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

PE10-005

GM

4/14/2010

ATTACHMENT

Q 03

Subject Legal

ATT



Service Request Detail SR No. 71-706534701 Ref No. Goodwill No Goodwill Offered BRC Type PAR GW SubType Account Site Bus. Unit BRC Last Name First Name Approval Not initiated PAR Area Daytimo # Evening # UCC Steering - General Sub-Area Initiate PAR-Collision Address City Involved Dir Fernsworth Chevrolet, Inc. Safety Yes Stato MY ZipCd Con Acet Source Phone Updated 3/6/2009 09;29:24 AM Serial MIVIN 1G1AK55F0§7 Model Year 2006 Priority Medium License # CHEVROL Owner OGLESBMI Make Chevrolet Warr. Start 05/09/2006 Status Open Opened 3/3/2009 10:42:18 AM Model Cobalt Mileage 35000 Sub-Status Closed **Abstract** 06 Cobalt-Steering failure Customer This is a BRC PAR Case. Do not assume. Forward any inquiries to Michelle Oglesby at ex. 31394. Description

Pre-PAR

PAR Notifier	Incident Date/Time Injuries	NET O'THIS SERVICES		SISSA Secretaria de la conservación	SECRETARIA DE COMPANIO	DUNCTION IS					
Relative	2/28/2009 10:40:14 PM Y	# Other Veh		AND DESCRIPTION OF THE PROPERTY OF THE PROPERT	ad Surfa phall		Roa Day	Cond. Fire Reports	mention which the control of the con	Reports 40000346	
Oriver Last N	arne Drive	r First Name		Height		08		blilles	ap te	10000340	
				5'11		21/19					
Nash	Sam	ance Ageni e i	st Nam		25-8830			se Agency is a life of the control o			
incident Loc	State Route 96, Farmington, NY	Marini - a reprincipal de productiva de la composición de la composición de la composición de la composición d			Incider Desc	ıt	My daught	er was driving down the road on all of a sudden the steerin	and came upon a sharp t	um. She slowe	d down to make
Component	Steering						She went I	ead on into a dirt embankme	nt, spun sideways, rolled	up cost control o up costo life rigi	n vie venicie. nt side, and railed
Vehicle	Farnswood Chevrolet/5853943260				Damag Desc	9	Front and s	ide of the vehicle all smashed	d up. Possibly totaled.		
Loc					Addil tr	rfo					
Emgcy Sve Names	NY State Police/Micheel Dundon										
PAR De	431	5	Thirtmessumanus	***************************************	Maint L	OC_	Famswood	Chevrolet/5853943260	***************************************	***************************************	
											-
Collision	Y Non Collision	Property Damage	N	Thennal Evt	N	Sp	ec Equip	None			
Vehicle Speed	50	Weather Condition	dry			Pro	op Owner	n/a	Property Type	n/a	
Last Service Date		Loc Last Service					operty cation	n/a	Prop Est Repair Cost		
Veh Est Repair Cost	\$0.00	Spac Equip Installer	n/a				op Damage scription	n/e	To past dawn		
Primery Veh Use	Personal	inspection Type					pected By		Inspection Date/Time		
Veh Damage Description	Front and side of the vehicle all smash damage yet.	ed up. Possibl	y totale	d. No estimate o	n the	Exp	plain Other	nta	, ~~ **********************************		

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PAR Injuries

Injury Description		Cocupant of t	Owner's Vehicle Medical Rate	Dr	eating Pos 🐇 iver	(sealbel	
Bruising all over, pain in using it	her elbow preve	nling her from	unk		ealment Location F. Thompson Hospital		By Bra Pruil
Street Address			Gilv Farmington	State :	7ip Cede?		
Activities							
Proeted 3/6/2009 09:31:07 AM	Greated EV MARQUEM O	Assigned To MARQUEMO	Activity Type BRC PAR	Activity Sub-Type ESIS-Insurance Involvement	Status Done	Gempleted 3/6/2009 09:31:45 AM	Description ESIS- Insurance Involvement
onteet Last Name (k.) Bonnett		Contact First Jame	Name	Account		BAC Code	l
Deniments File being fowarded to E	SIS due to Insur	ence comp is im	olved.				
Monica Marquez/BRCP/ x21072 Confidential Comments			a 2 in mass access				
Preated	Created By	Assigned To	Activity Type	Activity Sub-Type	CONTROL OF THE PROPERTY OF THE	SECTION OF STREET	
/6/2009 08:29:55 AM			Escalation	ESIS - Insurance Involvement	Status In Progress	Completed	Description Assign to ESIS
	MARQUEM		Escalation	ESIS - Insurance		BAC Code	
	MARQUEM		Escalation	ESIS - Insurance Involvement			
Comments	MARQUEM O		Escalation	ESIS - Insurance Involvement			

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Activities

a compress to the compression of							
Greated 8/6/2009 09:07:29 AM	Greated By KINZERTH	Assigned To MARQUEMO	Activity Type Notify CRM	Activity Sub-Type	Status	Completed	Description
Contact Last Name					Done	3/6/2009 09:29:53 AM	ESIS - Insurance Involvement
activities (GO) PROHITO	and the second second second	Contact Firs	1 (4.99)(4.5)	Account		BAC Code	
Joinments							
				A. 187			
Confidential Comments						aller Carren	
///							
7reetee <i>\15/</i> 2009 11:33:06 AM	Greated By MERCADTO		Activity Type	Activity Sub-Type	Status	Completed	Description
	MERGAUIU	MERCADTO	Outbound Call Dealer	Made Contact	Cone	3/5/2009 11:42:18 AM	Fernsworth Chevy @ 585-394-2360
		P-1-2-P-1		Account	en e	BAC Code	
Constant of Oasts Ols		52 - \$1.4a					
irs Spoke wi: Body Sho	h wansdet cus	nes riali				1000	

Crs Adv: Was calling to inform you that the case is going to central claims office for further handling because of the insurance involvement.

Dir sis: I'm the body shop manager and I can pass this message on to Keilh. What should we do w/ the vehicle.

