob bell

## AUTOMOTIVE



7900 Eastern Avenue  
Baltimore, Maryland 21224  
(410) 288-2500

Thank You

### RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| 01 CVZ003 | 3000 MILE SERVICE     | MI    | 0.00  |           |                       |       |       |

### SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN     | TYPE   | OPERATION        | OPERATION DESCRIPTION                |
|----------|--------------|---------|---------|----------------|--------|------------------|--------------------------------------|
| 05/25/07 | 299916       | 4154    | 73963   | 74034<br>74034 | W<br>I | 52CVZ<br>40CVZ01 | INTERIOR ELECTRICAL<br>BRAKE CONCERN |

SALESPERSON NO.

S E R V I C E

STATE REG# 3

|                   |  |                    |                                  |                  |                 |                  |                    |                 |
|-------------------|--|--------------------|----------------------------------|------------------|-----------------|------------------|--------------------|-----------------|
| SAVED             | 1G1AK15F277                            | YEAR/MAKE/MODEL    | 07/CHEVROLET/COBALT/2 DOOR COUPE |                  | PRODUCTION DATE | STOCK NO         | LICENSE NO.        | R.O. NO.        |
| REMOVED PARTS FOR |  | CUSTOMER NO.       | 70393                            | SERVICE CONTRACT | DELIVERY DATE   | DELIVERY MILES   | SELLING DEALER NO. | R.O. DATE       |
| CUSTOMER          | BALTIMORE, MD                          | COLOR              | RED/                             | CONTRACT NO.     | EXPIRATION DATE | EXPIRATION MILES | TAG NO.            |                 |
| YES               | <input type="checkbox"/>               | TURBO              | MM/C                             | AIR COND.        | P.S.            | TRANS            | A                  | MILEAGE         |
| NO                | <input type="checkbox"/>               | CVZZ               |                                  |                  |                 |                  |                    | 4,475           |
| BY                | 09:55am                                | DATE/TIME PROMISED | 06/06/07                         | PRIORITY         | 4               | ADVISOR NO.      | 73741              | ADVISOR         |
| APPOINTMENT       | <input type="checkbox"/> Yes           | LABOR RATE         |                                  |                  |                 |                  |                    | KIMBERLY CLOMAN |
|                   | <input checked="" type="checkbox"/> No |                    |                                  |                  |                 |                  |                    |                 |

**bob bell**  
AUTOMOTIVE  
7900 Eastern Avenue  
BALTIMORE, MARYLAND 21224  
(410) 288-2500

**CUSTOMER RIGHTS**  
1 Customer warrants repaired parts & not returnable under warranty YES \_\_\_\_\_ NO \_\_\_\_\_  
2 Do you want written estimate drawn & exceeds \$20.00 YES \_\_\_\_\_ NO \_\_\_\_\_ (Indemnify, City 505.00)  
3 Customer agrees that he may be charged not more than 10% of the cost of the vehicle without his consent  
4 Customer consent for additional repairs. YES \_\_\_\_\_ NO \_\_\_\_\_  
5 I hereby authorize the repair shop to have access to the vehicle and agree that you are not responsible for loss or damage to the vehicle or contents 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 shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on state 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. TAPES, PLAYERS, TACHOMETERS, EXTRA RADIO'S & PERSONAL ARTICLES MUST BE REMOVED BEFORE THE CAR IS LEFT FOR SERVICE. WE ARE NOT RESPONSIBLE FOR THESE ITEMS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X 74100

1 W 60CVZ14 HEADLINER  
CUSTOMER STATES HEADLINER IS COMING DOWN IN THE REAR,  
THERE IS A GAP, CAN FIT HAND IN  
Compare headliner to another Cobalt in shop 813  
gap in headliner normal

2 W 60CVZ BODY/INTERIOR  
CUSTOMER STATES CLICK TYPE NOISE AND FEELING WHEN  
YOU SHIFT VEHICLE IN GEAR  
road tested vehicle  
found shifting normal from P to R to DIVE INITIAL  
everything functioning normally  
test out found shifter Actuator  
noisy Replaced shifter

**BOOKED**

PRELIMINARY ESTIMATE \$

| AUTHORIZED BY X         | DATE | TIME | BY |
|-------------------------|------|------|----|
| REVISED ESTIMATE (1) \$ |      |      |    |
| REVISED ESTIMATE (2) \$ |      |      |    |
| REVISED ESTIMATE (3) \$ |      |      |    |

CUSTOMER EXPLAINED REPAIRS

BY *H* DATE *6/6/07*  
TO WHOM *M. Har* TIME *3:00*

AMOUNT

ALTERNATE TRANSPORTATION

TYPE CO. POS.

EXTENDED WARRANTY COVERAGE

CO. CLAIM NO.

DEDUCTIBLE AMOUNT \$

MISC

TOWING

0101J300998

30099

PAGE 1 CYL L A/C P/S AUTO SPEED 4WD CRUISE TILT POWER - LOCKS / WINDOWS / SEATS / ANTENNA

AS PER  
G.M.

**bobbe**  
AUTOMOTIVE



7000 Eastern Avenue  
Baltimore, Maryland 21224  
(410) 288-2500

Thank You

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/M | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/M | TOTAL |
|-----------|-----------------------|------|-------|-----------|-----------------------|------|-------|
| CVZ003    | 3000 MILE SERVICE     | MI   | 0.00  |           |                       |      |       |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|------|--------------|---------|---------|------------|------|-----------|-----------------------|
|      |              |         |         |            |      |           |                       |

SALESPERSON NO.

SERVICE

STATE REG#3

|   |                               |  |                  |                 |                       |                           |
|---|-------------------------------|--|------------------|-----------------|-----------------------|---------------------------|
| SAVE<br>REMOVED<br>PARTS<br>FOR<br>CUSTOMER | VEHICLE NO. 1G1AK15F277       | VEHICLE MODEL 07/CHEVROLET/COBALT/2 DOOR COUPE | PRODUCTION DATE  | STOCK NO.       | 1/CHEV NO.            | R.O. NO. 299916           |
| YES <input type="checkbox"/>                |                               | CUSTOMER NO. 70393                             | SERVICE CONTRACT | DELIVERY DATE   | DELIVERY MILES        | SALES DEALER NO. 05/25/07 |
| NO <input type="checkbox"/>                 |                               | COLOR  | CONTRACT NO.     | EXPIRATION DATE | TURNIN MILES          | 2489                      |
| BY  | REGISTRATION 10:29am 05/25/07 | BUSINESS PHONE                                 | LABOR RATE       | ADVISOR 73963   | ADVISOR RONALD WALDEN |                           |

ORIGINAL CUSTOMER ESTIMATE: TOTAL 74034

1 W 52CVZ INTERIOR ELECTRICAL  
CUSTOMER STATES SHIFT LOCK IS EXTREMELY LOUD WHEN APPLYING  
BRAKE # 06-07-30004C - found shift  
lock solenoid in shifter assembly noisy -  
replaced shifter assembly as per bulletin

2 W 40CVZ01 BRAKE CONCERN  
CUSTOMER STATES LOCKING NOISE COMING FROM REAR BRAKES WHEN  
APPLIED  
modulated - CND concern -  
checked rear brakes - NBT

WARRANTY PARTS  
AND CORE

DATE: 5-25-07 INITIAL: Le

800

PRELIMINARY ESTIMATE 1

AUTHORIZED BY: X

REVISED ESTIMATE (1) \$ DATE TIME BY

REVISED ESTIMATE (2) \$

REVISED ESTIMATE (3) \$

CUSTOMER EXPLAINED REPAIRS

DATE

TO WHOM

TIME

AMOUNT \$

INTERIM TRANSPORTATION

TYPE BOOKED

EXTENDED WARRANTY

REPAIR

CO

CLAIM NO.

DEDUCTIONS AMOUNT \$

MISC. C.M.P.

TOWING 1.50

299916

07 167472

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03/04/2008 at 08:07 AM  
12063

Job Number: .

BOB BELL CHEVROLET NISSAN  
Federal ID #:521535947  
THE DEALER WITH THE DIFFERENCE  
7900 EASTERN AVE.  
BALTIMORE, MD 21224  
(410)288-7195 Fax: (410)288-1735

**PRELIMINARY SUPPLEMENT 1 WITH SUMMARY**

Written By:  
Adjuster: MJ Team Processor (888)613-3966

Insured: [REDACTED] Claim # [REDACTED]  
Owner: [REDACTED] Policy # [REDACTED]  
Address: [REDACTED] Deductible:  
BALTIMORE, MD [REDACTED] Date of Loss: 01/17/2008 at 12:35 PM  
Day: Type of Loss: Liability  
Evening: Point of Impact:

Inspect BOB BELL CHEVROLET NISSAN Business: (410)288-2500  
Location: 7900 EASTERN AVE.  
BALTIMORE, MD 21224

Insurance STATE FARM INSURANCE COMPANIES Business: (888)613-3966  
Company: 10 Days to Repair

Vehicle Drop Off Date:01/28/2008 Repair Start Date:01/28/2008  
Promise Date:02/23/2008

2007 CHEV COBALT LS 4-2.2L-FI 2D CPE RED Int:

VIN: 1G1AK15F277 [REDACTED] Lic: [REDACTED] MD Prod Date: Odometer: 9148

|                      |                      |                  |
|----------------------|----------------------|------------------|
| 5 Speed Transmission | Bucket Seats         | Cloth Seats      |
| Power Steering       | Tilt Wheel           | Power Brakes     |
| Rear Defogger        | Full Wheel Covers    | AM Radio         |
| FM Radio             | Stereo               | Search/Seek      |
| CD Player            | Power Trunk/Tailgate | Air Conditioning |
| Driver Air Bag       | Passenger Air Bag    | Console/Storage  |
| Intermittent Wipers  | Dual Mirrors         | Clear Coat Paint |

| NO.    | OP.  | DESCRIPTION                 | QTY | EXT.   | PRICE | LABOR | PAINT |
|--------|------|-----------------------------|-----|--------|-------|-------|-------|
| 1#     |      | GUARANTEE DATE 02-08-08     | 1   |        |       |       |       |
| 2      |      | REAR BUMPER                 |     |        |       |       |       |
| 3**S01 | Repl | RECOND Bumper cover LS & LT | 1   | 164.63 | 2.1   | 3.0   |       |
| 4      |      | Add for Clear Coat          |     |        |       | 1.2   |       |
| 5      |      | REAR LAMPS                  |     |        |       |       |       |
| 6      | R&I  | LT Tail lamp assy           |     |        | Incl. |       |       |
| 7* S01 | Repl | LT Side marker lamp         | 1   | 13.76  | 0.2   |       |       |

03/04/2008 at 08:07 AM  
12063

Job Number: .

**PRELIMINARY SUPPLEMENT 1 WITH SUMMARY**  
2007 CHEV COBALT LS 4-2.2L-FI 2D CPE RED Int:

| NO.           | OP.  | DESCRIPTION                  | QTY | EXT.   | PRICE | LABOR        | PAINT      |
|---------------|------|------------------------------|-----|--------|-------|--------------|------------|
| 8             |      | TRUNK LID                    |     |        |       |              |            |
| 9             | R&I  | R&I trunk lid                |     |        |       | 0.8          |            |
| 10            |      | REAR BODY & FLOOR            |     |        |       |              |            |
| 11*           | Rpr  | Rear body panel              |     |        |       | <u>2.0</u>   | <u>1.0</u> |
| 12            |      | Add for Clear Coat           |     |        |       |              | 0.4        |
| 13            |      | PILLARS, ROCKER & FLOOR      |     |        |       |              |            |
| N 14          | Sect | LT Uniside quarter panel     | 1   | 625.30 | s     | 16.0         | 2.8        |
| 15            |      | Overlap Major Adj. Panel     |     |        |       |              | -0.4       |
| 16            |      | Add for Clear Coat           |     |        |       |              | 0.5        |
| 17            |      | Deduct for Rear Bumper R&I   |     |        |       | -1.5         |            |
| 18            | Repl | LT Sill cover                | 1   | 47.27  |       | 0.2          |            |
| 19            |      | BACK GLASS                   |     |        |       |              |            |
| 20*           | R&I  | Back glass GM                |     |        |       | <u>Incl.</u> |            |
| 21            |      | QUARTER PANEL                |     |        |       |              |            |
| 22            | R&I  | LT Quarter glass GM          |     |        |       | <u>Incl.</u> |            |
| 23            | Repl | LT Body side mldg red (29U)  | 1   | 23.51  |       | 0.3          | 0.3        |
| 24            |      | ROOF                         |     |        |       |              |            |
| 25            | R&I  | LT Roof molding              |     |        |       | 0.4          |            |
| 26            |      | DOOR                         |     |        |       |              |            |
| 27            | Blnd | LT Outer panel               |     |        |       |              | 1.1        |
| 28            | R&I  | LT Belt w'strip              |     |        |       | 0.3          |            |
| 29            | Blnd | LT Body side mldg red (29U)  |     |        |       |              | 0.2        |
| 30            | R&I  | LT Mirror assy w/o power     |     |        |       | 0.3          |            |
| 31            | R&I  | LT Handle, outside           |     |        |       | 0.4          |            |
| 32            | R&I  | LT R&I trim panel            |     |        |       | 0.5          |            |
| 33#           | Subl | COVER VEHICLE                | 1   | 10.00  | X     |              |            |
| 34#           | Repl | CORROSION PROTECTION         | 1   |        |       |              | 0.3        |
| 35#           | Repl | FLEX ADDITIVE                | 1   | 5.00   |       |              |            |
| 36#           | Sect | HAZARDOUS WASTE REMOVAL      | 1   | 3.00   |       |              |            |
| 37# S01       | Rpr  | SET-UP                       |     |        |       | 1.0          | F          |
| 38# S01       | Rpr  | PULL INNER STRUCTURE/UNIBODY |     |        |       | 2.0          | F          |
| 39#           | Repl | SEAM SEALER                  | 1   | 25.00  | X     |              |            |
| 40#           | Repl | URETHANE KIT                 | 1   | 25.00  |       |              |            |
| Subtotals ==> |      |                              |     | 942.47 |       | 25.0         | 10.4       |

Line 14 : QUARTER PANEL

Estimate Notes:

POSSIBLE HIDDEN DAMAGE MAY BE FOUND O DAMAGE ON FRONT HUBCAPS CURB DAMAGED HOOD  
SCRATCHES AND LEFT FRONT DOOR CHIPS

05/04/2008 at 08:07 AM  
12063

Job Number: .

**PRELIMINARY SUPPLEMENT 1 WITH SUMMARY**  
2007 CHEV COBALT LS 4-2.2L-FI 2D CPE RED Int:

|                |                        |         |            |
|----------------|------------------------|---------|------------|
| Parts          |                        |         | 907.47     |
| Parts Discount | \$ 709.84              | -5.0%   | -35.49     |
| Body Labor     | 22.0 hrs @ \$ 38.00/hr |         | 836.00     |
| Paint Labor    | 10.4 hrs @ \$ 38.00/hr |         | 395.20     |
| Frame Labor    | 3.0 hrs @ \$ 40.00/hr  |         | 120.00     |
| Paint Supplies | 10.4 hrs @ \$ 22.00/hr |         | 228.80     |
| Sublet/Misc.   |                        |         | 35.00      |
| -----          |                        |         |            |
| SUBTOTAL       |                        |         | \$ 2486.98 |
| Sales Tax      | \$ 1100.78 @           | 6.0000% | 66.05      |
| -----          |                        |         |            |
| GRAND TOTAL    |                        |         | \$ 2553.03 |
|                |                        |         |            |
| ADJUSTMENTS:   |                        |         |            |
| Deductible     |                        |         | 0.00       |
| -----          |                        |         |            |
| CUSTOMER PAY   |                        |         | \$ 0.00    |
| INSURANCE PAY  |                        |         | \$ 2553.03 |

THIS IS AN ESTIMATE BASED ON OUR INSPECTION AND DOES NOT COVER ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE JOB HAS BEEN OPENED UP. OCCASIONALLY, AFTER WORK HAS STARTED WORN OR BROKEN PARTS ARE DISCOVERED WHICH ARE NOT EVIDENT ON FIRST INSPECTION. QUOTATIONS ON PARTS AND LABOR ARE CURRENT AND SUBJECT TO CHANGE

Bob Bell Chevrolet Nissan agrees to repair the vehicle including, if necessary, mechanical, electrical, vehicle restraint and safety systems, in a quality and workmanlike manner. Bob Bell Chevrolet Nissan further agrees to provide the vehicle owner with a written national limited lifetime repair warranty for workmanship, including refinishing, for all completer repairs for as long as the customer owns the vehicle

5

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Tanya R. Snell**  
Claims Administrator

May 12, 2008

[REDACTED]  
Baltimore, MD [REDACTED]

Re:    Claim No: [REDACTED]  
      Our Client:    General Motors Corporation  
      Date/Event:    01/18/08  
      Vehicle:        2007 Chevrolet Cobalt  
      Vin:            1G1AK15F277 [REDACTED]

Dear [REDACTED]:

A review of your claim regarding the 2007 Chevy Cobalt has been completed.

Based on the review, we must respectfully deny your claim for any damages.

Should you have any questions, please contact me on 1.800.888.0164.