Cre Adv: At this point, it's pretty much up to the customer. We recommend that nothing is done to the vehicle so that we can investigate, however, it's up to the

Oir sts: ok thanks

Tonie Mercado/PAR/ATX Confidential Comments

Creatod	Created By 2	Assigned To	Activity Type	Activity Sub-Type Status Completed	Description
3/4/2009 06:42:17 PM	OGLESBMI	OGLESBMI	Scheduled Follow-up	Scheduled Alarm	-Check for ESIS pickup
Pontant Lant Harris		Firs	Name	Account BAC Code	
prominstra					
					•
Confidential Comments		all and the second second			

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Activities

	Created By OGLESBMI	Assigned To KINZERTH	BRC PAR	Activity Sub-Type ESIS- Insurance Involvement Account	Status Dena	Completed 3/6/2009 09:07:28 AM BAC Code	Description Escalating to ESIS, insurance Involvement
Vehicle involved in a collis	on due to alle	ged steering fai	ture. Insurance company Alis	tate is involved. Escafaling to	ESIS,		
Michelie Oglesby/ATX/PAF	₹						
Received and assigned for Thaddeus Kinzer/PAR Wor	r ESIS escalati rkflow/ATX	ion					
Confidential Comments					B)		
	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/4/2009 06:40:16 PM	OGLESBMI	OGLESBMI	Ownership Changed	Ownership Escalated to BRC	Done	3/4/2009 06:40:17 PM	Ownership Escalated to BRC
Cardant Last Mana	and the second second	r i	Name .	Account		BAC Code	
SAME DE LA CONTRACTION DEL LA CONTRACTION DE LA CONTRACTION DE LA CONTRACTION DEL CONTRACTION DE LA CONTRACTION DEL CONTRACTION DE LA CONTRACTION DE LA CONTRACTION DE LA CONT							
Confidential Comments							*
**************************************		Assigned To	Activity Type Scheduled Outbound Call	Activity Sub-Type	Status Pone	Completed a	Description
			Cust		Lione	3/5/2009 11:36:34 AM	Jane Bonnett-Call dir to let them know case went to central claims
£			me	Account		BAC Code	
Comments							
Confidential Comments							

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Activities

	Greated By OGLESBMI		Outbound Call Customer I Name	Activity 5(15-Typo Left Message Account	Status Done	Completed 3/4/2008 05:58:54 PM BAC Code	Description Called
CKS left message for cu Michelie Oglesby/PAR/A		phone #. Reque	sting more info/contact for cas	9.	•		
Confidential Comments							
Giostori 3/4/2009 11:30:09 AM	Created By OCLESBMI	Assigned To OGNESSMI	Activity Type Scheduled Outbound Call Cust	Activity Sub-Type	Status Done	Geophaca 3/4/2009 05:51:50 PM	Description Call for initial
Contact Last Name		Contact Firs		Account		BAC Code	
Comments Confidential Comments							
Created	Created By						
3/4/2009 10:30:20 AM Contact Last Name	ALARINAL	Assigned to OGLESBMI Contact First	Activity Type Notify CRM Name	Activity Sub-Type Other Account	Status Done	Gompleted 3/4/2009 11:08:26 AM BACCOde	Description dealer called in seeking for info
-assisting only-							
Confidential Comments						Parties 1	

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/4/2009 10:24:51 AM	ALARINAL	ALARINAL	Inbound Cell Dealer	Complex Request	Done	3/4/2009 10:30:18 AM	Mr Keith Young calling (asst.mgr for
Contact Last Name	1000	Contact First	Nama	Account		BAC Code -	Body shop)

- DLR STS:
 -this is kellth young asst mgr for the body shop
 -case number 71-706534701
 -Cust had an accident,it was towed into our dir, made us aware that this has something to do w/ the insurance, we just wants know how to proceed from here

- CRS STS:
 -tried calling ext of rep but only got VM
 -will be sending notification to the rep who handles file

Blair Johnson/Mia/CAC T1/Lvi0 emp

Confidential Comments

Greated # 3/3/2009 01:33:24 PM	Created By KINZERTH	Assigned To OGLESBMI	Activity Type Ownership Changed	Activity Sub-Type	Status Done	Gempleted 3/3/2009 01:33:24 PM	Doscription Service Request Ownership has
Contact Last Name		Contact Firs		Account		BAC Gode	changed FROM: ARRIBAAI TO: OGLESBMI
amments							and the state of t
onfidential Comments							

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Activities

Granted Created By Assigned To - Activity Type Activity Sub-Type Status Completed Description 3/3/2009 01:33:05 PM KINZERTH OGLESBMI ERC PAR Initial Contact- AVM Done 3/4/2009 11:27:50 AM Called DVM Patrick Dubay Contact Last Name BAC Code DVM Name: Patrick Dubay
Node/Mailbox: 914055 8134
Tris is Michelle Oglesby
calling from the GM Product Allegation Dept:
The request number is: 71-705534701
The Customer's name is:
The dealer involved is: Farnsworth Chavrolet
The vehicle is: 2006 Chevrolet Cobalt
The last 8 digits of the Vinif are: 67
This involved: Cust alleges a steerfun range or

This involves: Cust alleges a steering ranure caus ed a collision

Michelle Oglesby/PAR/ATX

Confidential Comments

Created Created By Assigned To Activity Type Activity Sub-Type Status Description 3/3/2009 01:32:57 PM KINZERTH OGLESBMI BRC PAR Initial Contact- Dealer 3/4/2009 11:25:57 AM Called Farnsworth Chevrolet @ 585-394-2360 Done rt First Name

Spoke with Body Shop Personell Keith Young

CRS sts: Calling for info on the case.

Dir sts: This vehicle was towed in from an accident, Initially they had said they had Alistate Insurance, so we were prepairing an astimate. Then she said she felt that there may have been a defect that caused the collision. At that point, we didn't want to do any further work on the car. We didn't want to take it apart and possibly risk interfering with any investigation. Just by looking at it, though, it looks like this vehicle is going to be totaled.

Michelle Oglesby/ATX/PAR Confidential Comments

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Activities

JOSTA LEIGO							
10ated /3/2009 01:32:49 PM	Created By KINZERTH	Assigned To	Activity Type BRC PAR	Activity Sub-Type Initial Contact- Phone	Status Done	Completed 3/4/2009 06:39:40 PM	Öescription Called .
and have to make the same			i ame	Account		BAC Code	Canad .
entocetes est sts: My daughter w	as drivina down	the road and c	ame upon a sham tum	. She slowed down to make the tur	n whon oil of o e	uridan the steeding wheel	
ckeo up ano sne iost c	ontiol of the ver	nce. She went	need on into a dist own	as hallos escesable estes inservints	in delecte all arteur.	do and without back outs are to	
				going with my insurance company			
RS sis: Because of the usiness days for those t	insurance invo	ivement in this o	ase, I will need to esc bot here from Control	alate your case to Central Cleims & claims by that time, call me end i c	or further handlin	g. It will take them about 10	
		an Jon a Jou	mer nem Hall Adition	counts by man mad, that the faith i c	an gat you your	HEW agent and Hie Into.	
Ichelle Oglesby/ATX/P/	454						·
onlidential Comments							
reated 3/2009 01:32:42 PM	Created By KINZERTH	Assigned To OGLESBMI	Activity Type BRC PAR	Activity Sub-Typo	Status	Completed	Description
uicoud VI.Serie Pris Tipolius en Turas en Colo	AINCEAIR		I Name	Acknowledgement	Done	3/4/2009 11:30:08 AM	Called
						SALVUIC	-
RS left message for cu	st with SR and r	hane # Paris	silna mora bilolongiani				
		economica de establismo	and more androunact	ius ucass.			
ichelle Oglesby/PAR/A pulicential Comments							
roated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2009 01:32:35 PM	KINZERTH	OGLESBMI	Notify CRM		Oone	3/3/2009 03:16:44 PM	File Assigned
intart I as t Nam o		Cantral Ejrs	l Nama	Account		BAC Code	
annagu.s			100 to				
onidentia Comments							
anderno e anglesies		N. 42					

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Activities

Greated 3/3/2009 01:32:28 PM	Created By KINZERTH	Assigned for OGLESBMI	Activity Type: Research	Activity Sub-Type	Status Oane	Completed #: 3/3/2009 03:15:52 PM	Description Research VIN
ALGERT LEVEL L		Tier	t Name	Account 2000		SAC Code	
Research							
Recalls: No open recalls							
Related repairs: No relat	ed repairs						
Previous SRs: No previo	us SRa						
Micheile Oglesby/PAR/A Conidential Comments	ľΧ						
Created 3/3/2009 01:32:08 PM	Greated By KINZERTH	Assigned To OGLESBMI (S	Activity Type BRC PAR I Mame	Activity Sub-Type Case Assigned Account	Status Done	Completed 3/3/2009 03:14:41 PM BAC Code	Description Assigned to Michelle Oglesby x31394
Quantens.							
Confidential Comments							
Prestas 9/3/2009 01:17:12 PM	Created By KINZERTH	Assigned To ARRIBAAI	Activity Type SR Opened	Activity Sub-Type	Status Done	Completed 3/3/2009 01:17:12 PM	Description SR in Status of Closed has been Re-
Pontant I ael Noma		Cartast Clas	*Iame	Account Sec	1.5	SAC Code	Opened by KINZERTH
29(1)(1)(4)(1) 20(1)(1)(1)(1)(1)(1)(1)(1)(1)(1)(1)(1)(1)(N.	_				
Confidential Comments	7.71.72						

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Activities

ANTIA STEED							
reated /3/2009 01:17:11 PM	Created By	Assigned To ARRIBAAI	Activity Type SR Closed - Salisfied	Activity Sub-Type	Status Dono	Completed	Description
antact i pel Macas			at Name	Account	Zene	3/3/2009 01:17:11 PM	Sarvice Request has been Closed Satisfied.
onfidential Comments							
				•			•
realed	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/3/2009 12:12:41 PM	KINZERTH	KINZERTH	Escalation	Initiate PAR	Done	3/3/2009 01:17:08 PM	Assigning activity to PAR QUEUE
antact i aut Mame	198	Dankert Cir	d Name	Account		BAC Code	
ommena							
RS advised that a pers	on from the PAI	R Department w	ill contact the customer with	in 2 business days			
eceived and assigned i	n PAR						
naddeus Kinzer/PAR W Jouestial Comments	orkilow/ATX	dy .					
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	- Status	Completed	Description
3/2009 11:55:08 AM	ARRIBAAI	ARRIBAAI	Escalation	Initiate PAR	Cone	3/3/2009 11:56:22 AM	Assigning activity to PAR QUEUE
onlact Last Name		Contact Firs	t Name	Account		BAC Gode	
					12		
RS advised that a personal comments.	on from the PAF	Copartment w	il contact the customer with	n 2 business days,"			

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Activities

2.57	MAINCO								
40000000	ated 50 a 20 a	Official By ARRIBAAI	Assigned To ARRIBAAI	AND AND PROPERTY OF THE PROPER	Activity Sub-Type	Status	Completed	Description	
-		Annaorva	Contact Fire	Inbound Call Customer	Complex Request Account	Done	3/3/2009 12:12:40 PM	Pre Par	
	ments ISIs:								
-200	6 Cobalt								
-the	daughter was driving car is possibly totalle	d							
-she	went into a curve an	d couldn't straig	pht it back						
	t Sks: Istanca								
CRS	Advsd:								
-adv	sd cust that will gathe e SR#	er add Info to be	itler assist her						
		will contact her	after two busin	ess days once case will be fi	orwarded to them				
Alle	an Speed/CAC/Tier1/l	Mnl/Lyt0							
Con	lidential Comments							I	
						and the second s		5	

UCC Information

	mptom Desi	cription	
M01 Mis	saligned Stee	rring - General	

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AND PCM

36/36000 FEDERAL EMISSION

GM Vehicle Inquiry System Summary

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

Help

VIN:	1GIA	IAK55F067								
AND SECURITY CONTROL OF THE SE		VEHICI	E IN	FORMATIC	ON				,	
Merchandising Model :		K69 -2006 COBALT 4-D DAN	OOR	LS	Warranty !	Start	Date :	05/09/2	2006	
BARS Order Type:	- PLEET		*****							
Delivering Dealer :	10	AVID PENSKE CHEVRO OS MUSEUM ROAD ILLINGTON, PA 1961		INC.	Selling Sou	rte :		13 - CHEVROLET		
		10) 337-3100	U /		Site Code :			15147		
			·	Business Associate Code :			113831			
Service Contract :	No	Branded Title :	No	Warran	y Block :	No	PDI Sta	itus :	Paid	
		REQUIR	ed fi	ELD ACTIO	ONS					
Vehicle Has No Curr	ent Re	cord Of Outstanding Ca	mpaig	gns						
		SERVICE IN	FORA	ATIONAL	.items					
Vehicle Has No Curr	ent Re	cord Of Outstanding Ser	rvice I	nformation						
	(ON STAR AND XM SA	TELL	ITE RADIO) INFORM	\TIO	N			
Vehicle Has No Asso	ciated (On Star or XM Radio In	forme	ition.						
		APPLICA	BLE	WARRAN	TES					
	Descr	iption		Effective Date	Effective Odomet		End Date	e C	End Idometer	
36/36000 BUMPER T WARRANTY	O BUM	(PER LIMITED		05/09/2006	10 :	niles	05/09/200	9 :	36010 miles	
72/100000 SHEET M THROUGH LIMITED				05/09/2006	10 1	niles	05/09/201	2 1	00010 miles	
48/48000 GM CERTII WARRANTY		05/09/2006	10 1	niles	05/09/201	0	48010 miles			
60/100000 GM CERT LIMITED WARRAN		USED POWERTRAIN		05/09/2006	10 1	niles	05/09/201	1 1	00010 miles	
96/80000 FEDERAL	EMISS	ON CATALYTIC CONV	7.	05/00/0006	·		05/00/001		00010 7	