Sincerely,

Tanya R. Snell



PE10-005

GM

4/14/2010

ATTACHMENT

Q 03

Subject Legal

ATT



## Service Request Detail

|                      |  |             |            |              |                                   |           |                         |
|----------------------|--|-------------|------------|--------------|-----------------------------------|-----------|-------------------------|
| SR No.               | 71-613335507   | Ref No.     |            | Goodwill     | No Goodwill Offered               | BRC Type  | PAR                     |
| Account              |  | Site        |            | GW SubType   |                                   | Bus. Unit | BRC                     |
| Last Name            |  | First Name  |            | Approval     | Not Initiated                     | Area      | PAR                     |
| Daytime #            |  | Evening #   |            | UCC          | Steering - Gear / Rack and Pinion | Sub-Area  | Initiate PAR- Collision |
| Address              |  | City        | Memphis    | Involved Dir | Sunrise Pontiac-GMC Truck, Inc.   | Safety    | Yes                     |
| State                | TN ZipCd   | Con Acct    |            | Source       | Email                             | Updated   | 3/27/2008 01:04:07 PM   |
| Serial #/VIN         | 1G1AL55FX67  | Model Year  | 2008       | Priority     | Medium License # CHEVROL          | Owner     | WISSMIST                |
| Make                 | Chevrolet  | Warr. Start | 05/23/2006 | Status       | Open                              | Opened    | 3/21/2008 04:19:15 AM   |
| Model                | Cobalt   | Mileage     | 29000      | Sub-Status   | Satisfied                         | Closed    |                         |
| Abstract             | Initiate PAR- Collision-Steering Failure                                       |             |            |              |                                   |           |                         |
| Customer Description | This is a BRC PAR Case. Forward any inquiries to StephanieWissmiller Ext 41007 |             |            |              |                                   |           |                         |

## Pre-PAR

|                           |   |          |                  |                 |               |   |              |                |  |  |  |  |
|---------------------------|---|----------|------------------|-----------------|---------------|---|--------------|----------------|--|--|--|--|
| PAR Notifier              | Incident Date/Time                                      | Injuries | # Other Veh      | # People in Veh | Road Surface  | Road Cond.  | Fire Report# | Police Report# |  |  |  |  |
| Owner                     | 3/1/2008 12:00:00 PM                                    | N        | 0                | 1               | Concrete      | Dry   | n/a          | 9337463        |  |  |  |  |
| Driver Last Name          | Driver First Name                                       | Height   | DOB              | Disabilities    |               |   |              |                |  |  |  |  |
|                           |   | 5'8"     | 11/26/1989       | None            |               |   |              |                |  |  |  |  |
| Insurance Agent Last Name | Insurance Agent First Name                              | Phone #  | Insurance Agency |                 |               |   |              |                |  |  |  |  |
| unknown                   | Mike  |          | Geico Insurance  |                 |               |   |              |                |  |  |  |  |
| Incident Loc              | Democrat and Tcholahoma sts, Memphis TN zipcode unknown |          |                  |                 | Incident Desc | the veh ran into a cable post when my daug tried to turn left           |              |                |  |  |  |  |
| Component                 | steering shaft  |          |                  |                 | Damage Desc   | the vehicle was smashed on front passenger side                         |              |                |  |  |  |  |
| Vehicle Loc               | a towing yard   |          |                  |                 | Add'l Info    | Filed a claim, totaled the veh, paying for the damages, was in a rental |              |                |  |  |  |  |
| Emgcy Svc Names           | n/a   |          |                  |                 | Maint Loc     | Sunrise Pontiac In Memphis  |              |                |  |  |  |  |

## PAR Detail

|                        |  |               |                      |                             |             |   |                         |   |                      |                                  |
|------------------------|--|---------------|----------------------|-----------------------------|-------------|---|-------------------------|---|----------------------|----------------------------------|
| Collision              | Y  | Non Collision | Property Damage      | Y                           | Thermal Evt | N | Spec Equip              | None  |                      |                                  |
| Vehicle Speed          | 20   |               | Weather Condition    | Dry                         |             |   | Prop Owner              | City of Memphis   | Property Type        | Telephone Phone Pole with cables |
| Last Service Date      | 1/9/2008   |               | Loc Last Service     | N/A                         |             |   | Property Location       | Democrat and Tcholahoma sts, Memphis TN zipcode unknown | Prop Est Repair Cost | \$0.00                           |
| Veh Est Repair Cost    | \$0.00   |               | Spec Equip Installer | N/A                         |             |   | Prop Damage Description | The wires were damaged, cost unknown                    |                      |                                  |
| Primary Veh Use        | Personal   |               | Inspection Type      | Crashworthiness/Side Impact |             |   | Inspected By            | 3rd Party Inspector                                     | Inspection Date/Time | 1/23/2008 01:01:54 PM            |
| Veh Damage Description | he vehicle was smashed on front passenger side, whole in the transmission- totaled |               |                      |                             |             |   | Explain Other           | Geico   |                      |                                  |

## Service Request Detail

### PAR Injuries

| Last Name                      | First Name | DOB | Location                    | Phone # | Seating Pos        | Restraint Type |
|--------------------------------|------------|-----|-----------------------------|---------|--------------------|----------------|
|                                |            |     | Occupant of Owner's Vehicle |         | Driver             | Seat belt      |
| Injury Description             |            |     | Medical Rpt#                |         | Treatment Location | Treated By     |
| Busted Lip and left knee hurts |            |     | None                        |         | None               | None           |
| Street Address                 |            |     | City                        | State   | Zip Code           |                |
| 3728 Huntingdon Ln             |            |     | Memphis                     | TN      | 38111-6508         |                |

### Activities

| Created               | Created By | Assigned To | Activity Type | Activity Sub-Type            | Status | Completed             | Description                |
|-----------------------|------------|-------------|---------------|------------------------------|--------|-----------------------|----------------------------|
| 3/28/2008 05:08:17 PM | TOLBERWH   | TOLBERWH    | BRC PAR       | ESIS - Insurance Involvement | Done   | 3/28/2008 05:09:15 PM | sent to ESIS for Insurance |

| Contact Last Name | Contact First Name | Account | BAC Code |
|-------------------|--------------------|---------|----------|
|-------------------|--------------------|---------|----------|

#### Comments

Customer was in a collision and feels the steering is defective. Has contacted insurance company

Whitneytolbert/atb/par 11271

Confidential Comments

| Created               | Created By | Assigned To | Activity Type | Activity Sub-Type            | Status      | Completed | Description    |
|-----------------------|------------|-------------|---------------|------------------------------|-------------|-----------|----------------|
| 3/28/2008 05:07:55 PM | TOLBERWH   | ESISBIQU    | Escalation    | ESIS - Insurance Involvement | In Progress |           | assign to ESIS |

| Contact Last Name | Contact First Name | Account | BAC Code |
|-------------------|--------------------|---------|----------|
|-------------------|--------------------|---------|----------|

#### Comments

Confidential Comments

| Created               | Created By | Assigned To | Activity Type | Activity Sub-Type | Status | Completed             | Description                |
|-----------------------|------------|-------------|---------------|-------------------|--------|-----------------------|----------------------------|
| 3/27/2008 02:58:52 PM | DRAHEICM   | TOLBERWH    | Notify CRM    |                   | Done   | 3/28/2008 05:07:55 PM | ESIS-Insurance involvement |

| Contact Last Name | Contact First Name | Account | BAC Code |
|-------------------|--------------------|---------|----------|
|-------------------|--------------------|---------|----------|

#### Comments

releved and assigned to ESIS

Whitneytolbert/atb/par 11271

Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By | Assigned To        | Activity Type       | Activity Sub-Type | Status          | Completed | Description                        |
|-----------------------|------------|--------------------|---------------------|-------------------|-----------------|-----------|------------------------------------|
| 3/27/2008 01:16:57 PM | WISSMIST   | WISSMIST           | Scheduled Follow-up |                   | Scheduled Alarm |           | See if ESIS has picked up the case |
| Contact Last Name     |            | Contact First Name |                     | Account           |                 | BAC Code  |                                    |

#### Comments

4-3-08 @ 2-4 PM EST

Stephanie Wissmiller/BRC-PAR/ATX

Confidential Comments

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type           | Status | Completed             | Description   |
|-----------------------|------------|--------------------|---------------|-----------------------------|--------|-----------------------|---|
| 3/27/2008 01:16:16 PM | WISSMIST   | DRAHEICM           | BRC PAR       | ESIS- Insurance Involvement | Done   | 3/27/2008 02:58:50 PM | ESIS-Insurance Involvement, Third Party Property Damage |
| Contact Last Name     |            | Contact First Name |               | Account                     |        | BAC Code              |   |

#### Comments

Received and assigned for ESIS escalation.  
Chad Draheim/ATX/Workflow PAR

Confidential Comments

| Created               | Created By | Assigned To        | Activity Type     | Activity Sub-Type          | Status | Completed             | Description                |
|-----------------------|------------|--------------------|-------------------|----------------------------|--------|-----------------------|----------------------------|
| 3/27/2008 01:04:07 PM | WISSMIST   | WISSMIST           | Ownership Changed | Ownership Escalated to BRC | Done   | 3/27/2008 01:04:07 PM | Ownership Escalated to BRC |
| Contact Last Name     |            | Contact First Name |                   | Account                    |        | BAC Code              |                            |

#### Comments

Confidential Comments

| Created               | Created By | Assigned To | Activity Type     | Activity Sub-Type | Status | Completed             | Description   |
|-----------------------|------------|-------------|-------------------|-------------------|--------|-----------------------|---|
| 3/27/2008 11:38:57 AM | DRAHEICM   | WISSMIST    | Ownership Changed |                   | Done   | 3/27/2008 11:38:57 AM | Service Request Ownership has changed FROM: LAGUITFR TO: WISSMIST |
| Name                  |            | Account     |                   |                   |        | BAC Code              |   |

Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type      | Status | Completed             | Description |
|-----------------------|------------|--------------------|---------------|------------------------|--------|-----------------------|-------------|
| 3/27/2008 11:38:39 AM | DRAHEICM   | WISSMIST           | BRC PAR       | Initial Contact- Phone | Done   | 3/27/2008 01:08:40 PM | called      |
| Contact Last Name     |            | Contact First Name |               | Account                |        | BAC Code              |             |

#### Comments

##### Summary:

Crs confirmed pre par and par details

Cust allegation:Steering Failure

Cust Sts:My daughter was driving the car. She was making a left hand turn and the car would not turn. She ran into a telephone pole and tore down the 3 cable wires. The front end of the veh is damaged and the veh has been considered totaled. The insurance company has accepted liability, they paid for a rental car and they will probably pay for the property damage.

Cust Seeks:Replacement veh

Crs Adv:I will be escalating your case to our central claims department. It could take 7-10 business days before an agent is assigned to the case.

StephanieWissmiller/BRC-PAR/ATX

Confidential Comments

| Created               | Created By | Assigned To | Activity Type | Activity Sub-Type       | Status | Completed             | Description   |
|-----------------------|------------|-------------|---------------|-------------------------|--------|-----------------------|---|
| 3/27/2008 11:38:34 AM | DRAHEICM   | WISSMIST    | BRC PAR       | Initial Contact- Dealer | Done   | 3/27/2008 01:13:50 PM | called Sunrise Pontiac-GMC Truck, Inc. @ (801) 372-8000 |
| First Name            |            | Account     |               | BAC Code                |        |                       |   |

#### Comments

##### Summary:

Crs Spoke With: Troy Davis SM

Crs Sts:Cust was in a collision and is alleging that the steering failed on the veh. GM is escalating this case to ESIS because of the insurance involvement and third party property damage.

Dir Sts: Okay

StephanieWissmiller/BRC-PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By         | Assigned To | Activity Type | Activity Sub-Type   | Status | Completed             | Description                            |
|-----------------------|--------------------|-------------|---------------|---------------------|--------|-----------------------|--|
| 3/27/2008 11:38:29 AM | DRAHEICM           | WISSMIST    | BRC PAR       | Initial Contact-AVM | Done   | 3/27/2008 01:18:09 PM | called FAVM Longmire Brent 972075 8214 |
| Contact Last Name     | Contact First Name | Account     | BAC Code      |                     |        |                       |  |

#### Comments

LM 3-27-08 @ 1:16 PM EST  
 This is Stephanie Wissmiller with the GM Product Allegation Resolution Department located in Austin TX  
 Customer: SR#71-613335507  
 Vehicle Information: 2006 Chevrolet Cobalt Last 8 of VIN:67870885  
 Nature of allegation:Steering failure  
 Involved Dealership:Sunrise Pontiac-GMC Truck, Inc  
 CRS adv this call is FYI only if you have any additional information pertaining to customer or vehicle please contact me at 18667905700 ext 41007.  
 StephanieWissmiller/BRC-PAR/ATX

#### Confidential Comments

| Created               | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status | Completed             | Description |
|-----------------------|--------------------|-------------|---------------|-------------------|--------|-----------------------|-------------|
| 3/27/2008 11:38:25 AM | DRAHEICM           | WISSMIST    | BRC PAR       | Acknowledgement   | Done   | 3/27/2008 01:04:41 PM | called      |
| Contact Last Name     | Contact First Name | Account     | BAC Code      |                   |        |                       |             |

#### Comments

My name is Stephanie Wissmiller with General Motors Product Allegation Resolution Department  
 I am calling for Sharon Fowler  
 SR # 71-613335507  
 I am calling to let you know the case has been received by PAR.  
 If you could, give me a call at 866-790-5700 ext. 41007

StephanieWissmiller/BRC-PAR/ATX

#### Confidential Comments

| Created               | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status | Completed             | Description   |
|-----------------------|--------------------|-------------|---------------|-------------------|--------|-----------------------|---------------|
| 3/27/2008 11:38:19 AM | DRAHEICM           | WISSMIST    | Notify CRM    |                   | Done   | 3/27/2008 12:52:50 PM | file assigned |
| Contact Last Name     | Contact First Name | Account     | BAC Code      |                   |        |                       |               |

#### Comments

#### Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed             | Description              |
|-----------------------|------------|--------------------|---------------|-------------------|--------|-----------------------|--------------------------|
| 3/27/2008 11:38:15 AM | DRAHEICM   | WISSMIST           | Research      |                   | Done   | 3/27/2008 12:52:43 PM | research vin 1G1AL55FX87 |
| Contact Last Name     |            | Contact First Name |               | Account           |        | BAC Code              |                          |

#### Comments

GMVIS: No open recalls found  
VIN: No Duplicate files found  
SVC History: Possible related  
08/07/2007 356843 # E7660 - STEERING COLUMN REPLACEMENT 20080 miles  
StephanieWissmiller/BRC-PAR/ATX

#### Confidential Comments

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed             | Description                                |
|-----------------------|------------|--------------------|---------------|-------------------|--------|-----------------------|--|
| 3/27/2008 11:37:59 AM | DRAHEICM   | WISSMIST           | BRC PAR       | Case Assigned     | Done   | 3/27/2008 12:50:44 PM | assigned to stephanie wissmiller ext 41007 |
| Contact Last Name     |            | Contact First Name |               | Account           |        | BAC Code              |  |

#### Comments

StephanieWissmiller/BRC-PAR/ATX

#### Confidential Comments

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed             | Description                     |
|-----------------------|------------|--------------------|---------------|-------------------|--------|-----------------------|---------------------------------|
| 3/25/2008 10:01:35 AM | LAGUITFR   | KINZERTH           | Escalation    | Initiate PAR      | Done   | 3/25/2008 10:31:36 AM | Assigning activity to PAR QUEUE |
| Contact Last Name     |            | Contact First Name |               | Account           |        | BAC Code              |                                 |

\*\*Case will be assigned to PAR agent.  
\*\*No further action required from CAC.

Thaddeus Kinzer/PAR/ATX

#### Confidential Comments

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed             | Description   |
|-----------------------|------------|--------------------|---------------|-------------------|--------|-----------------------|---|
| 3/24/2008 09:02:03 AM | DRAHEICM   | LAGUITFR           | SR Opened     |                   | Done   | 3/24/2008 09:02:03 AM | SR in Status of Closed has been Re-Opened by DRAHEICM |
| Contact Last Name     |            | Contact First Name |               | Account           |        | BAC Code              |   |

#### Comments

#### Confidential Comments

## Service Request Detail

### Activities

| Created               | Created By | Assigned To        | Activity Type         | Activity Sub-Type | Status | Completed             | Description                                |
|-----------------------|------------|--------------------|-----------------------|-------------------|--------|-----------------------|--|
| 3/24/2008 09:02:01 AM | DRAHEICM   | LAGUITFR           | SR Closed - Satisfied |                   | Done   | 3/24/2008 09:02:01 AM | Service Request has been Closed Satisfied, |
| Contact Last Name     |            | Contact First Name |                       | Account           |        | BAC Code              |  |

Comments

Confidential Comments

| Created               | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed             | Description                     |
|-----------------------|------------|--------------------|---------------|-------------------|--------|-----------------------|---------------------------------|
| 3/21/2008 09:24:58 AM | LAGUITFR   | KINZERTH           | Escalation    | Initiate PAR      | Done   | 3/24/2008 09:01:57 AM | Assigning activity to PAR QUEUE |
| Contact Last Name     |            | Contact First Name |               | Account           |        | BAC Code              |                                 |

Comments

CRS advised that a person from the PAR Department will contact the customer within 2 business days

Andrew - Email - Tier1 - Manila

Received and assigned in PAR  
Thaddeus Kinzer/PAR/ATX

Confidential Comments

| Created               | Created By | Assigned To        | Activity Type          | Activity Sub-Type | Status | Completed             | Description                            |
|-----------------------|------------|--------------------|------------------------|-------------------|--------|-----------------------|--|
| 3/21/2008 09:00:28 AM | LAGUITFR   | LAGUITFR           | Outbound Call Customer | Made Contact      | Done   | 3/21/2008 09:24:48 AM | Alleged product allegation - Collision |
| Contact Last Name     |            | Contact First Name |                        | Account           |        | BAC Code              |  |

Comments

cust sts:

>my daughter was driving the and the steering shaft locked and she went straight and hit a cable post  
>the insurance company says the veh was totaled

crs adv:

>advised the cust that information will be forwarded to the products allegation dept.

Andrew - Email - Tier1 - Manila

Confidential Comments



## Service Request Detail

### Activities

| Created               | Created By | Assigned To        | Activity Type           | Activity Sub-Type | Status | Completed             | Description   |
|-----------------------|------------|--------------------|-------------------------|-------------------|--------|-----------------------|---------------|
| 3/21/2008 04:35:24 AM | LAGUITFR   | LAGUITFR           | Scheduled Outbound Call |                   | Done   | 3/21/2008 09:24:51 AM | call the cust |
| Contact Last Name     |            | Contact First Name |                         | Account           |        | BAC Code              |               |
|                       |            |                    |                         |                   |        |                       |               |
|                       |            |                    |                         |                   |        |                       |               |
| Mar 21                |            |                    |                         |                   |        |                       |               |
| 8-10 AM               |            |                    |                         |                   |        |                       |               |
| Confidential Comments |            |                    |                         |                   |        |                       |               |

## Service Request Detail

### Activities

| Created               | Created By         | Assigned To | Activity Type    | Activity Sub-Type | Status | Completed             | Description      |
|-----------------------|--------------------|-------------|------------------|-------------------|--------|-----------------------|------------------|
| 3/21/2008 04:32:24 AM | LAGUITFR           | LAGUITFR    | Email - Outbound |                   | Done   | 3/21/2008 04:35:21 AM | Chevrolet Cobalt |
| Contact Last Name     | Contact First Name | Account     | BAC Code         |                   |        |                       |                  |

#### Comments

Service Request: 71-613335507

Customer Relationship Specialist: Andrew O'Neal

Dear [REDACTED]

Thank you for contacting the Chevrolet Customer Assistance Center. We appreciate you taking the time to write us in regard to your 2006 Chevrolet Cobalt that was recently totaled.

We understand that this can be very frustrating and would like the opportunity to assist you further. Due to the nature of your concern, it is necessary to continue this communication via telephone.

I have created a service request with the information you have provided. Your service request number is 71-613335507. I am available Monday through Saturday only between the hours of 8:00 a.m. - 11:00 a.m. EST. I can be reached directly at our my toll free number 1-866-790-5600 ext. 12948. If these hours are inconvenient for you, please contact customer assistance at the number listed below and reference your service request number.

To reach us by telephone, please call our Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Specialists are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Chevrolet.

Sincerely,

The Chevrolet Consumer Support Team

[THREAD ID:1-A54VWX]

-----Original Message-----

From: cac@chevrolet.com  
Sent: 3/20/2008 07:23:38 PM  
To: cac@chevrolet.com  
Subject: Chevrolet Other Comment

???-----

## Service Request Detail

### Activities

| Created               | Created By         | Assigned To | Activity Type   | Activity Sub-Type | Status | Completed             | Description             |
|-----------------------|--------------------|-------------|-----------------|-------------------|--------|-----------------------|-------------------------|
| 3/20/2008 07:25:32 PM |                    | LAGUITFR    | Email - Inbound |                   | Done   | 3/21/2008 04:35:17 AM | Chevrolet Other Comment |
| Contact Last Name     | Contact First Name | Account     | BAC Code        |                   |        |                       |                         |

#### Comments

???

Name

Address

<Addr2>

: memphis, TN

ip4>

Phone contact : phone

When to contact : morning

Daytime Phone Number :

ex.

Evening Phone Number : () -

ex.