05/09/2006

05/09/2006

10 miles

10 miles

05/09/2014

05/09/2009

80010 miles

36010 miles

60/60000 POWERTRAIN - U.S. LIMITED WARRANTY	05/09/2006	10 miles	05/09/2011	60010 miles					

CLAIM HISTORY

R.O Date	R.O Number Type		I I I I I I I I I I I I I I I I I I I				eter ing
11/25/2008		#	E7059 - TURN SIGNAL MULTIFUNCTION SWITCH REPLACEMENT	34791	miles		
06/20/2008		#	H0122 - FRONT BRAKE ROTOR REFINISHING	34390	miles		
05/08/2008		ŧŧ	Z2080 - ROADSIDE SERVICE (TOWING)	32421	miles		
03/10/2008		Ħ	J5650 - FUEL INJECTOR REPLACEMENT	30897	miles		
02/20/2008		Ħ	K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE	29993	miles		
02/20/2008		#	N0110 - BATTERY REPLACEMENT	29993	miles		
02/19/2008		#	Z2080 - ROADSIDE SERVICE (TOWING)	23426	miles		
02/19/2008		#	Z2080 - ROADSIDE SERVICE (TOWING)	23426	miles		
05/08/2006		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

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

Help

					eip	ž.							
VIN:			1G1	AK55F06	NEW TRANSPORT								
				CLAIM F	H	STORY							
Repair Ord	ier Date	Repair Order Number :		251500	Odom	eter Re	ad	ing:		34791 miles			
Serviced By:	FARNS PO BO			VROLET CADILLAC	s	elling Sou	rce:			13 - 0	CHEVROL	er	
Dy :	CANAL	VDAIG	DAIGUA, NY 14425-0009			iite Code :				1305	5	,	
	(585) 39	94-230	J		I	Business A	ssociate	: Code :		1153	50		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Par	t	Auth Code		erson Code	Line Total	Comments	
12/02/2008	957	01	Ħ	E7059 - TURN SIGNAL MULTIFUNCTION SWITCH REPLACEMENT		15915857 - SWITCH		N/A		N/A	\$ 110.53	И	
Repair Ord		ala iya	Number:	245336 Odometer Reading: 3439				34390 miles					
Serviced By:	FARNS PO BOX			VROLET CADILLAC	Selling Source:					13 - 0	CHEVROL	Er	
		VDAIG	UA, NY	14425-0009		Site Code:				13056			
	(000) 0.				B	lusiness A	ssociate	Code:		115350			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Par	1	Auth Code		erson Code	Line Total	Comments	
07/01/2008	913	01	#	H0122 - FRONT BRAKE ROTOR REFINISHING		N/A	•	N/A]	NA	\$ 144.63	N	
Repair Ord	ler Date	: 05	/08/2008	Repair Order Number :	ľ	/19957	Odom	eter Re	adi	ng:		32421 miles	
Serviced By:	GM RO ONE C			STANCE/CCAS	S	elling Sou	rce :			13 - C	HEVROL	et	
-J.	MEDFO			5-5117	S	ite Code :				34415			
					Business Associate Code :				207453				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Pa	rt	Auth Code		erson Code	Line Total	Comments	

05/20/2008	901	01	#	Z2080 - ROADSIDE SERVICE (TOWING)	-	N/A		l c		N/A	\$ 69.00	N	
Repair Ore	ier Date	: 03	/10/200	Repair Order Number :		144556 Odometer Read			ing : 30897 miles				
Serviced	CARFA		CHEVR	OLET	S	elling Sou	irce:			13 - 0	HEVROL	ET	
By:	PO BO		MEETR	NG, PA 19462-0530	S	ite Code :				15087	7		
	(610) 2	75-050	7		E	Business A	ssociate	Code:	-	11379)3		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Å	Par	t	Auth Code		erson Code	Line Total	Comments	
03/25/2008	885	01	#	J5650 - FUEL INJECTOR REPLACEMENT		12582219 - INJECTOR		N/A		N/A	S 122.13	Y	
Repair Ord	Repair Order Date : 02/20/2008 Repair Order Number :					182749	Odom	eter Re	ad	ing:		29993 miles	
Serviced	Serviced MOORE CHEVROLET-				Selling Source :				13 - 0	13 - CHEVROLET			
By:	By: PO BOX 192 CONSHOHOCKEN, PA 19428				Site Code:					15426			
	(610) 825-5600		A 17-20-0172	-	iusiness A	maching the Holescope	Code:		113824				
Cycle	Cycle							Auth		enson	Line		
Date	Nbr	Case	Туре	Labor Operation		Par	t	Code	-	Code	Total	Comments	
02/29/2008	878	01		K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE		15926820 CONTRO		NA		WA.	\$ 166.06	И	
02/29/2008	878	02	#	N0110 - BATTERY REPLACEMENT		89022163 BATTER		NA)	WA	S 175.27	N	
Repair Ord	er Date	: 02/	19/2008	Repair Order Number :	1	rs2105	Odom	eter Re	adi	ing:		23426 miles	
Serviced	GM RO	ADSID	E ASSI	STANCE/CCAS	S	elling Sou	rce :			13 - C	HEVROL	EII.	
By:	ONE CA MEDFO			5-5117	S	ite Code :				34415			
					B	usiness As	ssociate	Code:		207453			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	rt	Auth Code		erson Code	Line Total	Comments	
02/29/2008	878	01.	#	Z2080 - ROADSIDE SERVICE (TOWING)		N/A		С		N/A	\$ 58.94	N	
Repair Ord	er Date :	: 02/	19/2008	Repair Order Number :	1	T52106 Odometer Read		ıdi	ing: 23426 miles				
				S	Selling Source :				13 - CHEVROLET				
By:	ONE CABOT RD								Section 1				

	MEDFO	ORD, M	A 021:	55-5117	Site Code:		34415	34415			
					Business Associat	: Code :	20745	207453			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
02/29/2008	878	01	#	Z2080 - ROADSIDE SERVICE (TOWING)	N/A	С	N/A	\$ 58.94	N		

Repair Order Date: 05		08/2006	Repair Order Number :	A57887	Odome	ter Rea	ding:	ling: 0 miles		
Serviced By :	100 S M SHILLI	(USEU NGTO)	M ROA N, PA I		Selling Sou		13 - C 15147	13 - CHEVROLET 15147		
		337-3100			Business Associate Code:			113831		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Pa	ırt	Auth Code	Person Code	Line Total	Comments
05/12/2006	690	01	I	Z7000 - PRE-DELIVER' INSPECTION - BASE TIME	y 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