Comments : I bought a 2008 colbat, and I had problems with the steering shaft or something to that nature. I took it in to sunrise and they fixed, a few month afterward, the knocking started again, I called and told them they indicated that there was a bulletin on that car that stated that there was trouble, my question or concern is because my daughter was driving and making a left turn when the steering wheel locked and hit a curb she was not hurt badly, however the car was total. I am interesting in knowing if the problem was the same one we had before because the noise in the front of the car when turning wheel left or right . I would like to understand this. my insurance company has the car if u need to look at it to determine the cause. the police that was call to the scence did write that the wheel locked up and causing the problem. please contact ma.

Email Address

#### Confidential Comments

### UCC Information

| UCC Code | Symptom     | Description                       |
|----------|-------------|-----------------------------------|
| M03      | Inoperative | Steering - Gear / Rack and Pinion |

## GM Vehicle Inquiry System Summary

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|       |             |
|-------|-------------|
| VIN : | 1G1AL55FX67 |
|-------|-------------|

### VEHICLE INFORMATION

|                       |   |                 |                           |                  |                |              |      |
|-----------------------|---|-----------------|---------------------------|------------------|----------------|--------------|------|
| Merchandising Model : | 1AL69 -2006 COBALT 4-DOOR LT SEDAN  |                 | Warranty Start Date :     |                  | 05/23/2006     |              |      |
| BARS Order Type :     | 50 - FLEET  |                 |                           |                  |                |              |      |
| Delivering Dealer :   | CAR/TRUCK CITY - VANGUARD<br>6929 N LAKEWOOD AVE<br>TULSA , OK 74117-1823 |                 | Selling Source :          |                  | 13 - CHEVROLET |              |      |
|                       |   |                 | Site Code :               |                  | 04443          |              |      |
|                       |   |                 | Business Associate Code : |                  | 111571         |              |      |
| Service Contract :    | No  | Branded Title : | No                        | Warranty Block : | No             | PDI Status : | Paid |

### REQUIRED FIELD ACTIONS

|  |
|--|
| Vehicle Has No Current Record Of Outstanding Campaigns |
|--|

### SERVICE INFORMATIONAL ITEMS

|  |
|--|
| Vehicle Has No Current Record Of Outstanding Service Information |
|--|

### ON STAR AND XM SATELLITE RADIO INFORMATION

|  |
|--|
| Vehicle Has No Associated On Star or XM Radio Information. |
|--|

### APPLICABLE WARRANTIES

| Description  | Effective Date | Effective Odometer | End Date   | End Odometer |
|--|----------------|--------------------|------------|--------------|
| 36/36000 BUMPER TO BUMPER LIMITED WARRANTY                   | 05/23/2006     | 10 miles           | 05/23/2009 | 36010 miles  |
| 72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY | 05/23/2006     | 10 miles           | 05/23/2012 | 100010 miles |
| 96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM            | 05/23/2006     | 10 miles           | 05/23/2014 | 80010 miles  |
| 36/50000 CALIFORNIA EMISSIONS                                | 05/23/2006     | 10 miles           | 05/23/2009 | 50010 miles  |
| 96/100000 CALIFORNIA SELECT COMPONENT                        | 05/23/2006     | 10 miles           | 05/23/2014 | 100010 miles |
| 60/60000 POWERTRAIN - U.S. LIMITED WARRANTY                  | 05/23/2006     | 10 miles           | 05/23/2011 | 60010 miles  |

### CLAIM HISTORY

|  |  |  |  |  |
|--|--|--|--|--|
|  |  |  |  |  |
|--|--|--|--|--|

| R.O Date   | R.O Number | Type | Labor Operation  | Odometer Reading |
|------------|------------|------|--|------------------|
| 10/22/2007 | 360856     | #    | R4490 - TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE | 23935 miles      |
| 09/24/2007 | 359325     | #    | N9995 - CUSTOMER CONCERN NOT DUPLICATED                          | 22313 miles      |
| 08/07/2007 | 356843     | #    | E7680 - STEERING COLUMN REPLACEMENT                              | 20080 miles      |
| 08/07/2007 | 356843     | #    | C4208 - FLOOR PANEL CARPET REPLACEMENT                           | 20080 miles      |
| 08/07/2007 | 356843     | #    | J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS  | 20080 miles      |
| 05/22/2007 | 399403     | #    | K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE                  | 17297 miles      |
| 10/01/2006 | 088455     | #    | N2460 - SUNROOF SWITCH REPLACEMENT                               | 7741 miles       |
| 05/22/2006 | A70885     | 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

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|       |             |
|-------|-------------|
| VIN : | 1G1AL55FX67 |
|-------|-------------|

### CLAIM HISTORY

|                     |           |  |      |  |  |                           |  |                    |             |             |          |
|---------------------|-----------|--|------|--|--|---------------------------|--|--------------------|-------------|-------------|----------|
| Repair Order Date : |           | 10/22/2007   |      | Repair Order Number :  |  | 360856                    |  | Odometer Reading : |             | 23935 miles |          |
| Serviced By :       |           | SUNRISE PONTIAC-GMC TRUCK, INC.<br>1800 COVINGTON PIKE<br>MEMPHIS, TN 38128-6920<br>(901) 372-8000 |      |  |  | Selling Source :          |  | 16 - PONTIAC       |             |             |          |
|                     |           |  |      |  |  | Site Code :               |  | 19055              |             |             |          |
|                     |           |  |      |  |  | Business Associate Code : |  | 116495             |             |             |          |
| Cycle Date          | Cycle Nbr | Case   | Type | Labor Operation  |  | Part                      |  | Auth Code          | Person Code | Line Total  | Comments |
| 10/30/2007          | 843       | 01   | #    | R4490 - TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE |  | 22733523 - TRANSMITT      |  | N/A                | N/A         | \$ 95.51    | Y        |

|                     |           |  |      |   |  |                           |  |                    |             |             |          |
|---------------------|-----------|--|------|---|--|---------------------------|--|--------------------|-------------|-------------|----------|
| Repair Order Date : |           | 09/24/2007   |      | Repair Order Number :                   |  | 359325                    |  | Odometer Reading : |             | 22313 miles |          |
| Serviced By :       |           | SUNRISE PONTIAC-GMC TRUCK, INC.<br>1800 COVINGTON PIKE<br>MEMPHIS, TN 38128-6920<br>(901) 372-8000 |      |   |  | Selling Source :          |  | 16 - PONTIAC       |             |             |          |
|                     |           |  |      |   |  | Site Code :               |  | 19055              |             |             |          |
|                     |           |  |      |   |  | Business Associate Code : |  | 116495             |             |             |          |
| Cycle Date          | Cycle Nbr | Case   | Type | Labor Operation                         |  | Part                      |  | Auth Code          | Person Code | Line Total  | Comments |
| 10/23/2007          | 841       | 01   | #    | N9995 - CUSTOMER CONCERN NOT DUPLICATED |  | N/A                       |  | N/A                | N/A         | \$ 27.06    | Y        |

|                     |           |  |      |                       |  |                           |  |                    |              |             |          |
|---------------------|-----------|--|------|-----------------------|--|---------------------------|--|--------------------|--------------|-------------|----------|
| Repair Order Date : |           | 08/07/2007   |      | Repair Order Number : |  | 356843                    |  | Odometer Reading : |              | 20080 miles |          |
| Serviced By :       |           | SUNRISE PONTIAC-GMC TRUCK, INC.<br>1800 COVINGTON PIKE<br>MEMPHIS, TN 38128-6920<br>(901) 372-8000 |      |                       |  | Selling Source :          |  |                    | 16 - PONTIAC |             |          |
|                     |           |  |      |                       |  | Site Code :               |  |                    | 19055        |             |          |
|                     |           |  |      |                       |  | Business Associate Code : |  |                    | 116495       |             |          |
| Cycle Date          | Cycle Nbr | Case   | Type | Labor Operation       |  | Part                      |  | Auth Code          | Person Code  | Line Total  | Comments |
|                     |           |  |      |                       |  |                           |  |                    |              |             |          |

|            |     |    |   |   |                      |     |     |           |   |
|------------|-----|----|---|---|----------------------|-----|-----|-----------|---|
| 08/17/2007 | 822 | 01 | # | E7680 - STEERING COLUMN REPLACEMENT                             | 15914408 - COLUMN KI | N/A | N/A | \$ 590.00 | Y |
| 08/17/2007 | 822 | 02 | # | C4208 - FLOOR PANEL CARPET REPLACEMENT                          | N/A                  | N/A | N/A | \$ 117.27 | Y |
| 08/17/2007 | 822 | 03 | # | J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS | N/A                  | N/A | N/A | \$ 63.15  | Y |

|                     |   |            |      |   |  |                           |           |                    |            |             |  |
|---------------------|---|------------|------|---|--|---------------------------|-----------|--------------------|------------|-------------|--|
| Repair Order Date : |   | 05/22/2007 |      | Repair Order Number :                           |  | 399403                    |           | Odometer Reading : |            | 17297 miles |  |
| Serviced By :       | GWATNEY CHEVROLET-OLDSMOBILE-ISUZU, INC.<br>2000 COVINGTON PIKE<br>MEMPHIS, TN 38128-6982<br>(901) 387-2000 |            |      |   |  | Selling Source :          |           | 13 - CHEVROLET     |            |             |  |
|                     |   |            |      |   |  | Site Code :               |           | 17233              |            |             |  |
|                     |   |            |      |   |  | Business Associate Code : |           | 114255             |            |             |  |
| Cycle Date          | Cycle Nbr   | Case       | Type | Labor Operation                                 |  | Part                      | Auth Code | Person Code        | Line Total | Comments    |  |
| 06/01/2007          | 800   | 01         | #    | K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE |  | 15926820 - CONTROL        | N/A       | N/A                | \$ 170.51  | N           |  |

|                     |  |            |      |                                    |  |                           |           |                    |            |            |  |
|---------------------|--|------------|------|------------------------------------|--|---------------------------|-----------|--------------------|------------|------------|--|
| Repair Order Date : |  | 10/01/2006 |      | Repair Order Number :              |  | 088455                    |           | Odometer Reading : |            | 7741 miles |  |
| Serviced By :       | NATIONAL/ALAMO CAR RENTAL<br>6929 N LAKEWOOD AVE SUITE 100<br>TULSA, OK 74117-1824 |            |      |                                    |  | Selling Source :          |           | 13 - CHEVROLET     |            |            |  |
|                     |  |            |      |                                    |  | Site Code :               |           | 99857              |            |            |  |
|                     |  |            |      |                                    |  | Business Associate Code : |           | 127048             |            |            |  |
| Cycle Date          | Cycle Nbr  | Case       | Type | Labor Operation                    |  | Part                      | Auth Code | Person Code        | Line Total | Comments   |  |
| 10/24/2006          | 737  | 01         | #    | N2460 - SUNROOF SWITCH REPLACEMENT |  | 22716442 - SWITCH         | N/A       | N/A                | \$ 41.60   | N          |  |

|                     |           |   |      |                       |  |                           |  |                    |             |            |          |
|---------------------|-----------|---|------|-----------------------|--|---------------------------|--|--------------------|-------------|------------|----------|
| Repair Order Date : |           | 05/22/2006  |      | Repair Order Number : |  | A70885                    |  | Odometer Reading : |             | 0 miles    |          |
| Serviced By :       |           | NATIONAL/ALAMO CAR RENTAL<br>6929 N.LAKEWOOD AVE. SUITE 100<br>TULSA, OK 74117-1824<br>(518) 785-3246 |      |                       |  | Selling Source :          |  | 13 - CHEVROLET     |             |            |          |
|                     |           |   |      |                       |  | Site Code :               |  | 00565              |             |            |          |
|                     |           |   |      |                       |  | Business Associate Code : |  | 165327             |             |            |          |
| Cycle Date          | Cycle Nbr | Case  | Type | Labor Operation       |  | Part                      |  | Auth Code          | Person Code | Line Total | Comments |
|                     |           |   |      | Z7000 - PRE-DELIVERY  |  |                           |  |                    |             |            |          |

|            |     |    |   |                           |     |     |     |          |   |
|------------|-----|----|---|---------------------------|-----|-----|-----|----------|---|
| 05/26/2006 | 694 | 01 | I | INSPECTION - BASE<br>TIME | N/A | N/A | N/A | \$ 46.02 | N |
|------------|-----|----|---|---------------------------|-----|-----|-----|----------|---|

**CHECK HISTORY**

Vehicle Has No Associated Check History.

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## GM Vehicle Inquiry System Vehicle Build

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|     |             |
|-----|-------------|
| VIN | 1G1AL55FX67 |
|-----|-------------|

### VEHICLE BUILD

|                               |                                    |                |        |
|-------------------------------|------------------------------------|----------------|--------|
| Merchandising Model :         | 1AL69 -2006 COBALT 4-DOOR LT SEDAN |                |        |
| Gross Vehicle Weight Rating : | 1749 kg (3857 lb)                  | Order Number : | JZWKNT |
| Build Date :                  | 05/22/2006                         | Build Plant :  | 167A   |

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

### OPTION CODES

|   |                                       |
|---|---------------------------------------|
| AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS | AR9 - DELUXE FRONT BUCKET SEAT        |
| B0C - GM PRODUCTION WEEK #21                  | B34 - FLOOR MATS                      |
| B35 - REAR FLOOR MATS                         | CF5 - ELECTRIC SUNROOF W/MAP LIGHTS   |
| C67 - ELECT. FRONT AIR CONDITIONER            | DG7 - BODY COLOR POWER MIRRORS        |
| DT4 - ASHTRAY AND LIGHTER                     | FE1 - SUSPENSION SYSTEM-SOFT RIDE     |
| FLT - FLEET PROCESSING OPTION                 | FY1 - TRANS/AXLE 3.63 RATIO           |
| IPC - INTERIOR TRIM DESIGN                    | JM4 - 4-WHEEL ANTI-LOCK BRAKE SYSTEM  |
| KCV - ALAMO RENT A CAR                        | K64 - 115 AMP GENERATOR               |
| LOD - ASSEMBLY PLANT - LORDSTOWN, OHIO        | L61 - 2.2L DOHC 4 CYL ENGINE          |
| MN5 - 4 SPEED AUTO TRANSMISSION               | MX0 - 4-SPD. AUTO. TRANS. W/OVERDRIVE |
| NE1 - MA/ME/NY/VT EMISSIONS                   | NP5 - LEATHER WRAPPED STEERING WHEEL  |
| NU3 - EMISSIONS SYSTEM CALIFORNIA, SULEV      | NW7 - TRACTION CONTROL                |
| PFD - 16" ALUMINUM WHEEL                      | QMF - P205/55R16 TOURING BW TIRES     |
| RE8 - UPGRADE ORNAMENTATION                   | R6F - IDENTIFY B-CODE USERS           |
| R6P - PREMIUM PAINT                           | R8K - *****                           |
| TV5 - SPORT PACKAGE                           | T43 - REAR DECK-LID SPOILER           |
| UK3 - LEATHER WRAPPED STEERING WHEEL          | UN0 - AM/FM STEREO W/CD & RDS         |
| UQ4 - BASE SPEAKER SYSTEM                     | VK3 - FRONT LICENSE PLATE MOUNT       |
| VN9 - DAILY RENTAL REPURCHASE PROGRAM         | VY7 - LEATHER SHIFT KNOB              |

|   |   |
|---|---|
| V2G - FULL FUEL FILL CREDIT   | V73 - STATEMENT OF VEHICLE CERT.-<br>U.S. /CANADA |
| YTI - DAILY RENTAL FLAT RATE DEPREC.  | ISZ - OPTION PACKAGE DISCOUNT                     |
| 14C - GRAY  | 14I - GRAY  |
| 2LT - 2LT SPORT PACKAGE INCLUDES: *REAR<br>DECKLID SPOILER *16" ALUMINUM WHEELS<br>(REPLACES STD/OPT WHEELS) *P205/55R16<br>TOURING TIRES *CHROME EXHAUST TIP<br>*LEATHER WRAPPED SHIFT LEVER *LEATHER<br>WRAPPED STEERING WHEEL *WHITE FACED<br>SPORT GAUGES | 21U - LASER BLUE METALLIC                         |
| 6AP - FRONT SPRING  | 7AP - FRONT SPRING                                |
| 8AB - REAR SPRING   | 9AB - REAR SPRING                                 |

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## Harmful Event

### Most Harmful Event per Vehicle

(select 1 per vehicle)

#### Collision with Object Not Fixed

- |   |  |
|---|--|
| V1 V2   |  |
| 08 08 Pedestrian                                  |  |
| 09 09 Bicyclist                                   |  |
| 10 10 Railway Train                               |  |
| 11 11 Deer (Animal)                               |  |
| 12 12 Other Animal                                |  |
| 13 13 Motor Vehicle in Transport                  |  |
| 14 14 Motor Vehicle in Transport in Other Roadway |  |
| 15 15 Parked Motor Vehicle                        |  |
| 16 16 Other Type Non-Motorist                     |  |
| 17 17 Other Object (Not Fixed)                    |  |

#### Collision with Fixed Object

- |                               |                               |
|-------------------------------|-------------------------------|
| V1 V2                         | V1 V2                         |
| 17 17 Boulder                 | 30 30 Utility Pole            |
| 18 18 Building                | 31 31 Other Post, Pole, Supp. |
| 20 20 Impact Attenuator       | 32 32 Culvert                 |
| 21 21 Bridge Abutment         | 33 33 Curb                    |
| 22 22 Bridge Pier/Pillar      | 34 34 Ditch                   |
| 23 23 Bridge Rail             | 35 35 Embankment              |
| 24 24 Guardrail Face          | 36 36 Fence                   |
| 25 25 Guardrail End           | 37 37 Wall                    |
| 26 26 Median Barrier          | 40 40 Mail Box                |
| 27 27 Heavy Traffic Sign Post | 41 41 Shrubs/Tree             |
| 28 28 Overhead Sign Support   | 42 42 Tree                    |
| 29 29 Luminaire/Light Supp.   | 43 43 Fire Hydrant            |
| 46 46 Traffic Signal Support  | 44 44 Other Fixed Object      |

#### Non-Collision

- |                      |                                |
|----------------------|--------------------------------|
| V1 V2                | V1 V2                          |
| 01 01 Overturn       | 05 05 Fell/Jumped from Vehicle |
| 02 02 Fire/Explosion | 07 07 Other Non-Collision      |
| 03 03 Immersion      | 18 18 Thrown or Falling Object |
| 04 04 Jackknife      |                                |

- V1 V2  
99 99 Unknown Most Harmful Event

### First Harmful Event for the Crash

72

#### Manner of Collision at First Harmful Event (select 1)

- |   |                                |
|---|--------------------------------|
| 0 Not Collision with Motor Vehicle in Transport | 4 Angle                        |
| 1 Rear-End                                      | 5 Sideways, Same Direction     |
| 2 Head-On                                       | 6 Sideways, Opposite Direction |
| 3 Rear-to-Rear                                  | 9 Unknown                      |

#### Relation to Junction at First Harmful Event (select 1)

- |                                 |                                  |
|---------------------------------|----------------------------------|
| <b>Non-Interchange</b>          | <b>Interchange Area</b>          |
| 01 Non-Junction                 | 10 Intersection                  |
| 02 Intersection                 | 11 Intersection-Related          |
| 03 Intersection-Related         | 12 Driveway                      |
| 04 Driveway, Alley Access, etc. | 13 Entrance/Exit Ramp Related    |
| 05 Entrance/Exit Ramp Related   | 14 Crossover-Related             |
| 06 Rail Grade Crossing          | 15 Other Location in Interchange |
| 07 Crossover-Related            | 19 Unknown, Interchange Area     |
| 08 Unknown-Non-Interchange      |                                  |
- 99 Unknown Relation to Junction