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

Help

VIN 1	GIAK55F06		,		
		VI	EHICLE BUILD		
Merchandising Model:	1AK69 -2006 COBALT 4-DOOR LS SEDAN				
Gross Vehicle Weight Rat	ng:	1701 kg (3	751 lb)	Order Number :	KBPV5S
Build Date :		05/08/2000	5	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
BZ9 - GM PRODUCTION WEEK #18	CIU - FLT-ENTERPRISE RENT A CAR
C67 - ELECT. FRONT AIR CONDITIONER	DC8 - MIRROR, O/S MANUAL FLDG, BLK
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	PGI - 15" STEEL WHEEL
QTU - P195/60R15 TOURING BW TIRES	R6F - IDENTIFY B-CODE USERS
R6P - PREMIUM PAINT	R8K - **************
UNO - AM/FM STEREO W/CD & RDS	UQ4 - BASE SPEAKER SYSTEM
VQ2 - FLEET ORDERING AND ASSISTANCE	VX7 - LONG TERM DAILY RENTAL PROGRAM
V2G - FULL FUEL FILL CREDIT	V73 - STATEMENT OF VEHICLE CERT U.S. /CANADA
ILS - ILS BASE PACKAGE	1SZ - OPTION PACKAGE DISCOUNT
I4B - GRAY	14I - GRAY
46U - BLUE GRANITE METALLIC	6AR - FRONT SPRING

7AR - FRONT SPRING	8AA - REAR SPRING	Autorgation and
9AA - REAR SPRING		Wild State Consumers

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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

March 12, 2009

Sean Kelly
Claims Administrator

Farmington NY

RE:

Claimant:

Our File No.:
Our Client:

Date/Event

General Motors Corporation

Date/Event: 2-28-09

Vehicle:

2006 Chevrolet Cobalt

Dear

I am writing to confirm our conversation today, when you agreed to allow us to inspect your 2006 Chevrolet Cobalt and retrieve data from the air bag system.

Also, as we discussed, you are alleging a steering failure in the subject Cobalt led to the accident on Feb. 28, 2009. Thus, you are seeking reimbursement from GM for the amount you paid for the Cobalt (\$8,000) less the amount you will eventually be compensated by your insurer, Allstate.

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 questions feel free to call me at 800.888.0164.

Sincerely,

Sean Kelly



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 5, 2009

Sean Kelly Claims Administrator

Farmington NY

RE:

Claimant:

Our File No.:

Our Client:

General Motors Corporation

Date/Event:

2-28-09

Vehicle:

2006 Chevrolet Cobalt

Dear

Enclosed is the air bag data from the download performed on your 2006 Cobalt.

I sent our file to engineering today. Hopefully, I will receive a response within 30-45 days. After I receive engineering's report, I'll review it with GM and get back to you.

Please feel free to call me if you have any questions.

Sincerely,

Sean Kelly

Enclosure: EDR Data





CDR File Information

User Entered VIN	1G1AK55F06
User	John Keher
Case Number	668168
EDR Data Imaging Date	Tuesday, March 24 2009
Crash Date	Saturday, February 28 2009
Filename	1G1AK55F06
Saved on	Tuesday, March 24 2009 at 12:40:18 PM
Collected with CDR version	Crash Data Retrieval Tool 3.1.1
Reported with CDR version	Crash Data Retrieval Tool 3.1.1
EDR Device Type	airbag control module
Event(s) recovered	Deployment
Evenu(s) recovered	Non-Deployment

IMPORTANT NOTICE: Robert Bosch LLC recommends that the latest production release of Crash Data Retrieval software be utilized when viewing, printing or exporting any retrieved data from within the CDR program. This ensures that the retrieved data has been translated using the most recent information including but not limited to that which was provided by the manufacturers of the vehicles supported in this product.

Data Limitations

Recorded Crash Events:

There are two types of recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH. A Non-Deployment Event contains 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 velocity change. This event will be cleared by the SDM, after approximately 250 ignition cycles. This event can be overwritten by a second Deployment Event, referred to as Deployment Event #2, if the Non-Deployment Event is not locked. The data in the Non-Deployment Event file will be locked, if the Non-Deployment Event occurred within five seconds of a Deployment Event. A locked Non Deployment Event cannot be overwritten or cleared by the SDM.

The second type of SDM recorded crash event is the Deployment Event. It also contains Pre-Crash and Crash data. The SDM can store up to two different Deployment Events. If a second Deployment Event occurs any time after the Deployment Event, the Deployment Event #2 will overwrite any non-locked Non-Deployment Event. Deployment Events cannot be overwritten or cleared by the SDM. Once the SDM has deployed an air bag, the SDM must be replaced.

Data:

- -SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle 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. For Deployment 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 can record up to the first 300 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.
- -Maximum Recorded Vehicle Velocity Change is the maximum square root value of the sum of the squares for the vehicle's combined "X" and "Y" axis change in velocity.
- -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 by various factors, including but not limited to the following:
 - -significant changes in the tire's rolling radius
 - -final drive axle ratio changes
 - -wheel lockup and wheel slip
- -Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.
- -Pre-Crash data is recorded asynchronously.
- -Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:
 - -the SDM receives a message with an "invalid" flag from the module sending the pre-crash data
 - -no data is received from the module sending the pre-crash data
 - -no module is present to send the pre-crash data
- -Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit, except: The Passenger Belt Switch Circuit Status for 2005 vehicles is available only on the Cadillac STS. 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), always reports a default value of "Buckled," because there is no passenger belt switch with the Recaro seat option.
- -The Time Between Non-Deployment to Deployment Events is displayed in seconds. If the time between the two events is greater than five 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. 1G1AK55F067





-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, except for Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7). For Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7), 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. The Steering Wheel Angle data is reported in 16 degree increments.

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

MANAGE MANAGEMENT AND A STATE OF THE STATE O	
Vehicle Identification Number	**1AK55F*6*
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)	15
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

16-Clasii uata		
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)	58	58	58	56	56
Engine Speed (RPM)	2048	1984	2 880	2816	4160
Percent Throttle	37	37	60	61	88
Accelerator Pedal Position (percent)	13	13	60	63	91
Antilock Brake System Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Lateral Acceleration (feet/s²)(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 Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid



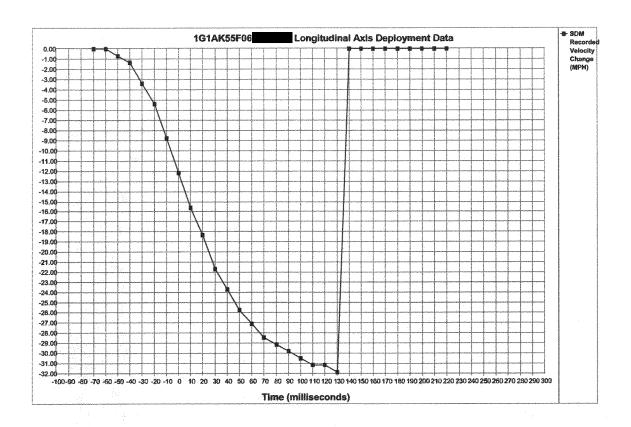


System Status At Deployment

System Status At Deployment	
Ignition Cycles At Investigation	5532
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	275330
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	413
Ignition Cycles At Event	5532
Ignition Cycles Since DTCs Were Last Cleared	164
Driver's Belt Switch Circuit Status	BUCKLED
Passenger'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	Valid
Automatic Passenger SIR Suppression System Status at AE	Air Bag
	Suppressed
Automatic Passenger SIR Suppression System Validity Status at First Deployment Command	Valid_
Automatic Passenger SIR Suppression System Status at First Deployment Command	Air Bag Suppressed
Driver 1st Stage Time From Algorithm Enable to Deployment Command Criteria Met (msec)	44
Driver 2nd Stage Time From Algorithm Enable to Deployment Command Criteria Met (msec)	144
Passenger 1st Stage Time From Algorithm Enable to Deployment Command Criteria Met (msec)	Suppressed
Passenger 2nd Stage Time From Algorithm Enable to Deployment Command Criteria Met (msec)	Suppressed
Time Between Events (sec)	-1.84
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	No
Passenger Second Stage Deployment Loop Commanded	No
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_
Driver Anchor Pretensioner Deployment Loop Commanded (If Equipped)	No
Second Row Left Pretensioner Deployment Loop Commanded	<u>No</u>
Third Row Left Roof Rail/Head Curtain Loop Commanded	No.
Passenger Anchor Pretensioner Deployment Loop Commanded (If Equipped)	No.
Second Row Right Pretensioner Deployment Loop Commanded	<u>No</u>
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	No
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



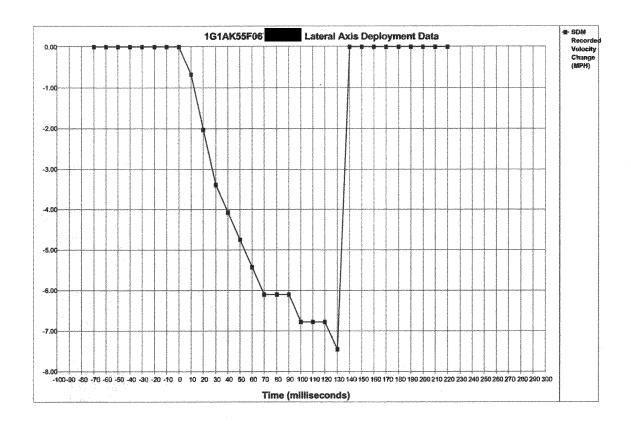




Time (milliseconds)	-70	-60	-50	-40	-30	-20	-10	0	10	20	30	40	50	60	70
SDM Longitudinal Axis Recorded Velocity Change (MPH)	0.00	0.00	-0.68	-1.36	-3.39	-5.42	-8.81	-12.20	-15.59	-18.30	-21.69	-23.72	-25.76	-27.11	-28.47
Time (milliseconds)	80	90	100	110	120	130	140	150	160	170	180	190	200	210	220
SDM Longitudinal Axis Recorded Velocity Change (MPH)	-29.15	-29.82	-30.50	-31.18	-31.18	-31.86	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00







Time (milliseconds)	-70	-60	-50	-40	-30	-20	-10	0	10	20	30	40	50	60	70
	-	opinion de la companya de la company		· ·		1			4						
SDM Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	9.00	0.00	0.00	0.00	0.00	0.00	-0.68	-2.03	-3.39	-4.07	-4.74	-5.42	-6.10
Time (milliseconds)	80	90	100	110	120	130	140	150	160	170	180	190	200	210	220
SDM Lateral Axis Recorded Velocity Change (MPH)	-6.10	-6.10	-6.78	-6.78	-6.78	-7.46	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00



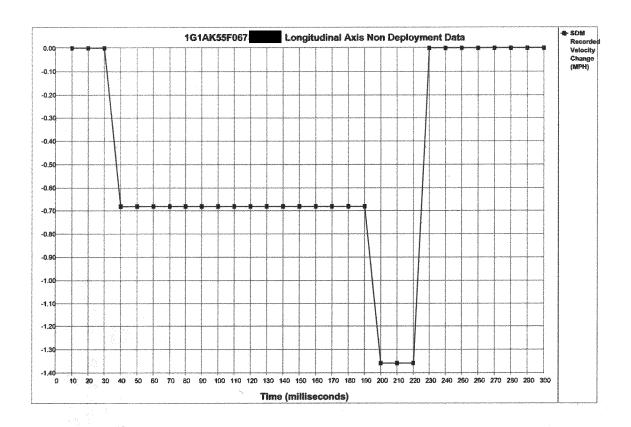


System Status At Non-Deployment

System Status At Non-Deployment	
Ignition Cycles At Investigation	5532
SIR Warning Lamp Status	ON
SIR Warning Lamp ON/OFF Time (seconds)	0
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	0
Ignition Cycles At Event	5532
Ignition Cycles Since DTCs Were Last Cleared	164
Driver's Belt Switch Circuit Status	BUCKLED
Passenger's Belt Switch Circuit Status	UNBUCKLED
Automatic Passenger SIR Suppression System Validity Status	Valid
Authority December CID Commencium Contam Status	Air Bag
Automatic Passenger SIR Suppression System Status	Suppressed
Diagnostic Trouble Codes at Event, fault number: 1	B0052
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)	9.59
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	200
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
Driver Anchor Pretensioner Deployment Loop Commanded (If Equipped)	. No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Passenger Anchor Pretensioner Deployment Loop Commanded (If Equipped)	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	Yes
Vehicle Event Data (Pre-Crash) Associated With This Event	No
Deployment Event Recorded in the Non-Deployment Record	No
Event Recording Complete	Yes