#### Relation to Roadway at First Harmful Event

- |                       |                                    |
|-----------------------|------------------------------------|
| (select 1)            |                                    |
| 00 On Roadway         | 06 Off Roadway-Location Unknown    |
| 02 Shoulder           | 07 In Parking Lane                 |
| 03 Median             | 08 Gore                            |
| 04 Roadside-Left      | 11 Parking Lot or Private Property |
| 05 Roadside-Right     | 99 Unknown                         |
| 10 Outside Trafficway |                                    |

## Driver Factors

### Driver Condition (may select 3)

- |   |  |
|---|--|
| V1 V2   |  |
| 00 00 Appeared Normal                         |  |
| 01 01 Had Been Drinking                       |  |
| 02 02 Illegal Drug Use                        |  |
| 03 03 Ill (Sick)                              |  |
| 04 04 Apparently Fatigued                     |  |
| 05 05 Apparently Asleep                       |  |
| 06 06 Reaction to Drugs/Medications           |  |
| 07 07 Failure to Take Drugs/Medications       |  |
| 08 08 Physical Impairment (Narrative)         |  |
| 09 09 Emotional (Depressed, Angry, Disturbed) |  |
| 99 99 Unknown Condition                       |  |

### Driver Actions (may select 3)

- |  |  |
|--|--|
| V1 V2  |  |
| 00 00 No Contributing Actions                            |  |
| 11 11 Inattentive (Eating, Reading, Talking, etc.)       |  |
| 12 12 Interfered With by Passenger                       |  |
| 13 13 Driving Left of Center                             |  |
| 14 14 Driving Wrong Way on One-Way Roadway               |  |
| 15 15 Failure to Comply with License Restrictions        |  |
| 16 16 Failure to Keep in Proper Lane or Running Off Road |  |
| 17 17 Failure to Yield Right of Way                      |  |
| 18 18 Failure to Obey Traffic Controls                   |  |
| 19 19 Failure to Observe Warnings or Instructions        |  |
| 20 20 Failure to Signal Intentions                       |  |
| 21 21 Failure to Use Lights                              |  |
| 22 22 Following Improperly                               |  |
| 23 23 Improper Backing                                   |  |
| 24 24 Improper Lane Changing                             |  |
| 25 25 Improper Passing                                   |  |
| 26 26 Improper Turn                                      |  |
| 27 27 Improperly Trailing or Pushing Vehicle             |  |
| 28 28 Improperly Carrying Hazardous Cargo                |  |
| 29 29 Improper Loading of Vehicle Cargo or Passengers    |  |
| 30 30 Operator Inexperience                              |  |
| 31 31 Operating without Required Equipment               |  |
| 32 32 Over Correcting                                    |  |
| 33 33 Careless or Erratic Driving                        |  |
| 34 34 Reckless or Negligent Driving                      |  |
| 35 35 Speed Too Fast                                     |  |
| 36 36 Speed Too Slow                                     |  |
| 37 37 Vision Obstructed, By What (Narrative)             |  |
| 38 38 Using Telephone, Two-Way Radio                     |  |
| 39 39 Other (Narrative)                                  |  |
| 99 99 Unknown Action                                     |  |

### Highway Construction/Maintenance Zone

- |                                     |            |
|-------------------------------------|------------|
| 0 None                              | (select 1) |
| 1 Construction Zone                 |            |
| 2 Maintenance Zone (Short Duration) |            |
| 3 Utility Zone (Short Duration)     |            |
| 4 Work Zone, Type Unknown           |            |
| 9 Unknown                           |            |

### Light Conditions (select 1)

- |                     |           |     |
|---------------------|-----------|-----|
| 0 Daylight          | 4 Dawn    | 436 |
| 1 Dark-Nite Lighted | 5 Dusk    |     |
| 2 Dark-Lighted      | 9 Unknown |     |

### Weather Conditions (select 1)

- |                          |                                      |
|--------------------------|--------------------------------------|
| 00 No Adverse Conditions | 09 Snow, Sleet                       |
| 01 Rain                  | 09 Blowing Sand, Soil, Dust, or Snow |
| 02 Sleet, Hail           | 10 Severe Crosswind                  |
| 03 Snow                  | 08 Other (Narrative)                 |
| 04 Fog                   | 99 Unknown                           |
| 05 Rain and Fog          |                                      |
| 07 Sleet and Fog         |                                      |

## Driver Alcohol/Drugs

### Presence

- |                                      |            |
|--------------------------------------|------------|
| V1 V2                                | (select 1) |
| 0 0 Neither Alcohol or Drugs Present |            |
| 1 1 Yes (Alcohol Present)            |            |
| 2 2 Yes (Drugs Present)              |            |
| 3 3 Yes (Alcohol and Drugs Present)  |            |
| 9 9 Unknown                          |            |

### Determination Method

- |                            |                          |
|----------------------------|--------------------------|
| V1 V2                      | (select 1 if applicable) |
| 1 1 Evidential Test        |                          |
| 2 2 Behavioral             |                          |
| 4 4 Passive Alcohol Sensor |                          |
| 5 5 Observed               |                          |
| 9 9 Other                  |                          |

### Alcohol

- |                                       |                                    |
|---------------------------------------|------------------------------------|
| (select 1)                            | Test Type (select 1 if applicable) |
| V1 V2                                 | V1 V2                              |
| 00 00 Test Refused                    | 1 1 Blood                          |
| 01 01 None Given                      | 2 2 Breath                         |
| 02 02 Test Given, Results Unknown     | 3 3 Urine                          |
| 03 03 Test Given, Insufficient Sample | 4 4 Other                          |
| 04 04 Unknown, if tested              |                                    |
| 05 05 Negative BAC                    |                                    |

### Drugs

- |                                       |                                    |
|---------------------------------------|------------------------------------|
| (select 1)                            | Test Type (select 1 if applicable) |
| V1 V2                                 | V1 V2                              |
| 00 00 Test Refused                    | 1 1 Blood                          |
| 01 01 None Given                      | 2 2 Breath                         |
| 02 02 Test Given, Results Unknown     | 3 3 Urine                          |
| 03 03 Test Given, Insufficient Sample | 4 4 Other                          |
| 04 04 Unknown, if tested              |                                    |
| 05 05 Drug Results                    |                                    |
| 06 06 No Drugs Detected               |                                    |
| 07 07 Marijuana                       |                                    |
| 08 08 Cocaine                         |                                    |
| 09 09 Opium                           |                                    |
| 10 10 Amphetamines                    |                                    |
| 11 11 PCP                             |                                    |
| 12 12 Other Drug Medication           |                                    |
| 13 13 Drug Type Unknown               |                                    |

### Driver/Vehicle Maneuver (select 1)

- |  |  |
|--|--|
| V1 V2  |  |
| 00 00 Going Straight   |  |
| 01 01 Negotiating Curve  |  |
| 02 02 Passing or Overtaking Another Vehicle                                  |  |
| 03 03 Right Turn to Private Drive  |  |
| 04 04 Right Turn to Street   |  |
| 05 05 Right Turn on Red Permitted  |  |
| 06 06 Right Turn on Red Not Permitted  |  |
| 07 07 Left Turn to Private Drive   |  |
| 08 08 Left Turn to Street  |  |
| 09 09 Turning from Wrong Lane  |  |
| 10 10 Making a U-Turn  |  |
| 11 11 Stopping or Stopped for Signal or Sign                                 |  |
| 12 12 Stopping or Stopped for Turning Traffic                                |  |
| 13 13 Stopping or Stopped for Entering Traffic                               |  |
| 14 14 Stopping or Stopped Other  |  |
| 15 15 Stopped in Traffic Lane  |  |
| 16 16 Starting in Traffic  |  |
| 17 17 Backing from Drive   |  |
| 18 18 Backing from On Street Parking Space                                   |  |
| 19 19 Backing Up   |  |
| 20 20 Entering from Private Drive  |  |
| 21 21 Leaving a Parked Position  |  |
| 22 22 Parked Legally-Yes   |  |
| 23 23 Parked Legally-No  |  |
| 24 24 Changing Lanes or Merging  |  |
| 25 25 Maneuvering to Avoid Another Vehicle, Animal, Pedestrian, Object, etc. |  |
| 99 99 Other (Narrative)  |  |
| 99 99 Unknown  |  |





| V1   |  |  |  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|--|--|--|
| First Impact   |  |  |  |  |  |  |  |  |  |  |  |  |
| (may select 2) Darken Numbered Area(s) of Vehicle Damage<br>   |  |  |  |  |  |  |  |  |  |  |  |  |
| Undercarriage<br>01 All Areas<br>02 Other<br>03 Unknown<br>04 None   |  |  |  |  |  |  |  |  |  |  |  |  |
| Extent of Damage<br>0 None<br>1 Very Minor<br>2 Minor<br>3 Moderate<br>4 Severe<br>5 Very Severe<br>6 Unknown  |  |  |  |  |  |  |  |  |  |  |  |  |
| Truck/Bus Supplement<br>1 Yes 2 No<br>Emergency Use<br>1 Yes 2 No<br>Rollover<br>1 Yes 2 No<br>Fire<br>1 Yes 2 No<br>Estimated Damage<br>1 Under \$400<br>2 Over \$400 |  |  |  |  |  |  |  |  |  |  |  |  |
| Vehicle Defects (may select 2)<br>0 None<br>1 919<br>2 None<br>3 None<br>4 None  |  |  |  |  |  |  |  |  |  |  |  |  |
| Vehicle Towed<br>1 Driven Away<br>2 Towed Away<br>If Towed, Where<br>Star-Towing / 3/28 / Huntington   |  |  |  |  |  |  |  |  |  |  |  |  |
| Vehicle Going On<br>W N S On Democrat  |  |  |  |  |  |  |  |  |  |  |  |  |

| V2   |  |  |  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|--|--|--|
| First Impact   |  |  |  |  |  |  |  |  |  |  |  |  |
| (may select 2) Darken Numbered Area(s) of Vehicle Damage<br>   |  |  |  |  |  |  |  |  |  |  |  |  |
| Undercarriage<br>01 All Areas<br>02 Other<br>03 Unknown<br>04 None   |  |  |  |  |  |  |  |  |  |  |  |  |
| Extent of Damage<br>0 None<br>1 Very Minor<br>2 Minor<br>3 Moderate<br>4 Severe<br>5 Very Severe<br>6 Unknown  |  |  |  |  |  |  |  |  |  |  |  |  |
| Truck/Bus Supplement<br>1 Yes 2 No<br>Emergency Use<br>1 Yes 2 No<br>Rollover<br>1 Yes 2 No<br>Fire<br>1 Yes 2 No<br>Estimated Damage<br>1 Under \$400<br>2 Over \$400 |  |  |  |  |  |  |  |  |  |  |  |  |
| Vehicle Defects (may select 2)<br>0 None<br>1<br>2<br>3<br>4   |  |  |  |  |  |  |  |  |  |  |  |  |
| Vehicle Towed<br>1 Driven Away<br>2 Towed Away<br>If Towed, Where  |  |  |  |  |  |  |  |  |  |  |  |  |
| Vehicle Going On<br>W N S On   |  |  |  |  |  |  |  |  |  |  |  |  |

| Trafficway Flow  |   |
|------------------|---|
| V1 V2 (select 1) | 1 Not Physically Divided (Two Way Trafficway)             |
| 2                | 2 Divided Highway, Median Strip (Without Traffic Barrier) |
| 3                | 3 Divided Highway, Median Strip (With Traffic Barrier)    |
| 4                | 4 One Way Trafficway                                      |
| 5                | 5 Unknown   |

| Roadway Surface Type |                          |
|----------------------|--------------------------|
| V1 V2 (select 1)     | 1 Asphalt                |
| 2                    | 2 Concrete               |
| 3                    | 3 Brick or Block         |
| 4                    | 4 Gravel, Slag, or Stone |
| 5                    | 5 Dirt                   |
| 6                    | 6 Other (Narrative)      |
| 7                    | 7 Unknown                |

| Trafficway Hazards   |   |
|----------------------|---|
| V1 V2 (may select 3) | 00 No Apparent Hazards                    |
| 01                   | 01 Inadequate Warning of Hazards          |
| 02                   | 02 Lanes Narrowing, Traffic Control, etc. |
| 03                   | 03 Defective Shoulders                    |
| 04                   | 04 No or Obscured Pavement Markings       |
| 05                   | 05 Holes, Deep Ruts, Bumps                |
| 06                   | 06 Loose Material on Surface              |
| 07                   | 07 Slippery Surface                       |
| 08                   | 08 Surface Under Water                    |
| 09                   | 09 Surface Washed Out                     |
| 10                   | 10 Recent Construction/Maintenance        |
| 11                   | 11 Recent Previous Accident Scene Nearby  |
| 12                   | 12 Street Lights Not Working              |
| 13                   | 13 Traffic Control Device Not Visible     |
| 14                   | 14 Other Hazards (Narrative)              |
| 15                   | 15 Unknown                                |

| Traffic Control Devices |                               |
|-------------------------|-------------------------------|
| V1 V2 (select 1)        | 00 No Controls                |
| 01                      | 01 Traffic Light              |
| 02                      | 02 Flashing Yellow (Caution)  |
| 03                      | 03 Flashing Red (Stop)        |
| 04                      | 04 Lane Use Control Signal    |
| 05                      | 05 Stop Sign                  |
| 06                      | 06 Yield Sign                 |
| 07                      | 07 School Zone Signs          |
| 08                      | 08 Warning Signs              |
| 09                      | 09 Construction Zone Controls |
| 10                      | 10 RR Crossbucks              |
| 11                      | 11 RR Flasher                 |
| 12                      | 12 RR Gates                   |
| 13                      | 13 Traffic Control Person     |
| 14                      | 14 Other (Narrative)          |

| Roadway Route Signing |                     |
|-----------------------|---------------------|
| V1 V2 (select 1)      | 1 Interstate        |
| 2                     | 2 U.S. Route        |
| 3                     | 3 State Route       |
| 4                     | 4 County Route      |
| 5                     | 5 Municipal Route   |
| 6                     | 6 Other (Narrative) |
| 7                     | 7 Unknown           |

| Number of Travel Lanes |                         |
|------------------------|-------------------------|
| V1 V2 (select 1)       | 1 One Lane              |
| 2                      | 2 Two Lanes             |
| 3                      | 3 Three Lanes           |
| 4                      | 4 Four Lanes            |
| 5                      | 5 Five Lanes            |
| 6                      | 6 Six Lanes             |
| 7                      | 7 Seven or More Lanes   |
| 8                      | 8 Other (See Narrative) |
| 9                      | 9 Unknown               |

| Roadway Surface Conditions |                          |
|----------------------------|--------------------------|
| V1 V2 (select 1)           | 1 Dry                    |
| 2                          | 2 Wet                    |
| 3                          | 3 Snow or Slush          |
| 4                          | 4 Ice                    |
| 5                          | 5 Sand, Mud, Dirt or Oil |
| 6                          | 6 Other (Narrative)      |
| 7                          | 7 Unknown                |

| Other Property Damage?      |                    |
|-----------------------------|--------------------|
| (select all that apply)     |                    |
| 1 State Property            | 2 City Property    |
| 3 County Property           | 4 Private Property |
| Amount of Damage (Estimate) |                    |
| 1 Under \$400               | 2 Over \$400       |

| Traffic Control Device Functioning? |                                 |
|-------------------------------------|---------------------------------|
| V1 V2 (select 1 if applicable)      | 1 Device Not Functioning        |
| 2                                   | 2 Device Functioning Improperly |
| 3                                   | 3 Device Functioning Properly   |

| Speed Limit |    |
|-------------|----|
| V1          | V2 |
| 40          |    |
| 0           | 0  |
| 1           | 1  |
| 2           | 2  |
| 3           | 3  |
| 4           | 4  |
| 5           | 5  |
| 6           | 6  |
| 7           | 7  |
| 8           | 8  |
| 9           | 9  |

| Access Control   |   |
|------------------|---|
| V1 V2 (select 1) | 1 No Control (Uncontrolled Access)        |
| 2                | 2 Full Control (ONLY Ramp Entry and Exit) |
| 3                | 3 Other (Narrative)                       |

| Roadway Character |                     |
|-------------------|---------------------|
| V1 V2 Alignment   | 1 Curve (select 1)  |
| 2                 | 2 Straight          |
| 3                 | 3 Unknown           |
| V1 V2 Profile     | 1 Level (select 1)  |
| 2                 | 2 Grade             |
| 3                 | 3 Hillcrest         |
| 4                 | 4 Other (Narrative) |
| 5                 | 5 Unknown           |

#### Owner Information for Other Property Damage

|         |                 |                   |                      |
|---------|-----------------|-------------------|----------------------|
| Name    | City of Memphis | Phone             |                      |
| Address | 125 N. Main     | Describe Property | City houses on 82228 |
| Name    |                 | Phone             | 901 260-7200         |
| Address | 3298 Democrat   | Describe Property | Bushes               |

| Witness                  |              |
|--------------------------|--------------|
| Name: First              | Last         |
| Address: Street & Number |              |
| City & State             |              |
| Date of Birth            | Home Phone # |

| Witness                  |              |
|--------------------------|--------------|
| Name: First              | Last         |
| Address: Street & Number |              |
| City & State             |              |
| Date of Birth            | Home Phone # |

Document Type

REFERENCE NUMBER

9337463

1 Supplement Document

2 Amended Document

Local Agency Number

Reference Number Override

Please Do Not Write In This Microfilm Space

(This Section Must Be Completed for Each Truck or Bus Involved in this Crash)

Truck & Bus Crash Information

06026051

When To Use This Section:

Did the crash involve...

Part A

A truck with at least two axles and six tires?

Y N

A truck with a hazardous materials placard?

Y N

A bus designed to carry 16 or more persons, including the driver?

Y N

Part B

Any person who was fatally injured?

Y N

Any injured person requiring transport for immediate medical treatment?

Y N

One or more vehicles that had to be towed from the scene as a result of the crash?

Y N

One or more vehicles that required repair or were provided assistance before proceeding from scene under own power?

Y N

STOP! If all the responses to Part A are "NO" do not complete this Truck & Bus Crash Information Section. If there are any "YES" answers, continue to Part B.

STOP! If all the responses to Part B are "NO" do not continue. If there are any "YES" answers, please complete this Truck & Bus Crash Information Section.

Vehicle # 1 2 3 4 5 6 7 8 9 10 20 30

Carrier Information

Carrier Identification Numbers

Source

Vehicle Side  
Shipping Papers  
Trip Manifest  
Driver  
Log Book

\* Interstate Carrier?

Y N

US DOT

TN DOT

ICC MC

Carrier Name

Carrier Address

Hazardous Material Information

\* Hazardous Material Placard Displayed?

Y N

\* Hazardous Cargo was Released?

Y N

Class Numbers

List the Hazardous Material(s) by name in this load:

UN Numbers

List the Name(s) of Released Hazardous Material(s):

Vehicle Information

Combined Gross Vehicle Weight Rating

IRIS

Total # of Axles

Vehicle Configuration

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

SEQUENCE OF EVENTS FOR THIS VEHICLE

(Check a total of one to four events in the order that they occurred.)