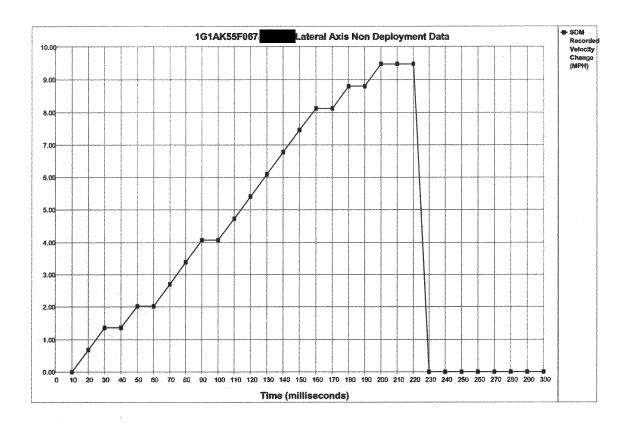




Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
SDM Longitudinal Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
SDM Longitudinal Axis Recorded Velocity Change (MPH)	-0.68	-0.68	-0.68	-0.68	-1.36	-1.36	-1.36	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
SDM Lateral Axis Recorded Velocity Change (MPH)	0.00	0.68	1.36	1.36	2.03	2.03	2.71	3.39	4.07	4.07	4.74	5.42	6.10	6.78	7.46
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
SDM Lateral Axis Recorded Velocity Change (MPH)	8.13	8.13	8.81	8.81	9.49	9.49	9.49	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00





Hexadecimal Data

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

\$01 \$02 \$03 \$04 \$05	08 30 00 00	00 00 00 00	00 00 00 00	00 00 00 00	00 00 00 00	00 00 00 00	00 00 00 00
\$06 \$07 \$08 \$09 \$0A \$0B	00 00 00 00	0A 20 00 00 00	00 00 00 00 0F	03 00 00 00 00 0F	0A 00 00 00 00	00 00 00 00	00 00 00 00 00
\$0C \$0D \$0E \$0F \$10 \$11 \$12	00 00 00 00 00	00 00 00 00 00	00 40 00 00 00 00	00 00 00 00 00	00 00 00 00 00	00 00 00 00 00 00	00 00 00 00 00
\$13 \$14 \$15 \$16 \$17 \$18	00 00 00 03 00	00 00 00 06 00	00 00 00 0C 00	00 00 00 16 00	00 00 00 34 00 00	00 00 00 00 00	00 00 00 00 00
\$19 \$1B \$1C \$1D \$1E \$1F \$20	00 3F 3F 00 00 28 40	00 00 00 00 00	00 00 00 00 00 00	00 67 02 00 00 00	00 00 00 00 00	7A 1A 00 00 00	00
\$21 \$22 \$24 \$25 \$26 \$27	00 00 00 00 00 FF	00 96 00 00 00	00 00 00 00 00 FF	00 00 00 00 00	F0 00 00 00 00	00 00 00 00 00	00 00 00 00
\$2A \$2B \$2D \$2E \$2F \$30 \$31	00 00 00 00 9D E8	00 00 00 6B A3 00 A0	00 00 6D 15 00 98	00 00 01 9C 00 22	00 00 9D 00 00 22	00 00 00 00 00	00 00 00 00 00
\$32 \$33 \$34 \$35 \$36 \$37	00 E1 41 5A 00	00 9C 2C 5A 00	00 99 2D 5E 00	80 5F 1F 5D 00 03	00 5E 20 5D 00 04	00 00 00 00 00	00 00 00 00 00 E2
\$38 \$39 \$3A \$3B \$3C \$3D	3D 00 00 03 00 31	00 00 00 06 00 41	40 00 00 0C 00 4B	00 00 00 00 00 35	03 00 00 00 00 35	80 80 00 00 46	00 00 00 00





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$3E
    36 85 78 87 00 00 00
$3F
    00 00 90 00 00 00 00
$40
    80 A5 00 00 00 00 00
$41
    00 00 00 00 00 00 00
$42
    80 00 00 00 00 00 00
$43
    A4 15 9C 00 00 00 00
$44
    80 52-00 00 00 00 00
$45
    00 00 00 00 00 00 00
$46
    00 00 00 00 00 00 00
$47
    00 00 01 00 02 00 00
$48
    02 FF 03 FF 03 FF 00
$49
    04 FF 05 FF 06 FF 00
$4A
    06 FF 07 FF 08 FF 00
$4B
    09 FF OA FF OB FF 00
$4C
    OC FF OC FF OD FF OO
$4D
    OD FF OE FE OE FE OO
    OE FE 00 00 00 00 00
$4E
$4F
    00 00 00 00 00 00 00
$50
    00 00 00 00 00 00 00
$51
    DO 00 00 00 00 00 00
$52
    00 00 00 00 00 00 00
$53
    14 00 C8 00 00 00 00
$54
    00 00 00 00 00 00 00
    00 00 00 00 00 00 00
$55
$67
    AO A5 00 00 00 00 00
$68
    DO 10 00 80 00 00 00
$69
    00 6B 8D 01 9D 00 00
$6A
    A4 15 9C 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 FB 00 F8 00
$70
    00 F3 00 EE FF E9 00
$71
    FD E5 FB E0 FA DD 00
    F9 DA F8 D8 F7 D6 00
$72
$73
    F7 D5 F7 D4 F6 D3 00
$74
    F6 D2 F6 D2 F5 D1 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
    DO 00 00 00 00 00 00
$79
    00 00 00 00 00 00 00
$7A
    00 00 00 00 00 00 00
    16 48 00 00 00 00 D2
$7B
    41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$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
    $06 FF FF FF FF
$07
    $08 FF FF FF FF
    41 48 32 39 35 31 52 36 30 35 31 32 37 56 35 56
$0D
$0E 01 5A 4B 31
SOF
    41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
$10
    01 02 03 04
    42 52 30 31 33 34 56 31 06 30 38 36 4D 54 59 56
$13
    01 5A 74 02
$14
    $17
$18
    FF FF FF FF
    33 19 2A B4 E6 87 91 9A
$21
$22
    90 11
$23
    31 41 FA FA FA FA FA
   31 41 FA FA FA FA
$24
$25 32 41 FA FA FA FA
```