1 2 3 4 Ran off Road  
1 2 3 4 Jackknife  
1 2 3 4 Overturn (Rollover)  
1 2 3 4 Downhill Runaway  
1 2 3 4 Cargo Lost or Shift  
1 2 3 4 Explosion or Fire  
1 2 3 4 Separation of Units  
1 2 3 4 Collision involving pedestrian  
1 2 3 4 Collision involving motor vehicle in transp.  
1 2 3 4 Collision involving parked motor vehicle  
1 2 3 4 Collision involving train  
1 2 3 4 Collision involving pedalcycle  
1 2 3 4 Collision involving animal  
1 2 3 4 Collision involving fixed object  
1 2 3 4 Collision involving other object  
1 2 3 4 Other

Cargo Body Type

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

Vehicle # 1 2 3 4 5 6 7 8 9 10 20 30

Carrier Information

Carrier Identification Numbers

Source

Vehicle Side  
Shipping Papers  
Trip Manifest  
Driver  
Log Book

\* Interstate Carrier?

Y N

US DOT

TN DOT

ICC MC

Carrier Name

Carrier Address

Hazardous Material Information

\* Hazardous Material Placard Displayed?

Y N

\* Hazardous Cargo was Released?

Y N

Class Numbers

List the Hazardous Material(s) by name in this load:

UN Numbers

List the Name(s) of Released Hazardous Material(s):

Vehicle Information

Combined Gross Vehicle Weight Rating

IRIS

Total # of Axles

Vehicle Configuration

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

SEQUENCE OF EVENTS FOR THIS VEHICLE

(Check a total of one to four events in the order that they occurred.)

1 2 3 4 Ran off Road  
1 2 3 4 Jackknife  
1 2 3 4 Overturn (Rollover)  
1 2 3 4 Downhill Runaway  
1 2 3 4 Cargo Lost or Shift  
1 2 3 4 Explosion or Fire  
1 2 3 4 Separation of Units  
1 2 3 4 Collision involving pedestrian  
1 2 3 4 Collision involving motor vehicle in transp.  
1 2 3 4 Collision involving parked motor vehicle  
1 2 3 4 Collision involving train  
1 2 3 4 Collision involving pedalcycle  
1 2 3 4 Collision involving animal  
1 2 3 4 Collision involving fixed object  
1 2 3 4 Collision involving other object  
1 2 3 4 Other

Cargo Body Type

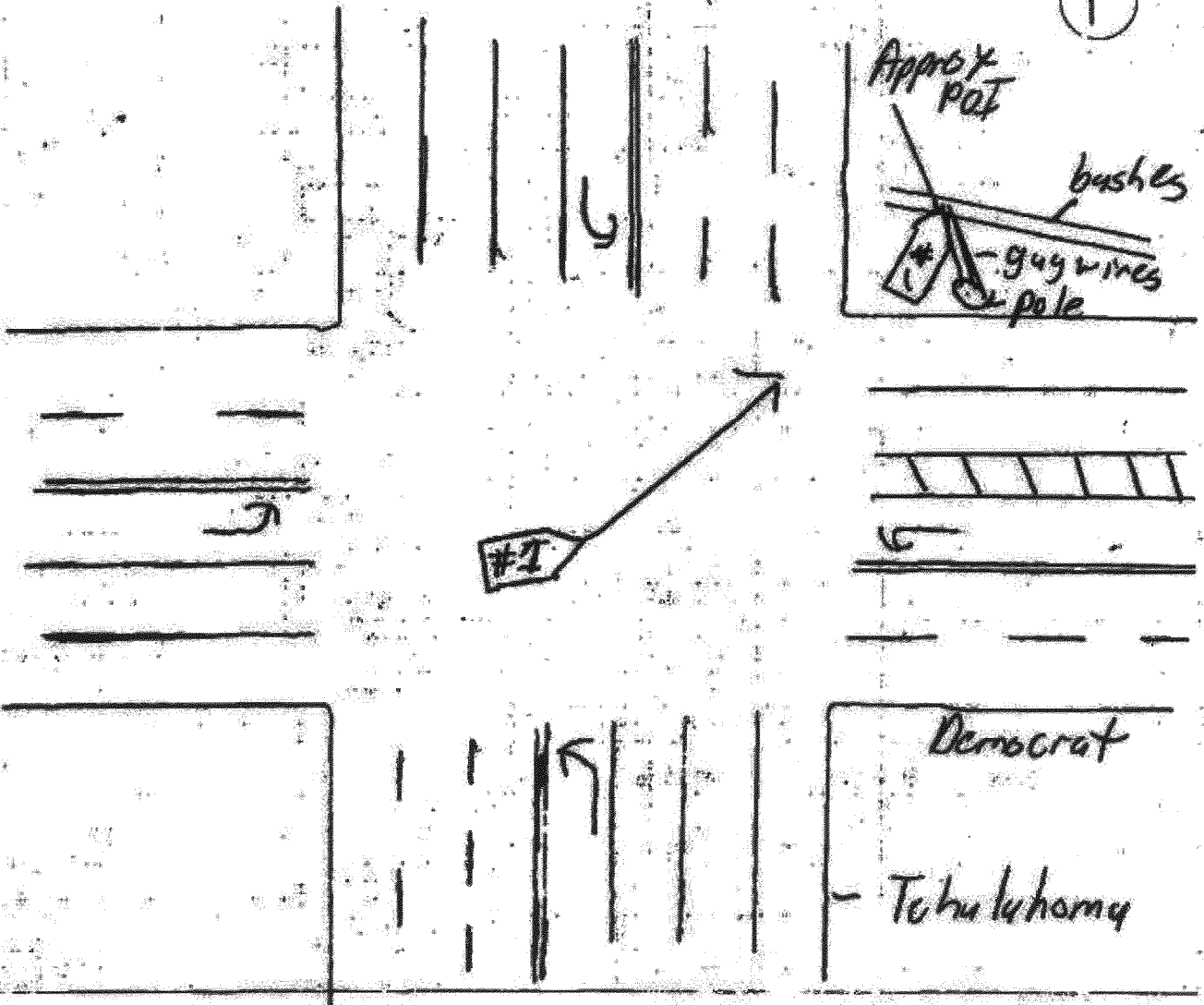
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

PLEASE DO NOT WRITE IN THIS AREA



DO NOT WRITE OUTSIDE THIS AREA

DIAGRAM  
Indicate North By Arrow



Narrative Vehicle # 53 Democrat struck with front a curb  
Then several utility pole guy wires and some bushes.  
Driver #1 advised she was driving and while going through  
the bumpy intersection the steering wheel went out of her car  
causing her to run off the road.  
Officer did check and it did appear that something  
was definitely wrong with the steering.  
Driver #1 was insured by Ceres policy # [REDACTED] ph # 800-841-3000

Investigator's Signature

[Signature]

Date

03-04-2003

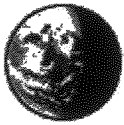
Report Number

0685

Date

03-04-2003





sharon sanders  
<goodrevdoc44@yahoo.com>

04/04/2008 11:48 AM





To jemela.price@grn.com  
cc  
bcc  
Subject claim [REDACTED]

Hi Jemela Price,

These are the pictures of the cobalt. I hope this can be assistance to you.

---

You rock. That's why Blockbuster's offering you one month of Blockbuster Total Access, No Cost.

-  - IMG\_0001.JPG
-  - IMG\_0002.JPG
-  - IMG\_0003.JPG
-  - IMG\_0004.JPG
-  - IMG\_0005.JPG
-  - IMG\_0006.JPG





















BUICK

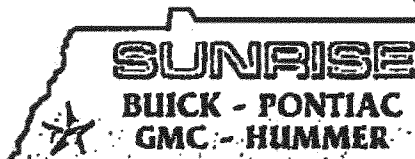
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1048 W. POPLAR AVE.

COLLIERVILLE, TN 38017

|                               |  |                          |                                  |                                 |
|-------------------------------|--|--------------------------|----------------------------------|---------------------------------|
| CUSTOMER NO.<br><b>160125</b> | ADVISOR<br><b>VINCE RAMIREZ</b>                                | TAG NO.<br><b>1059</b>   | INVOICE DATE<br><b>02/04/08</b>  | INVOICE NO.<br><b>PNC365983</b> |
| MEMPHIS, TN                   | LABOR RATE<br><b>29,049</b>                                    | RELEASE<br><b>29,049</b> | COLOR<br><b>BLUE/</b>            | STOCK NO.                       |
|                               | YEAR / MAKE / MODEL<br><b>06/CHEVROLET/COBALT/4 DOOR SEDAN</b> |                          | DELIVERY DATE<br><b>05/23/06</b> | DELIVERY MILES                  |
|                               | VEHICLE ID NO.<br><b>1G1AL55FX67</b>                           |                          | SELLING DEALER NO.               | PRODUCTION DATE                 |
|                               | P.T.E. NO.   | P.O. NO.                 | R.O. DATE<br><b>02/04/08</b>     |                                 |
| REFERENCE PHONE               | BUSINESS PHONE   | COMMENTS                 |                                  |                                 |
|                               |  |                          | MO: 29049                        |                                 |

|  |                    |           |                 |            |
|--|--------------------|-----------|-----------------|------------|
| LABOR & PARTS  |                    |           |                 | 12.95      |
| J# 1 50PNZ   | GOODWRENCH SERVICE | HOURS:    | TECH(S):1092    |            |
| CUSTOMER REQUESTS 3000 MILE SERVICE  |                    |           |                 |            |
| \$33.95 UP TO 5 QTS OF OIL.  |                    |           |                 |            |
| SCHEDULED MAINTENANCE  |                    |           |                 |            |
| CHANGED OIL & FILTER. LUBED CHASSIS. CHECKED BELTS, HOSES AND FLUID LEVELS |                    |           |                 |            |
| PARTS  | QTY                | FP-NUMBER | DESCRIPTION     | UNIT PRICE |
| JOB # 1  | 1                  | 12605566  | FILTER 1.836    | 7.75       |
| JOB # 1  | 5                  | 12345612  | OIL 5W300 8.800 | 2.65       |
| JOB # 1 TOTAL PARTS  |                    |           |                 | 21.00      |
| JOB # 1 TOTAL LABOR & PARTS  |                    |           |                 | 33.95      |

|              |      |                                   |             |       |
|--------------|------|-----------------------------------|-------------|-------|
| MISC         | CODE | DESCRIPTION                       | CONTROL NO. |       |
| JOB # 1      | 1    | WE CARE ENVIRONMENTAL/SHOP SUPPLY |             | 1.00  |
| JOB # 1      | 9    | CUSTOMER DISCOUNT                 |             | -9.00 |
| TOTAL - MISC |      |                                   |             | -8.00 |

|          |  |
|----------|--|
| COMMENTS |  |
| WAIT     |  |
| TOTALS   |  |

We charge an average of \$67.45 per flat rate hour. A flat rate hour is a unit of measure, not a clock hour. "Flat Rate" is determined by industry accepted repair time averages for specific repairs. Automakers compile flat rate averages as do reputable independent data organizations. This data is published in flat-rate manuals. This dealership uses these manuals in computing its labor charges. Copies of the flat rate time guide are available for inspection.

|                 |       |
|-----------------|-------|
| TOTAL LABOR.... | 12.95 |
| TOTAL PARTS.... | 21.00 |
| TOTAL SUBLET... | 0.00  |
| TOTAL G.O.G.... | 0.00  |
| TOTAL MISC CHG. | 1.00  |
| TOTAL MISC DISC | -9.00 |
| TOTAL TAX.....  | 3.36  |

TOTAL INVOICE \$ 29.31

Any part with an (\*) asterisk beside it is a LIMITED LIFE-TIME warranty part. Excludes parts replaced under factory warranty.

THANK YOU FOR CHOOSING SUNRISE PONTIAC-GMC, INC.!!

WE WANT YOU TO BE "COMPLETELY SATISFIED"

CUSTOMER SIGNATURE

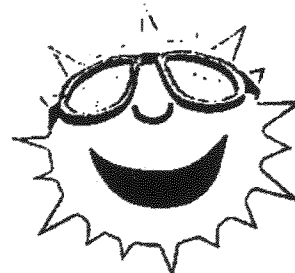
DUPLICATE INVOICE

RECEIVED

APR 25 2008

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|              |                |                     |                                  |          |         |           |                    |           |                 |            |
|--------------|----------------|---------------------|----------------------------------|----------|---------|-----------|--------------------|-----------|-----------------|------------|
| CUSTOMER NO. | 160125         | ADVISOR             | VINCE RAMIREZ                    | 1059     | TAG NO. | 3476      | INVOICE DATE       | 09/24/07  | INVOICE NO.     | PNC5359325 |
| [REDACTED]   | [REDACTED]     | LABOR RATE          | [REDACTED]                       | MILEAGE  | 22,313  | COLOR     | BLUE/              | STOCK NO. |                 |            |
| MEMPHIS, TN  | [REDACTED]     | YEAR / MAKE / MODEL | 06/CHEVROLET/COBALT/4 DOOR SEDAN |          |         |           | DELIVERY DATE      | 05/23/06  | DELIVERY SALES  |            |
|              |                | VEHICLE ID NO.      | 1 G 1 A L 5 5 F X 6 7 [REDACTED] |          |         |           | SELLING DEALER NO. |           | PRODUCTION DATE |            |
|              |                | F.T.E NO.           |                                  | R.O. NO. |         | R.O. DATE | 09/24/07           | REPRINT#  | 1               |            |
|              | BUSINESS PHONE | COMMENTS            |                                  |          |         |           |                    |           |                 |            |
|              |                |                     | MO: 22313                        |          |         |           |                    |           |                 |            |

| LABOR & PARTS               |  |           |                 | INTERNAL   |          |
|-----------------------------|--|-----------|-----------------|------------|----------|
| J# 1 50PNZ                  | GOODWRENCH SERVICE   | HOURS:    | TECH(S):804     | INTERNAL   |          |
|                             | CUSTOMER REQUESTS 3000 MILE SERVICE                          |           |                 |            |          |
|                             | \$33.95 UP TO 5 QTS OF OIL.                                  |           |                 |            |          |
|                             | SCHEDULED MAINTENANCE  |           |                 |            |          |
|                             | CHANGED OIL & FILTER. LUBED CHASSIS.CHECKED BELTS, HOSES AND |           |                 |            |          |
|                             | FLUID LEVELS   |           |                 |            |          |
| PARTS                       | QTY  | FP-NUMBER | DESCRIPTION     | UNIT PRICE | INTERNAL |
| JOB # 1                     | 1  | 12605566  | FILTER 1.836    |            | INTERNAL |
| JOB # 1                     | 5  | 12345612  | OIL 5W30D 8.800 |            | INTERNAL |
| JOB # 1 TOTAL PARTS         |  |           |                 | 0.00       |          |
| JOB # 1 TOTAL LABOR & PARTS |  |           |                 | 0.00       |          |

|  |        |                |                             |             |
|--|--------|----------------|-----------------------------|-------------|
| J# 2+57PNZ   | TRIM   | HOURS:         | TECH(S):87                  | WARRANTY    |
| Added Operation (RAHIREZ @ 09/24/2007 08:32)       |        |                |                             |             |
| CUST STATES TURN SIGNALE INDICATOR STAYS ON        |        |                |                             |             |
| CHECK POWER AND GROUND TO TURN SIGNAL RECEPTICLES. |        |                |                             |             |
| NO PROBLEM FOUND.                                  |        |                |                             |             |
| UNABLE TO VERIFY CUSTOMERS COMPLAINT               |        |                |                             |             |
| 9Z/N9995/0.3                                       |        |                |                             |             |
| PARTS-----   | QTY--- | FP-NUMBER----- | DESCRIPTION-----            | UNIT PRICE- |
|  |        |                | JOB # 2 TOTAL PARTS         | 0.00        |
|  |        |                | JOB # 2 TOTAL LABOR & PARTS | 0.00        |

|   |                |                |                  |             |
|---|----------------|----------------|------------------|-------------|
| J# 3+50PNZROTATE                            | ROTATE 4 TIRES | HOURS:         | TECH(S):804      | 9.95        |
| Added Operation (WILSON @ 09/24/2007 10:17) |                |                |                  |             |
| CUSTOMER REQUESTS TIRE ROTATION \$19.95     |                |                |                  |             |
| ROTATED 4 TIRES AS PER REQUEST.             |                |                |                  |             |
| PARTS-----                                  | QTY----        | FP-NUMBER----- | DESCRIPTION----- | UNIT PRICE- |
| JOB # 3 TOTAL PARTS                         |                |                |                  | 0.00        |
| JOB # 3 TOTAL LABOR & PARTS                 |                |                |                  | 9.95        |

| MISC-<br>JOB # 1 | CODE | DESCRIPTION                         | CONTROL NO.  |      |
|------------------|------|-------------------------------------|--------------|------|
|                  |      | 1 WE CARE ENVIRONMENTAL/SHOP SUPPLY |              | 1.00 |
|                  |      |                                     | TOTAL - MISC | 1.00 |

COMMENTS.....  
 WAIT  
 39.95 SPECIAL RECEIVED

RECEIVED

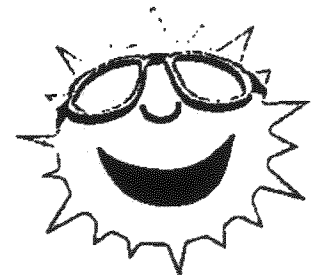
APR 25 2008

ESIS-GM CLAIMS UNIT

DISCLAIMER OF WARRANTY

AGREEMENT TO ANNIHILATION.

# SUNRISE





BUICK

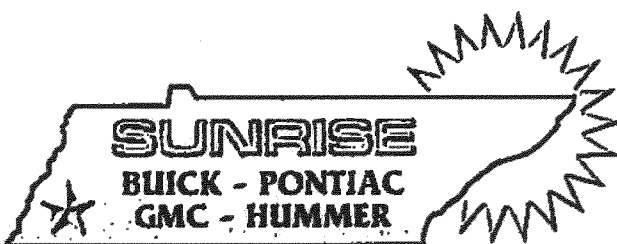
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COLLIERVILLE

1048 W. POPLAR AVE.

COLLIERVILLE, TN 38017

|                               |  |                          |                                  |                                  |
|-------------------------------|--|--------------------------|----------------------------------|----------------------------------|
| CUSTOMER NO.<br><b>160125</b> | ADVISOR<br><b>VINCE RAMIREZ</b>                                | TAG NO.<br><b>1059</b>   | INVOICE DATE<br><b>09/24/07</b>  | INVOICE NO.<br><b>PNC5359325</b> |
| MEMPHIS, TN                   | LABOR RATE<br><b>22,313</b>                                    | RELEASE<br><b>22,313</b> | COLOR<br><b>BLUE/</b>            | STOCK NO.                        |
|                               | YEAR / MAKE / MODEL<br><b>06/CHEVROLET/COBALT/4 DOOR SEDAN</b> |                          | DELIVERY DATE<br><b>05/23/06</b> | DELIVERY MILES                   |
|                               | VEHICLE ID NO.<br><b>1G1AL55FX67</b>                           |                          | SELLING DEALER NO.               | PRODUCTION DATE                  |
|                               | F.T.E. NO.   |                          | R.O. DATE<br><b>09/24/07</b>     | REPRINT# <b>1</b>                |
| REFERENCE INVOICE             | BUSINESS PHONE   | COMMENTS                 | MO: 22313                        |                                  |

## TOTALS

We charge an average of \$67.45 per flat rate hour. A flat rate hour is a unit of measure, not a clock hour. "Flat Rate" is determined by industry accepted repair time averages for specific repairs. Automakers compile flat rate averages as do reputable independent data organizations. This data is published in flat-rate manuals. This dealership uses these manuals in computing its labor charges. Copies of the flat rate time guide are available for inspection.

Any part with an (\*) asterisk beside it is a LIMITED LIFE-TIME warranty part. Excludes parts replaced under factory warranty.

THANK YOU FOR CHOOSING SUNRISE PONTIAC-GMC, INC.!!

WE WANT YOU TO BE "COMPLETELY SATISFIED"

|                 |      |
|-----------------|------|
| TOTAL LABOR.... | 9.95 |
| TOTAL PARTS.... | 0.00 |
| TOTAL SUBLET... | 0.00 |
| TOTAL G.O.G.... | 0.00 |
| TOTAL MISC CHG. | 1.00 |
| TOTAL MISC DISC | 0.00 |
| TOTAL TAX.....  | 1.06 |

TOTAL INVOICE \$ 12.01

SEEK  
DISCLAIMER OF WARRANTY

AGREEMENT TO ARBITRATION

CUSTOMER SIGNATURE

\*\*\*\*\*

DUPLICATE INVOICE

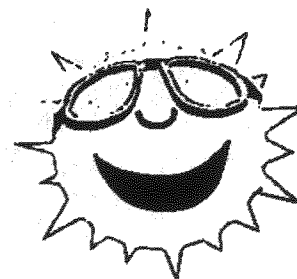
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ESIS-GM CLAIMS UNIT

SUNRISE





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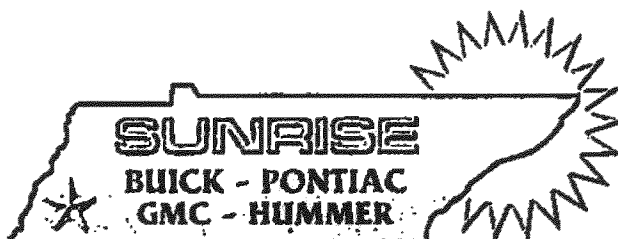
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COLLIERVILLE, TN 38017

|              |        |                     |                                  |      |          |                    |              |                 |             |            |
|--------------|--------|---------------------|----------------------------------|------|----------|--------------------|--------------|-----------------|-------------|------------|
| CUSTOMER NO. | 160125 | ADVISOR             | VINCE RAMIREZ                    | 1059 | TAG NO.  | 2579               | INVOICE DATE | 08/13/07        | INVOICE NO. | PNC5356843 |
|              |        | LABOR RATE          |                                  |      | SALEAGE  | 20,080             | COLOR        | BLUE/           | STOCK NO.   |            |
|              |        | YEAR / MAKE / MODEL | 06/CHEVROLET/COBALT/4 DOOR SEDAN |      |          | DELIVERY DATE      | 05/23/06     | DELIVERY MILES  |             |            |
|              |        | VEHICLE ID. NO.     | 1 G 1 A L 5 5 F X 6 7            |      |          | SELLING DEALER NO. |              | PRODUCTION DATE |             |            |
|              |        | P.T.E. NO.          |                                  |      | P.O. NO. |                    | R.O. DATE    | 08/07/07        |             |            |
|              |        | BUSINESS PHONE      |                                  |      |          | COMMENTS           | MO: 20080    |                 |             |            |

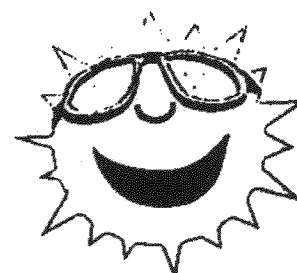
| LABOR & PARTS  | WARRANTY |
|--|----------|
| <b>J# 1 51PNZ</b><br>LIGHT SERVICE HOURS: 1.10 TECH(S):364<br>CUST STATES NOISE FROM REAR ON BRAKING, ADVISE<br>INTERNAL STEERING COLUMN GEAR FAILURE CAUSING RATTLE/KNOCK<br>NOISE<br>REPLACE STEERING COLUMN AS PER BULLETIN 07-02-35-004<br>NECESSARY TO ISOLATE CLUNKING POPPING NOISE TO INTERNAL<br>COLUMN FAILURE. 93/E7680/1.1 ADD 1.0 OLH DIAGNOIS TIME<br>BACKFLAG 1.0 OLH TECH#364 PER TRUITT DAVIS 08-14-07  |          |
| <b>PARTS</b> -----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----<br>JOB # 1 1 15914408 COLUMN KI 6.518<br>JOB # 1 TOTAL PARTS 0.00<br>JOB # 1 TOTAL LABOR & PARTS 0.00  |          |
| <b>J# 2 57PNZ</b><br>TRIM HOURS: 1.30-TECH(S):21<br>CUST STATES RIGHT REAR WINDOW AND DOOR LOCK NOT WORKING<br>OPEN CKT 1307 AT SPLICE S335 UNDER CARPET.<br>R&R CARPET TO TRACE & REPAIR OPEN CKT 1307 BLUE WIRE AT<br>SLICE S335.7L/C4208/1.3  |          |
| <b>PARTS</b> -----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----<br>JOB # 2 TOTAL PARTS 0.00<br>JOB # 2 TOTAL LABOR & PARTS 0.00  |          |
| <b>J# 3 53PNZ</b><br>TUNE HOURS: 0.70-TECH(S):183<br>CUST STATES CHECK ENGINE LIGHT ON<br>CK COMP SYSTEM/ DTC P0442 SMALL EVAP LEAK. USE TECH2 TO<br>MONITOR EVAP DATA/ NO VAC ON SYSTEM. COMMAND EVAP PURGE ON/<br>SLOW VACUUM RISE. INJECT NITROGEN/ NPF. REFER TO SERVICE<br>BULLETIN #07-06-04-012 SES LIGHT ON- P0442 UPDATE PCM.<br>REPROGRAM PCM WITH FLASH UPDATE PER BULL# 07-06-04-012<br>93 J6354/0.4 ADD DIAG TIME/0.3<br>WARRANTY CODE 1194A<br>TECH# 183 |          |
| <b>PARTS</b> -----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----<br>JOB # 3 TOTAL PARTS 0.00<br>JOB # 3 TOTAL LABOR & PARTS 0.00  |          |

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ESIS-GM CLAIMS UNIT

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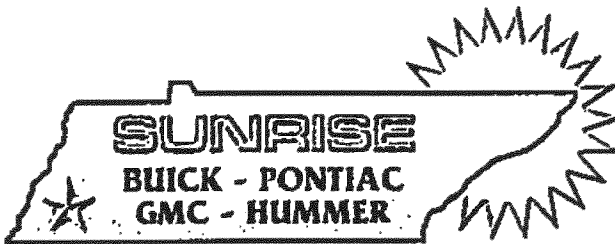
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|                               |                                 |   |                        |                                 |                                  |
|-------------------------------|---------------------------------|---|------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO.<br><b>160125</b> | ADVISOR<br><b>VINCE RAMIREZ</b> | 1059                                    | TAG NO.<br><b>2579</b> | INVOICE DATE<br><b>08/13/07</b> | INVOICE NO.<br><b>PNCS356843</b> |
| MEMPHIS, TN                   | LABOR RATE                      |   | 20,080                 | COLOR<br><b>BLUE/</b>           | STOCK NO.                        |
|                               | YEAR / MAKE / MODEL             | <b>06/CHEVROLET/COBALT/4 DOOR SEDAN</b> |                        |                                 | DELIVERY DATE<br><b>05/23/06</b> |
|                               | VEHICLE ID NO.                  | <b>1G1AL55FX67</b>                      |                        |                                 | DELIVERY MILES                   |
|                               | R.T.E. NO.                      |   | P.Q. NO.               |                                 | SELLING DEALER NO.               |
|                               | BUSINESS PHONE                  | COMMENTS                                |                        |                                 | MO: 20080                        |

**TOTALS**

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THANK YOU FOR CHOOSING SUNRISE PONTIAC-GMC, INC.!!

WE WANT YOU TO BE "COMPLETELY SATISFIED"

|                  |      |
|------------------|------|
| 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**

**SELLER'S**

DISCLAIMER OF WARRANTY

AGREEMENT TO ARBITRATION

CUSTOMER SIGNATURE

\*\*\*\*\*

DUPLICATE INVOICE

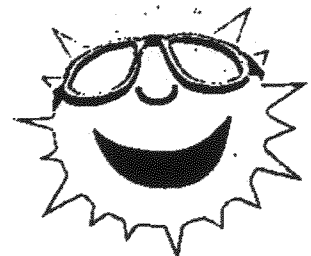
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**ESIS-GM CLAIMS UNIT**

**SUNRISE**





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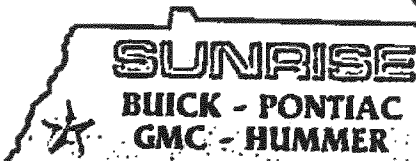
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COLLIERVILLE, TN 38017

|                               |  |  |                                 |                                  |
|-------------------------------|--|--|---------------------------------|----------------------------------|
| CUSTOMER NO.<br><b>160125</b> | ADVISOR<br><b>VINCE RAMIREZ</b>                | TAG NO.<br><b>1059 1495</b>                                    | INVOICE DATE<br><b>10/22/07</b> | INVOICE NO.<br><b>PNC5360856</b> |
| MEMPHIS, TN                   | LABOR RATE<br><b>23,935</b>                    | YEAR / MAKE / MODEL<br><b>06/CHEVROLET/COBALT/4 DOOR SEDAN</b> | COLOR<br><b>BLUE/</b>           | STOCK NO.                        |
|                               | VEHICLE ID NO.<br><b>1 G 1 A L 5 5 F X 6 7</b> | DELIVERY DATE<br><b>05/23/06</b>                               | DELIVERY MILES                  | PRODUCTION DATE                  |
|                               | R.T.E. NO.                                     | SELLING DEALER NO.   |                                 |                                  |
|                               | R.O. NO.                                       | R.O. DATE<br><b>10/22/07</b>                                   |                                 |                                  |
| BUSINESS PHONE                | COMMENTS                                       |  |                                 |                                  |

MO: 23935

## LABOR &amp; PARTS

J# 1 57PNZ TRIM HOURS: 0.50 TECH(S):21  
 CUST STATES REMOTE NOT WORKING  
 INTERNAL TRANSMITTER FAILURE.  
 CHECK TRANSMITTER WITH TESTER.CHECKED GOOD.TRIED  
 PROGRAMING.WOULD NOT PROGRAM.REPLACED ONE TRANSMITTER &  
 PROGRAMED.6C/R4490/.2 ADD .3 DIAG  
 E

## WARRANTY

SELLER'S  
DISCLAIMER OF WARRANTY

| PARTS   | QTY | FP-NUMBER | DESCRIPTION      | UNIT PRICE |
|---------|-----|-----------|------------------|------------|
| JOB # 1 | 1   | 22733523  | TRANSHITT 10.485 |            |

JOB # 1 TOTAL PARTS

WARRANTY  
0.00

JOB # 1 TOTAL LABOR &amp; PARTS

0.00

COMMENTS  
WAIT

## AGREEMENT IN ASSURANCE

## TOTALS

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|                 |      |
|-----------------|------|
| TOTAL LABOR.... | 0.00 |
| TOTAL PARTS.... | 0.00 |
| TOTAL SUBLET... | 0.00 |
| TOTAL G.O.G.... | 0.00 |
| TOTAL MISC CHG. | 0.00 |
| TOTAL MISC DISC | 0.00 |
| TOTAL TAX.....  | 0.00 |

TOTAL INVOICE \$ 0.00

Any part with an (\*) asterisk beside it is a LIMITED LIFE-TIME warranty part. Excludes parts replaced under factory warranty.

THANK YOU FOR CHOOSING SUNRISE PONTIAC-GMC, INC.!!

WE WANT YOU TO BE "COMPLETELY SATISFIED"

CUSTOMER SIGNATURE

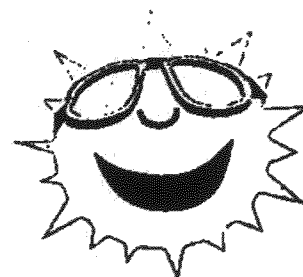
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ESIS-CM CLAIMS UNIT

SUNRISE



5

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C19 B61  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Jemeia Price**  
Claims Administrator

July 17, 2008

[REDACTED]  
Memphis, TN [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: [REDACTED]  
Our Client: General Motors Corporation  
Date/Event: 3/1/08  
Vehicle: 2006 Chevrolet Cobalt  
VIN: 1G1AL55FX67 [REDACTED]

Dear [REDACTED]

This will confirm that we have completed our review of your claim regarding your 2006 Chevrolet Cobalt. At this time, based on all documentation received and reviewed, ESIS, on behalf of General Motors Corporation, will not be in a position to honor your request for damages. If you have any additional evidence that supports your claim of a product defect, please forward it to my attention for further review.

Also, you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.

Sincerely,

**Jemeia Price**  
Claims Administrator

PE10-005

GM

4/14/2010

ATTACHMENT

Q 03

Subject Legal

ATT



# Service Request Detail

|                             |  |              |                      |           |                         |
|-----------------------------|--|--------------|----------------------|-----------|-------------------------|
| SR No. 71-816773617         | Ref No.  | Goodwill     | No Goodwill Offered  | BRC Type  | PAR                     |
| Account                     | Site   | GW SubType   |                      | Sus. Unit | BRC                     |
| Last Name                   | First Name   | Approval     | Not Initiated        | Area      | PAR                     |
| Daytime #                   | Evening #  | UCC          | Steering - General   | Sub-Area  | Initiate PAR- Collision |
| Address                     | City Blytheville   | Involved Dir | Nebo Chevrolet, Inc. | Safety    | Yes                     |
| State AR ZipCd              | Con Acct   | Source       | Phone                | Updated   | 4/9/2008 11:29:23 AM    |
| Serial #/VIN 1G1AK52F857    | Model Year 2005  | Priority     | Medium               | Owner     | HOLLARAL                |
| Make Chevrolet              | Warr. Start 05/10/2005   | Status       | Open                 | Opened    | 4/2/2008 04:28:47 PM    |
| Model Cobalt                | Mileage 35000  | Sub-Status   |                      | Closed    |                         |
| Abstract Steering - General |  |              |                      |           |                         |
| Customer Description        | ***PAR File*** Please forward all inquiries to Alyson Hollar ext 21049. Do not assume. |              |                      |           |                         |

## Pre-PAR

|                            |                                       |                  |   |                 |              |            |              |                |
|----------------------------|---------------------------------------|------------------|---|-----------------|--------------|------------|--------------|----------------|
| PAR Notifier               | Incident Date/Time                    | Injures          | # Other Veh   | # People in Veh | Road Surface | Road Cond. | Fire Report# | Police Report# |
| Owner                      | 3/7/2008 03:30:14 PM                  | Y                | 1   | 3               | Concrete     | Icy        | N/A          | 470308060      |
| Driver Last Name           | Driver First Name                     | Height           | DOB   | Disabilities    |              |            |              |                |
|                            |                                       | 5'5              | 12/11/1981  | Nickel Allergy  |              |            |              |                |
| Insurance Agent First Name | Phone #                               | Insurance Agency |   |                 |              |            |              |                |
| Lysight Shawn              | (800) 531-8222                        | USAA             |   |                 |              |            |              |                |
| Incident Loc               | Hwy 151 between Gosnell & Blytheville | Incident Desc    | I had an accident and the airbags didnt deployed and the veh flipped and its now totalled because we hit a ditch. |                 |              |            |              |                |
| Component                  | Steering, Airbags                     | Damage Desc      | Totalled, damaged in the front  |                 |              |            |              |                |
| Vehicle Loc                | my veh is with my insurance - USAA    | Add'l Info       |   |                 |              |            |              |                |
| Emergency Svc Names        | Trup C                                | Maint Loc        | Nebo Chevrolet  |                 |              |            |              |                |

## PAR Detail

|                        |  |                      |                 |                         |                          |                      |            |      |
|------------------------|--|----------------------|-----------------|-------------------------|--------------------------|----------------------|------------|------|
| Collision              | Y                                      | Non Collision        | Property Damage | N                       | Thermal Evt              | N                    | Spec Equip | None |
| Vehicle Speed          | 35                                     | Weather Condition    | Icy             | Prop Owner              | n/a                      | Property Type        | n/a        |      |
| Last Service Date      |  | Loc Last Service     |                 | Property Location       | n/a                      | Prop Est Repair Cost |            |      |
| Veh Est Repair Cost    |  | Spec Equip Installer | n/a             | Prop Damage Description | None                     |                      |            |      |
| Primary Veh Use        | Personal                               | Inspection Type      |                 | Inspected By            | Inspection Not Performed | Inspection Date/Time |            |      |
| Veh Damage Description | Totalled, damaged in the front, bumper |                      |                 | Explain Other           | File sent to ES/S        |                      |            |      |



## Service Request Detail

### PAR Injuries

| Last Name  | First Name | DOB | Location                    | Phone #                           | Seating Pos | Restraint Type |
|--|------------|-----|-----------------------------|-----------------------------------|-------------|----------------|
|  |            |     | Occupant of Owner's Vehicle |                                   | Driver      | Seat Belts     |
| Injury Description                                   |            |     | Medical Rpt#                | Treatment Location                |             | Treated By     |
| Slipped disk in back, leg is sore, neck and arm sore |            |     | Unknown                     | Dr. Odhams, Blytheville, AR 72315 |             | Dr. Odhams     |
| Street Address                                       |            |     | City                        | State                             | Zip Code    |                |
| 804 Lauderdale Rd                                    |            |     | Blytheville                 | AR                                | 72315-2216  |                |

### Activities

| Created              | Created By | Assigned To        | Activity Type       | Activity Sub-Type | Status          | Completed | Description       |
|----------------------|------------|--------------------|---------------------|-------------------|-----------------|-----------|-------------------|
| 4/9/2008 11:18:27 AM | HOLLARAL   | HOLLARAL           | Scheduled Follow-up |                   | Scheduled Alarm |           | File sent to ESIS |
| Contact Last Name    |            | Contact First Name | Account             |                   | BAC Code        |           |                   |

Comments

Confidential Comments

| Created              | Created By | Assigned To        | Activity Type | Activity Sub-Type           | Status   | Completed            | Description |
|----------------------|------------|--------------------|---------------|-----------------------------|----------|----------------------|-------------|
| 4/9/2008 11:17:06 AM | HOLLARAL   | HOLLARAL           | BRC PAR       | ESIS- Insurance Involvement | Done     | 4/9/2008 11:18:26 AM | ESIS case   |
| Contact Last Name    |            | Contact First Name | Account       |                             | BAC Code |                      |             |

Comments

Assigned to ESIS for insurance involvement.

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

| Created              | Created By | Assigned To        | Activity Type     | Activity Sub-Type          | Status   | Completed            | Description                |
|----------------------|------------|--------------------|-------------------|----------------------------|----------|----------------------|----------------------------|
| 4/9/2008 11:17:05 AM | HOLLARAL   | HOLLARAL           | Ownership Changed | Ownership Escalated to BRC | Done     | 4/9/2008 11:17:05 AM | Ownership Escalated to BRC |
| Contact Last Name    |            | Contact First Name | Account           |                            | BAC Code |                      |                            |

Comments

Confidential Comments

## Service Request Detail

### Activities

| Created              | Created By         | Assigned To | Activity Type | Activity Sub-Type            | Status      | Completed | Description      |
|----------------------|--------------------|-------------|---------------|------------------------------|-------------|-----------|------------------|
| 4/9/2008 11:13:20 AM | HOLLARAL           | ESISBIQU    | Escalation    | ESIS - Insurance Involvement | In Progress |           | Assigned to ESIS |
| Contact Last Name    | Contact First Name | Account     | BAC Code      |                              |             |           |                  |

#### Comments

Cust was in a collision that she is alleging was caused by the steering locking up. Cust insurance company has paid her out for the veh.

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

| Created              | Created By         | Assigned To | Activity Type     | Activity Sub-Type | Status | Completed            | Description   |
|----------------------|--------------------|-------------|-------------------|-------------------|--------|----------------------|---|
| 4/7/2008 11:25:28 AM | DRAHEICM           | HOLLARAL    | Ownership Changed |                   | Done   | 4/7/2008 11:25:28 AM | Service Request Ownership has changed FROM: ZACATEJA TO: HOLLARAL |
| Contact Last Name    | Contact First Name | Account     | BAC Code          |                   |        |                      |   |

#### Comments

Confidential Comments

| Created              | Created By         | Assigned To | Activity Type | Activity Sub-Type      | Status | Completed            | Description |
|----------------------|--------------------|-------------|---------------|------------------------|--------|----------------------|-------------|
| 4/7/2008 11:25:11 AM | DRAHEICM           | HOLLARAL    | BRC PAR       | Initial Contact- Phone | Done   | 4/8/2008 11:08:19 AM | called      |
| Contact Last Name    | Contact First Name | Account     | BAC Code      |                        |        |                      |             |

#### Comments

Cust sts: Cust slid off an icy road because her steering locking up causing the veh to go into a ditch and the veh flipped. Cust concerned that the air bags did not deploy and that the steering did not work. Insurance company has taken ownership of the veh and paid out for the veh.

CRS adv: Will need to forward file to central claims dept, they will contact cust in 7-10 business days. Is there anything else CRS can do for cust?

Cust sts: No they can also reach me at 870-635-0925.

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

| Created              | Created By | Assigned To        | Activity Type | Activity Sub-Type       | Status | Completed            | Description |
|----------------------|------------|--------------------|---------------|-------------------------|--------|----------------------|-------------|
| 4/7/2008 11:25:04 AM | DRAHEICM   | HOLLARAL           | BRC PAR       | Initial Contact- Dealer | Done   | 4/9/2008 11:12:31 AM | called      |
| Contact Last Name    |            | Contact First Name |               | Account                 |        | BAC Code             |             |

**Comments**  
GEORGE NUNNALLY CHEVROLET, INC.  
PO BOX 120  
BENTONVILLE, AR 72712-0120  
(479) 273-5555

CRS spoke with: Chatham Cornell - Svc Director

CRS adv: Cust was in a collision that she is alleging was caused by the steering locking up. Calling to see if cust had any previous related concerns or repairs.

On st: Veh was under enterprise rental and there were no previous concerns or repairs with the veh. Veh has not been here since 12/2008.

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

| Created              | Created By | Assigned To        | Activity Type | Activity Sub-Type    | Status | Completed            | Description |
|----------------------|------------|--------------------|---------------|----------------------|--------|----------------------|-------------|
| 4/7/2008 11:24:59 AM | DRAHEICM   | HOLLARAL           | BRC PAR       | Initial Contact- AVM | Done   | 4/9/2008 11:05:29 AM | called      |
| Contact Last Name    |            | Contact First Name |               | Account              |        | BAC Code             |             |

**Comments**  
Sedgwick Douglas Doug 972075 8427

CHEVROLET OF FAYETTEVILLE FAYETTEVILLE AR

CRS provided vehicle and cust information and a description of cust concern. CRS adv DVM that this is just an fyi but if DVM has any questions or information to call CRS.

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

| Created              | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status | Completed            | Description |
|----------------------|--------------------|-------------|---------------|-------------------|--------|----------------------|-------------|
| 4/7/2008 11:24:53 AM | DRAHEICM           | HOLLARAL    | BRC PAR       | Acknowledgement   | Done   | 4/8/2008 10:57:38 AM | called      |
| Contact Last Name    | Contact First Name | Account     | BAC Code      |                   |        |                      |             |

#### Comments

This is Alyson Hollar and I am calling from the product allegation dept at general motors. I am calling to inform you that I have received your file regarding your 2005 Chevrolet Cobalt. Does cust have time to go over file information?

Cust sts: Yes.

Conversation continued in initial-cust

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

| Created              | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status | Completed            | Description   |
|----------------------|--------------------|-------------|---------------|-------------------|--------|----------------------|---------------|
| 4/7/2008 11:24:48 AM | DRAHEICM           | HOLLARAL    | Notify CRM    |                   | Done   | 4/9/2008 10:57:31 AM | file assigned |
| Contact Last Name    | Contact First Name | Account     | BAC Code      |                   |        |                      |               |

#### Comments

Confidential Comments

| Created              | Created By         | Assigned To | Activity Type | Activity Sub-Type | Status | Completed            | Description  |
|----------------------|--------------------|-------------|---------------|-------------------|--------|----------------------|--------------|
| 4/7/2008 11:24:44 AM | DRAHEICM           | HOLLARAL    | Research      |                   | Done   | 4/9/2008 10:57:29 AM | research lvn |
| Contact Last Name    | Contact First Name | Account     | BAC Code      |                   |        |                      |              |

#### Comments

Scanned VIN-no related service requests  
Checked GMVIS-no related recalls or repairs

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

| Created              | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed            | Description                         |
|----------------------|------------|--------------------|---------------|-------------------|--------|----------------------|-------------------------------------|
| 4/7/2008 11:24:31 AM | DRAHEICM   | HOLLARAL           | BRC PAR       | Case Assigned     | Done   | 4/9/2008 10:57:19 AM | assigned to alyson hollar ext 21049 |
| Contact Last Name    |            | Contact First Name |               | Account           |        | BAC Code             |                                     |

#### Comments

Received.

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

| Created              | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed            | Description   |
|----------------------|------------|--------------------|---------------|-------------------|--------|----------------------|---|
| 4/4/2008 08:55:01 AM | DRAHEICM   | ZACATEJA           | SR Opened     |                   | Done   | 4/4/2008 08:55:01 AM | SR in Status of Closed has been Re-Opened by DRAHEICM |
| Contact Last Name    |            | Contact First Name |               | Account           |        | BAC Code             |   |

#### Comments

Confidential Comments

| Created              | Created By | Assigned To        | Activity Type         | Activity Sub-Type | Status | Completed            | Description                                |
|----------------------|------------|--------------------|-----------------------|-------------------|--------|----------------------|--|
| 4/4/2008 08:54:59 AM | DRAHEICM   | ZACATEJA           | SR Closed - Satisfied |                   | Done   | 4/4/2008 08:54:59 AM | Service Request has been Closed Satisfied. |
| Contact Last Name    |            | Contact First Name |                       | Account           |        | BAC Code             |  |

Confidential Comments

| Created              | Created By | Assigned To        | Activity Type | Activity Sub-Type | Status | Completed            | Description                     |
|----------------------|------------|--------------------|---------------|-------------------|--------|----------------------|---------------------------------|
| 4/2/2008 05:05:13 PM | ZACATEJA   | KINZERTH           | Escalation    | Initiate PAR      | Done   | 4/4/2008 08:54:55 AM | Assigning activity to PAR QUEUE |
| Contact Last Name    |            | Contact First Name |               | Account           |        | BAC Code             |                                 |

#### Comments

CRS advised that a person from the PAR Department will contact the customer within 2 business days.

Jason Matthews/CAC/MLA/T1

Received and assigned in PAR

Thaddeus Kinzer/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

| Created              | Created By         | Assigned To | Activity Type         | Activity Sub-Type | Status | Completed            | Description   |
|----------------------|--------------------|-------------|-----------------------|-------------------|--------|----------------------|---|
| 4/2/2008 04:31:07 PM | ZACATEJA           | ZACATEJA    | Inbound Call Customer | Complex Request   | Done   | 4/2/2008 05:04:57 PM | Alleged product allegation - airbags didnt deployed |
| Contact Last Name    | Contact First Name | Account     | BAC Code              |                   |        |                      |   |

#### Comments

cust sis: the airbags didnt deployed on my veh, both the driver and passenger side. I was not alone in the veh my daughter and my godmother was also in the veh went the incident happenned.

- we hit a ditch so the veh flipped and the airbags didnt deployed.
- I bought the veh used.
- my veh now is totaled after the incident.

cust sks: RFI recall

crs adv: CRS advised that a person from the PAR Department will contact the customer within 2 business days

Jason Matthews/CAC/MLAT1

Confidential Comments

### UCC Information

| UCC Code   | Symptom                             | Description   |
|------------|-------------------------------------|---|
| C46<br>M01 | SIR - Did Not Deploy<br>Inoperative | Restraints - (SIR) - Driver Front<br>Steering - General |

# GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

[Help](#)

|       |             |
|-------|-------------|
| VIN : | 1G1AK52F857 |
|-------|-------------|

## VEHICLE INFORMATION

|                       |  |                           |                |
|-----------------------|--|---------------------------|----------------|
| Merchandising Model : | 1AK69 -2005 COBALT 4-DOOR SEDAN  | Warranty Start Date :     | 05/10/2005     |
| BARS Order Type :     | 50 - FLEET   |                           |                |
| Delivering Dealer :   | CHEVROLET OF FAYETTEVILLE<br>1310 W SHOWROOM DR<br>FAYETTEVILLE, AR 72704-6806<br>(479) 251-2100 | Selling Source :          | 13 - CHEVROLET |
|                       |  | Site Code :               | 17443          |
|                       |  | Business Associate Code : | 184318         |
| Service Contract :    | No   | Branded Title :           | No             |
|                       |  | Warranty Block :          | No             |
|                       |  | PDI Status :              | Paid           |

## REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

## SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

## ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

## APPLICABLE WARRANTIES

| Description  | Effective Date | Effective Odometer | End Date   | End Odometer |
|--|----------------|--------------------|------------|--------------|
| 36/36000 BUMPER TO BUMPER LIMITED WARRANTY                   | 05/10/2005     | 10 miles           | 05/10/2008 | 36010 miles  |
| 72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY | 05/10/2005     | 10 miles           | 05/10/2011 | 100010 miles |
| 96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM            | 05/10/2005     | 10 miles           | 05/10/2013 | 80010 miles  |
| 36/36000 FEDERAL EMISSION                                    | 05/10/2005     | 10 miles           | 05/10/2008 | 36010 miles  |
| 60/60000 POWERTRAIN - U.S. LIMITED WARRANTY                  | 05/10/2005     | 10 miles           | 05/10/2010 | 60010 miles  |

## CLAIM HISTORY

| R.O Date   | R.O Number | Type | Labor Operation                                 | Odometer Reading |
|------------|------------|------|---|------------------|
| 12/12/2006 | 179281     | #    | K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE | 30476 miles      |
| 06/26/2006 | 172973     | #    | N0100 - BATTERY - CHARGE AND TEST               | 22949 miles      |

|            |        |   |   |             |
|------------|--------|---|---|-------------|
| 06/26/2006 | 172973 | # | E7200 - IGNITION LOCK CYLINDER REPLACEMENT      | 22949 miles |
| 06/26/2006 | 172973 | # | K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE | 22949 miles |
| 09/27/2005 | 782435 | # | Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)   | 5869 miles  |
| 05/09/2005 | A15819 | 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

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|       |             |
|-------|-------------|
| VIN : | 1G1AK52F857 |
|-------|-------------|

### CLAIM HISTORY

|                     |           |   |      |   |  |                           |  |                    |                |             |          |
|---------------------|-----------|---|------|---|--|---------------------------|--|--------------------|----------------|-------------|----------|
| Repair Order Date : |           | 12/12/2006  |      | Repair Order Number :                           |  | 179281                    |  | Odometer Reading : |                | 30476 miles |          |
| Serviced By :       |           | GEORGE NUNNALLY CHEVROLET, INC.<br>PO BOX 120<br>BENTONVILLE, AR 72712-0120<br>(479) 273-5555 |      |   |  | Selling Source :          |  |                    | 13 - CHEVROLET |             |          |
|                     |           |   |      |   |  | Site Code :               |  |                    | 05247          |             |          |
|                     |           |   |      |   |  | Business Associate Code : |  |                    | 112087         |             |          |
| Cycle Date          | Cycle Nbr | Case  | Type | Labor Operation                                 |  | Part                      |  | Auth Code          | Person Code    | Line Total  | Comments |
| 12/19/2006          | 753       | 01  | #    | K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE |  | 15926820 - CONTROL        |  | E                  | N/A            | \$ 204.32   | N        |

|                     |           |   |      |   |  |                           |           |                    |            |             |  |
|---------------------|-----------|---|------|---|--|---------------------------|-----------|--------------------|------------|-------------|--|
| Repair Order Date : |           | 06/26/2006  |      | Repair Order Number :                           |  | 172973                    |           | Odometer Reading : |            | 22949 miles |  |
| Serviced By :       |           | GEORGE NUNNALLY CHEVROLET, INC.<br>PO BOX 120<br>BENTONVILLE, AR 72712-0120<br>(479) 273-5555 |      |   |  | Selling Source :          |           | 13 - CHEVROLET     |            |             |  |
|                     |           |   |      |   |  | Site Code :               |           | 05247              |            |             |  |
|                     |           |   |      |   |  | Business Associate Code : |           | 112087             |            |             |  |
| Cycle Date          | Cycle Nbr | Case  | Type | Labor Operation                                 |  | Part                      | Auth Code | Person Code        | Line Total | Comments    |  |
| 07/04/2006          | 705       | 01  | #    | N0100 - BATTERY - CHARGE AND TEST               |  | N/A                       | N/A       | N/A                | \$ 13.38   | N           |  |
| 07/04/2006          | 705       | 02  | #    | E7200 - IGNITION LOCK CYLINDER REPLACEMENT      |  | 15282624 - CYL KIT        | N/A       | N/A                | \$ 107.12  | N           |  |
| 07/04/2006          | 705       | 03  | #    | K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE |  | 22706232 - HANDLE         | N/A       | N/A                | \$ 104.75  | N           |  |

|                     |   |                       |        |                    |                |
|---------------------|---|-----------------------|--------|--------------------|----------------|
| Repair Order Date : | 09/27/2005  | Repair Order Number : | 782435 | Odometer Reading : | 5869 miles     |
| Serviced By :       | GM ROADSIDE ASSISTANCE/CCAS<br>ONE CABOT RD<br>MEDFORD, MA 02155-5117 |                       |        | Selling Source :   | 13 - CHEVROLET |
|                     |   |                       |        | Site Code :        | 34415          |

|            |           |      |      |   | Business Associate Code : |           | 207453      |            |          |  |
|------------|-----------|------|------|---|---------------------------|-----------|-------------|------------|----------|--|
| Cycle Date | Cycle Nbr | Case | Type | Labor Operation                               | Part                      | Auth Code | Person Code | Line Total | Comments |  |
| 10/07/2005 | 628       | 01   | #    | Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START) | N/A                       | C         | N/A         | \$ 45.88   | N        |  |

|                     |           |  |      |   |  |                           |  |                    |             |            |          |
|---------------------|-----------|--|------|---|--|---------------------------|--|--------------------|-------------|------------|----------|
| Repair Order Date : |           | 05/09/2005   |      | Repair Order Number :                       |  | A15819                    |  | Odometer Reading : |             | 0 miles    |          |
| Serviced By :       |           | CHEVROLET OF FAYETTEVILLE<br>1310 W SHOWROOM DR<br>FAYETTEVILLE, AR 72704-6806<br>(479) 251-2100 |      |   |  | Selling Source :          |  | 13 - CHEVROLET     |             |            |          |
|                     |           |  |      |   |  | Site Code :               |  | 17443              |             |            |          |
|                     |           |  |      |   |  | Business Associate Code : |  | 184318             |             |            |          |
| Cycle Date          | Cycle Nbr | Case   | Type | Labor Operation                             |  | Part                      |  | Auth Code          | Person Code | Line Total | Comments |
| 05/13/2005          | 586       | 01   | I    | Z7000 - PRE-DELIVERY INSPECTION - BASE TIME |  | N/A                       |  | N/A                | N/A         | \$ 76.05   | N        |

## CHECK HISTORY

|  |
|--|
| Vehicle Has No Associated Check History. |
|--|

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## GM Vehicle Inquiry System

### Vehicle Build

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|     |             |
|-----|-------------|
| VIN | 1G1AK52F857 |
|-----|-------------|

#### VEHICLE BUILD

|                               |                                 |                |        |
|-------------------------------|---------------------------------|----------------|--------|
| Merchandising Model :         | 1AK69 -2005 COBALT 4-DOOR SEDAN |                |        |
| Gross Vehicle Weight Rating : | 1707 kg (3764 lb)               | Order Number : | HZNWHJ |
| Build Date :                  | 05/09/2005                      | Build Plant :  | 157A   |

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

#### OPTION CODES

|   |   |
|---|---|
| AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS | AR9 - DELUXE FRONT BUCKET SEAT                |
| BZ3 - GM PRODUCTION WEEK #12                  | CIU - FLT-ENTERPRISE RENT A CAR               |
| C67 - ELECT. FRONT AIR CONDITIONER            | DC8   |
| DT4 - ASHTRAY AND LIGHTER                     | FE1 - SUSPENSION SYSTEM-SOFT RIDE             |
| FE9 - 50-STATE EMISSIONS                      | FLT - FLEET PROCESSING OPTION                 |
| FY1 - TRANS/AXLE 3.63 RATIO                   | IPB - INTERIOR TRIM DESIGN                    |
| J41 - POWER DISC FRONT BRAKES                 | K64 - 115 AMP GENERATOR                       |
| LOD - ASSEMBLY PLANT - LORDSTOWN, OHIO        | L61 - 2.2L DOHC 4 CYL ENGINE                  |
| MN5 - 4 SPEED AUTO TRANSMISSION               | MX0 - 4-SPD. AUTO. TRANS. W/OVERDRIVE         |
| NT7 - FEDERAL EMISSION TIER 2                 | N46 - 4 SPOKE STEERING WHEEL                  |
| PG1 - 15" STEEL WHEEL                         | QTU - P195/60R15 TOURING BW TIRES             |
| R6F - IDENTIFY B-CODE USERS                   | UQ4 - BASE SPEAKER SYSTEM                     |
| U1C - AM/FM STEREO W/CD AND CLOCK             | VM3 - CONSUMER INFORMATION LABEL              |
| VQ2 - FLEET ORDERING AND ASSISTANCE           | VX7 - LONG TERM DAILY RENTAL PROGRAM          |
| V2G - FULL FUEL FILL CREDIT                   | V73 - STATEMENT OF VEHICLE CERT.- U.S./CANADA |
| 1SA - BASE PACKAGE                            | 1SZ - OPTION PACKAGE DISCOUNT                 |
| 14B - GRAY                                    | 14I - GRAY                                    |
| 6AR - FRONT SPRING                            | 7AR - FRONT SPRING                            |

|                             |                   |
|-----------------------------|-------------------|
| 8AA - REAR SPRING           | 9AA - REAR SPRING |
| 95U - ULTRA SILVER METALLIC |                   |

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ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Sean Kelly**  
Claims Administrator

April 22, 2008

**VIA FACSIMILE (800.531.8669)**

[REDACTED]  
San Antonio TX [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: [REDACTED]  
Our Client: General Motors Corporation  
Date/Event: 3-7-08  
Your File: 19325877

Dear [REDACTED]

The following is the download summary from your 2005 Cobalt.

Our investigator, Ralph Lemongelli, performed this download on April 29, 2008.

Sincerely,

*Sean Kelly*

Sean Kelly

Enclosure: SDM Summary

## CDR File Information

|                               |   |
|-------------------------------|---|
| Vehicle Identification Number | 1G1AK52F857   |
| Investigator                  | Ralph J Lemongelli III, Midwest Collision Consultants |
| Case Number                   |   |
| Investigation Date            | Tuesday, April 29 2008                                |
| Crash Date                    | Friday, March 7 2008                                  |
| Filename                      | 1G1AK52F857 CDR                                       |
| Saved on                      | Tuesday, April 29 2008 at 03:30:08 PM                 |
| Collected with CDR version    | Crash Data Retrieval Tool 3.09                        |
| Reported with CDR version     | Crash Data Retrieval Tool 3.09                        |
| EDR Device Type               | airbag control module                                 |
| Event(s) recovered            | Non-Deployment  |

## Data Limitations

### SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times. The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event, and then the Deployment Level Event will overwrite the Non-Deployment Event file.

### SDM Data Limitations:

- SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.
- Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.
- Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
- SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.
- Brake Switch Circuit Status indicates the status of the brake switch circuit.
- Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The Ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left. For Cadillac STS models with Stabilatrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

### SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

- Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication

network.

-The Belt Switch Circuit is wired directly to the SDM.

### Multiple Event Data

|   |     |
|---|-----|
| Associated Events Not Recorded                          | 1   |
| An Event(s) Preceded the Recorded Event(s)              | No  |
| An Event(s) was in Between the Recorded Event(s)        | No  |
| An Event(s) Followed the Recorded Event(s)              | Yes |
| The Event(s) Not Recorded was a Deployment Event(s)     | No  |
| The Event(s) Not Recorded was a Non-Deployment Event(s) | Yes |

### System Status At AE

|  |            |
|--|------------|
| Vehicle Identification Number                | **1AK52F*5 |
| Low Tire Pressure Warning Lamp (If Equipped) | Invalid    |
| Vehicle Power Mode Status                    | Run        |
| Remote Start Status (If Equipped)            | Inactive   |
| Run/Crank Ignition Switch Logic Level        | Active     |
| Brake System Warning Lamp (If Equipped)      | OFF        |

### System Status At 1 second

|   |             |
|---|-------------|
| Transmission Range (If Equipped)                  | Third Gear  |
| Transmission Selector Position (If Equipped)      | Fourth Gear |
| Traction Control System Active (If Equipped)      | Invalid     |
| Service Engine Soon (Non-Emission Related) Lamp   | OFF         |
| Service Vehicle Soon Lamp                         | OFF         |
| Outside Air Temperature (degrees F) (If Equipped) | 32          |
| Left Front Door Status (If Equipped)              | Closed      |
| Right Front Door Status (If Equipped)             | Closed      |
| Left Rear Door Status (If Equipped)               | Unused      |
| Right Rear Door Status (If Equipped)              | Unused      |
| Rear Door(s) Status (If Equipped)                 | Closed      |

### Pre-crash data

| Parameter   | -2 sec  | -1 sec  |
|---|---------|---------|
| Reduced Engine Power Mode                         | OFF     | OFF     |
| Cruise Control Active (If Equipped)               | Invalid | Invalid |
| Cruise Control Resume Switch Active (If Equipped) | Invalid | Invalid |
| Cruise Control Set Switch Active (If Equipped)    | Invalid | Invalid |

### Pre-crash data

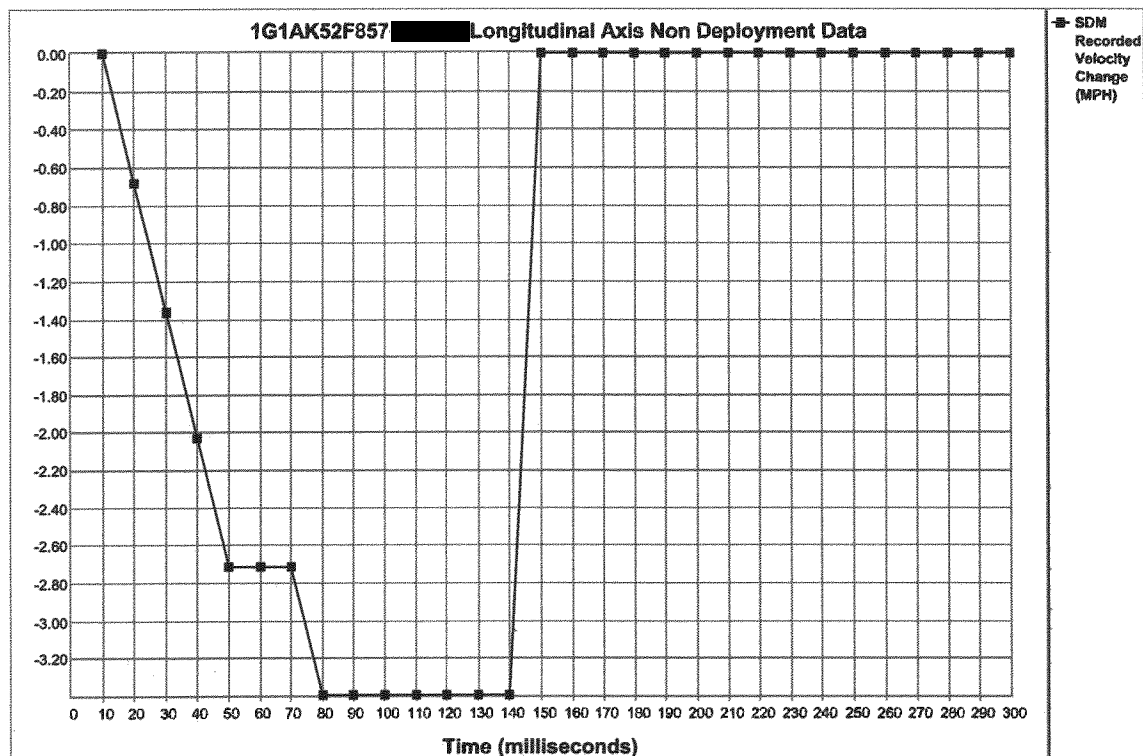
| Parameter   | -5 sec  | -4 sec  | -3 sec  | -2 sec  | -1 sec  |
|---|---------|---------|---------|---------|---------|
| Vehicle Speed (MPH)                                       | 39      | 39      | 42      | 35      | 29      |
| Engine Speed (RPM)  | 1472    | 1472    | 1280    | 1152    | 1920    |
| Percent Throttle  | 31      | 37      | 16      | 14      | 47      |
| Accelerator Pedal Position (percent)                      | 9       | 14      | 0       | 0       | 27      |
| Antilock Brake System Active (If Equipped)                | Invalid | Invalid | Invalid | Invalid | Invalid |
| Lateral Acceleration (feet/s <sup>2</sup> ) (If Equipped) | Invalid | Invalid | Invalid | Invalid | Invalid |
| Yaw Rate (degrees per second) (If Equipped)               | Invalid | Invalid | Invalid | Invalid | Invalid |
| Steering Wheel Angle (degrees) (If Equipped)              | 0       | 0       | 0       | 0       | 0       |



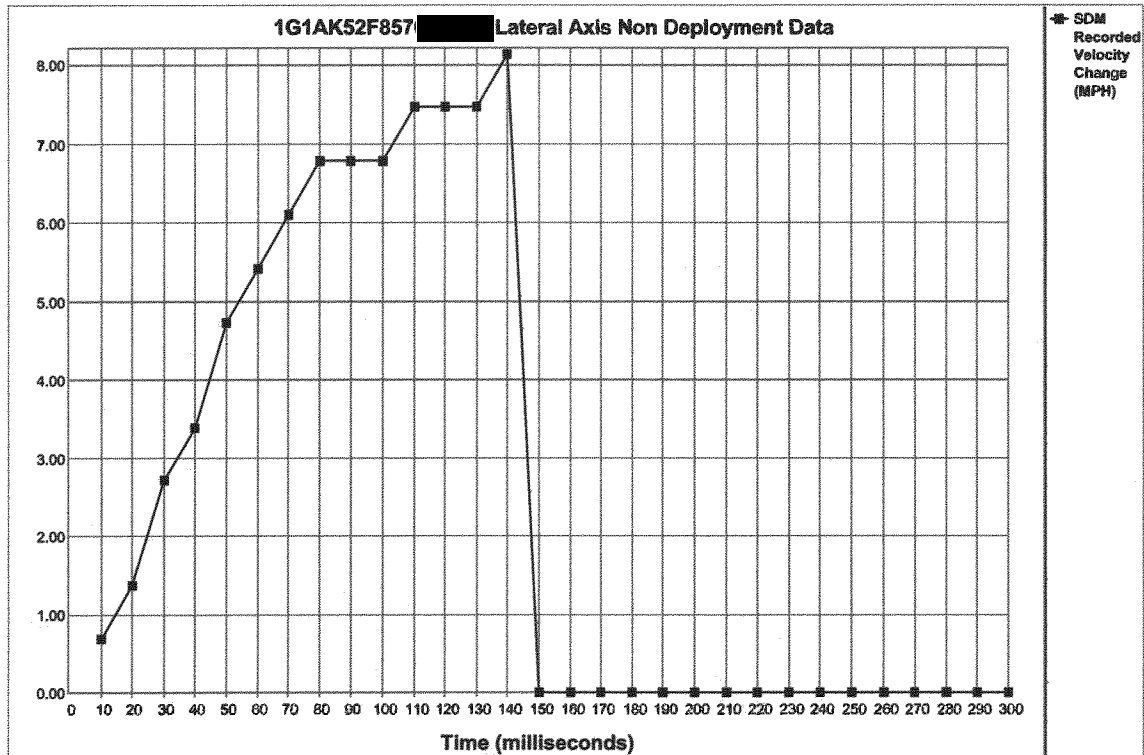
| Parameter   | -5 sec  | -4 sec  | -3 sec  | -2 sec  | -1 sec  |
|---|---------|---------|---------|---------|---------|
| Vehicle Dynamics<br>Control Active (If<br>Equipped) | Invalid | Invalid | Invalid | Invalid | Invalid |

## System Status At Non-Deployment

|  |         |
|--|---------|
| Ignition Cycles At Investigation                                   | 4796    |
| SIR Warning Lamp Status  | OFF     |
| SIR Warning Lamp ON/OFF Time (seconds)                             | 170470  |
| Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously | 199     |
| Ignition Cycles At Event   | 4796    |
| Ignition Cycles Since DTCs Were Last Cleared                       | 254     |
| Driver's Belt Switch Circuit Status                                | BUCKLED |
| Diagnostic Trouble Codes at Event, fault number: 1                 | N/A     |
| Diagnostic Trouble Codes at Event, fault number: 2                 | N/A     |
| Diagnostic Trouble Codes at Event, fault number: 3                 | N/A     |
| Diagnostic Trouble Codes at Event, fault number: 4                 | N/A     |
| Diagnostic Trouble Codes at Event, fault number: 5                 | N/A     |
| Diagnostic Trouble Codes at Event, fault number: 6                 | N/A     |
| Maximum SDM Recorded Velocity Change (MPH)                         | 8.81    |
| Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)    | 140     |
| Driver First Stage Deployment Loop Commanded                       | No      |
| Driver Second Stage Deployment Loop Commanded                      | No      |
| Driver Side Deployment Loop Commanded                              | No      |
| Driver Pretensioner Deployment Loop Commanded                      | No      |
| Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded         | No      |
| Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded         | No      |
| Driver Knee Deployment Loop Commanded                              | No      |
| Passenger First Stage Deployment Loop Commanded                    | No      |
| Passenger Second Stage Deployment Loop Commanded                   | No      |
| Passenger Side Deployment Loop Commanded                           | No      |
| Passenger Pretensioner Deployment Loop Commanded                   | No      |
| Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded      | No      |
| Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded      | No      |
| Passenger Knee Deployment Loop Commanded                           | No      |
| Second Row Left Side Deployment Loop Commanded                     | No      |
| Second Row Left Pretensioner Deployment Loop Commanded             | No      |
| Third Row Left Roof Rail/Head Curtain Loop Commanded               | No      |
| Second Row Right Side Deployment Loop Commanded                    | No      |
| Second Row Right Pretensioner Deployment Loop Commanded            | No      |
| Third Row Right Roof Rail/Head Curtain Loop Commanded              | No      |
| Second Row Center Pretensioner Deployment Loop Commanded           | No      |
| Crash Record Locked  | No      |
| Vehicle Event Data (Pre-Crash) Associated With This Event          | Yes     |
| Deployment Event Recorded in the Non-Deployment Record             | No      |
| Event Recording Complete   | Yes     |



|                                     |      |       |       |       |       |       |       |       |       |       |       |       |       |       |      |
|-------------------------------------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|
| Time (milliseconds)                 | 10   | 20    | 30    | 40    | 50    | 60    | 70    | 80    | 90    | 100   | 110   | 120   | 130   | 140   | 150  |
| Longitudinal Axis Recorded Velocity | 0.00 | -0.68 | -1.36 | -2.03 | -2.71 | -2.71 | -2.71 | -3.39 | -3.39 | -3.39 | -3.39 | -3.39 | -3.39 | -3.39 | 0.00 |
| Time (milliseconds)                 | 160  | 170   | 180   | 190   | 200   | 210   | 220   | 230   | 240   | 250   | 260   | 270   | 280   | 290   | 300  |
| Longitudinal Axis Recorded Velocity | 0.00 | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00 |



|   |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|---|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Time (milliseconds)                         | 10   | 20   | 30   | 40   | 50   | 60   | 70   | 80   | 90   | 100  | 110  | 120  | 130  | 140  | 150  |
| Lateral Axis Recorded Velocity Change (MPH) | 0.68 | 1.36 | 2.71 | 3.39 | 4.74 | 5.42 | 6.10 | 6.78 | 6.78 | 6.78 | 7.46 | 7.46 | 7.46 | 8.13 | 0.00 |
| Time (milliseconds)                         | 160  | 170  | 180  | 190  | 200  | 210  | 220  | 230  | 240  | 250  | 260  | 270  | 280  | 290  | 300  |
| Lateral Axis Recorded Velocity Change (MPH) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

### Hexadecimal Data

All of the data that the vehicle manufacturer has requested to be retrieved is shown in the hexadecimal data section of the CDR report. It may contain data that is not converted by the CDR program.

```
$01 08 00 00 00 00 00 00
$02 10 00 00 00 00 00 00
$03 01 00 00 00 00 00 00
$04 00 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 94 32
$07 00 89 00 00 00 00 00
$08 00 FF 00 00 00 00 00
$09 00 80 7E 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 05 0F 00 00 00
$0C 00 00 00 00 00 00 00
$0D 00 00 00 00 00 00 00
$0E 00 00 00 00 00 00 00
$0F 00 00 00 00 00 00 00
$10 47 31 41 4B 35 32 46
$11 38 35 37 36 31 35 38
$12 31 39 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 00 00 00 00 00 00 00
$18 00 00 00 00 00 00 00
$19 00 00 00 00 00 00 00
$1B 3F 30 00 66 00 78 00
$1C 3F 00 00 02 00 18 00
$1D 00 00 00 00 00 00 00
$1E 00 00 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 00 00 00 00 F0 00 00
$22 00 93 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 41 6C 00 C7 00 00
$2F 00 FE 12 BC 00 00 00
$30 9D 00 00 00 00 00 00
$31 45 00 00 24 18 00 00
$32 00 00 00 80 00 00 00
$33 77 24 29 5F 4E 00 00
$34 1E 12 14 17 17 00 00
$35 2E 39 43 3E 3E 00 00
$36 00 00 00 00 00 00 00
$37 00 00 00 03 04 00 E2
$38 50 00 40 00 03 C0 00
$39 00 00 00 00 00 80 00
$3A 00 00 00 00 00 80 00
$3B 03 06 0C 00 00 00 00
$3C 00 00 00 00 00 00 C0
$3D 31 41 4B 35 32 46 00
$3E 35 61 58 19 00 00 00
$3F 29 00 90 00 00 00 00
$40 20 A5 00 00 00 00 00
$41 00 00 00 00 00 00 00
$42 00 42 97 00 C7 00 00
```

```

$43 FE 12 BC 00 00 00 00
$44 00 00 00 00 00 00 00
$45 00 00 00 00 00 00 00
$46 00 00 00 00 00 00 00
$47 01 00 02 FF 04 FE 00
$48 05 FD 07 FC 08 FC 00
$49 09 FC 0A FB 0A FB 00
$4A 0A FB 0B FB 0B FB 00
$4B 0B FB 0C FB 00 00 00
$4C 00 00 00 00 00 00 00
$4D 00 00 00 00 00 00 00
$4E 00 00 00 00 00 00 00
$4F 00 00 00 00 00 00 00
$50 00 00 00 00 00 00 00
$51 F0 00 00 00 00 00 00
$52 80 00 00 00 00 00 00
$53 0E 00 A9 00 00 00 00
$54 00 00 00 00 00 00 00
$55 00 00 00 00 00 00 00
$67 00 00 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
$69 80 FF FF FF FF 00 00
$6A FF FF FF 00 00 00 00
$6B FF FF FF FF FF FF 00
$6C FF FF FF FF FF FF 00
$6D FF FF FF FF FF FF 00
$6E FF FF FF FF FF FF 00
$6F FF FF FF FF FF FF 00
$70 FF FF FF FF FF FF 00
$71 FF FF FF FF FF FF 00
$72 FF FF FF FF FF FF 00
$73 FF FF FF FF FF FF 00
$74 FF FF FF FF FF FF 00
$75 FF FF FF FF FF FF 00
$76 FF FF FF FF FF FF 00
$77 FF FF FF FF FF FF 00
$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF FF 00

```

```

$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02 01 02 03 04
$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04 01 02 03 04
$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06 FF FF FF FF
$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$08 FF FF FF FF
$0D 41 48 34 37 30 35 52 35 30 33 38 32 33 4A 45 59
$0E 01 5A 4B 31
$0F 41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
$10 01 02 03 04
$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$14 FF FF FF FF
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 31 12 66 1A E6 87 91 9A
$22 94 32
$23 31 41 FA FA FA FA 32
$24 31 41 FA FA FA FA 32
$25 32 41 FA FA FA FA 32
$26 32 41 FA FA FA FA 32
$40 00 00
$41 3F 00 00 02 00 18
$42 10 C4
$43 00 00 8C 80

```

\$44 C6 00 00 FC C0 C0  
\$45 07 01 07 01 05 01  
\$46 FF 1A 1A 64 64  
\$47 0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64  
\$48 18 08 08  
\$B0 58  
\$B1 FD FE 00  
\$B2 FF FF FF FF FF  
\$B4 41 53 39 34 33 32 32 33 32 4C 53 44 20 20 20 20  
\$B7 50 AA 01 0F 01  
\$B8 54 41 68 04 02  
\$C1 30 46 30 31  
\$CA 30 46 30 31  
\$CB 00 E8 B0 18  
\$CC 00 E8 B0 18  
\$D1 00 00  
\$DB 00 00  
\$DC 00 00

## Comments

Subject vehicle, 2005 Chevrolet Cobalt, located at Insurance Auto Auction in Little Rock, Arkansas

At time of data retrieval:

Data was retrieved via DLC

SDM was powered by external power source

No key was present or in ignition at time of data retrieval

Odometer could not be read

Instrument panel could not be powered because no key

Ralph Lemongelli III was present