```
$26 32 41 FA FA FA FA FA
$40 00 00
$41
    3F 00 00 02 00 1A
$42 FO C4
$43 00 00 8E 80
$44
    C6.00 00 FC C0 C0
$45
    07 01 07 01 05 01
$46 FF 1A 1A 64 64
$47 OA 64 06 04 04 05 OA 06 04 OA 00 00 FA 00 00 FF 04 64
$48
    18 08 08
$B0
    58
    FD FE 00
$B1
$B2 FF FF FF FF
$B4 41 53 39 30 31 31 32 31 36 39 43 34 20 20 20 20
$B7
    50 AA 04 OF 03
    41 57 68 09 19
$B8
$C1 30 46 30 33
$CA 30 46 30 33
$CB 01 5A D1 33
$CC
    01 5A D1 33
$D1
    00 00
$DB 00 00
$DC 00 00
```





Comments

Downloaded through the DLC
Air bag lamp stayed lit when keyed power-up
Odometer 36974
Downloaded at Farneworth Chevrolet
Vehicle ha not been repaired
Power supplied via vehicle's battery

Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.





CDR File Information

User Entered VIN	1G1AK55F067					
User	John Keher					
Case Number						
EDR Data Imaging Date	Tuesday, March 24 2009					
Crash Date	Saturday, February 28 2009					
Filename	ESIS AIR BAG DATA (CDR) - 2599093.CDR					
Saved on	Tuesday, March 24 2009 at 12:40:18 PM					
Collected with CDR version	Crash Data Retrieval Tool 3.1.1					
Reported with CDR version	Crash Data Retrieval Tool 3.1.1					
EDR Device Type	airbag control module					
Event(s) recovered	Deployment					
Everif(2) IECOARIEO	Non-Deployment					

IMPORTANT NOTICE: Robert Bosch LLC recommends that the latest production release of Crash Data Retrieval software be utilized when viewing, printing or exporting any retrieved data from within the CDR program. This ensures that the retrieved data has been translated using the most recent information including but not limited to that which was provided by the manufacturers of the vehicles supported in this product.

Data Limitations

Recorded Crash Events:

There are two types of recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH. A Non-Deployment Event contains 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 velocity change. This event will be cleared by the SDM, after approximately 250 ignition cycles. This event can be overwritten by a second Deployment Event, referred to as Deployment Event #2, if the Non-Deployment Event is not locked. The data in the Non-Deployment Event file will be locked, if the Non-Deployment Event occurred within five seconds of a Deployment Event. A locked Non Deployment Event cannot be overwritten or cleared by the SDM.

The second type of SDM recorded crash event is the Deployment Event. It also contains Pre-Crash and Crash data. The SDM can store up to two different Deployment Events. If a second Deployment Event occurs any time after the Deployment Event, the Deployment Event #2 will overwrite any non-locked Non-Deployment Event. Deployment Events cannot be overwritten or cleared by the SDM. Once the SDM has deployed an air bag, the SDM must be replaced.

Data:

- -SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle 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. For Deployment 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 can record up to the first 300 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.
- -Maximum Recorded Vehicle Velocity Change is the maximum square root value of the sum of the squares for the vehicle's combined "X" and "Y" axis change in velocity.
- -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 by various factors, including but not limited to the following:
 - -significant changes in the tire's rolling radius
 - -final drive axle ratio changes
 - -wheel lockup and wheel slip
- -Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.
- -Pre-Crash data is recorded asynchronously.
- -Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:
 - -the SDM receives a message with an "invalid" flag from the module sending the pre-crash data
 - -no data is received from the module sending the pre-crash data
 - -no module is present to send the pre-crash data
- -Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit, except: The Passenger Belt Switch Circuit Status for 2005 vehicles is available only on the Page 1 of 18 Printed on: Thursday, April 23 2009 at 11:32:19 AM





Cadillac STS. 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), always reports a default value of "Buckled," because there is no passenger belt switch with the Recaro seat option.

-The Time Between Non-Deployment to Deployment Events is displayed in seconds. If the time between the two events is greater than five seconds, "N/A" is displayed in place of the time. If the value is negative, then the 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, except for Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7). For Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7), 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. The Steering Wheel Angle data is reported in 16 degree increments.

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.





Ignition Data

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$2F Bytes 3-4	\$159C	Ignition Cycles at Investigation	5532	cycles





Vehicle Status Data (Pre-Crash)

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID Pack \$31 Byte 1	\$E8	Accelerator Pedal Position (-1 sec)	91	% full throttle
OPID Pack \$31 Byte 2	\$A0	Accelerator Pedal Position (-2 sec)	63	% full
OPID Pack \$31 Byte 3	\$98	Accelerator Pedal Position (-3 sec)	60	% full throttle
PID Pack \$31 Byte 4	\$22	Accelerator Pedal Position (-4 sec)	13	% full throttle
OPID Pack \$31 Byte 5	\$22	Accelerator Pedal Position (-5 sec)	13	% full throttle
OPID \$31 Byte 6 bit 7	\$00	Accelerator Pedal Position Validity Status	Valid	unome
OPID \$32 Byte 1 bit 7	\$00	Brake Switch State (-1 sec)	OFF	
PID \$32 Byte 1 bit 6	\$00	Brake Switch State (-2 sec)	OFF	
OPID \$32 Byte 1 bit 5	\$00	Brake Switch State (-3 sec)	OFF	
PID \$32 Byte 1 bit 4	\$00	Brake Switch State (-4 sec)	OFF	
PID \$32 Byte 1 bit 3	\$00	Brake Switch State (-5 sec)	OFF	
PID \$32 Byte 2 bit 7	\$00	Brake Switch State Validity Status	Valid	
PID \$32 Byte 3 bit 7	\$00	Cruise Control Active (-1 sec) If Equipped	No	
PID \$32 Byte 3 bit 6	\$00	Cruise Control Active (-2 sec) If Equipped	No	
PID \$32 Byte 3 bit 5	\$00	Cruise Control Resume Switch Active (-1 sec) If Equipped	No	
PID \$32 Byte 3 bit 4	\$00	Cruise Control Resume Switch Active (-2 sec) If Equipped	No	
PID \$32 Byte 3 bit 3	\$00	Cruise Control Set Switch Active (-1 sec) If Equipped	No	
PID \$32 Byte 3 bit 2	\$00	Cruise Control Set Switch Active (-2 sec) If Equipped	No	
PID \$32 Byte 3 bit 1	\$00	Reduced Engine Power Mode (-1sec)	OFF	
PID \$32 Byte 3 bit 0	\$0 0	Reduced Engine Power Mode (-2sec)	OFF	
PID \$32 Byte 4 bit 7	\$80	Cruise Control Active Validity Status If Equipped	Invalid	
OPID \$33 Byte 1	\$E1	Throttle Position (-1 sec)	88	% full throttle
OPID \$33 Byte 2	\$9C	Throttle Position (-2 sec)	61	% full throttle
OPID \$33 Byte 3	\$9 9	Throttle Position (-3 sec)	60	% full throttle
OPID \$33 Byte 4	\$5F	Throttle Position (-4 sec)	37	% full
OPID \$33 Byte 5	\$5E	Throttle Position (-5 sec)	37	throttle % full
OPID \$33 Byte 6 bit 7	\$00	Throttle Position Validity Status	Valid	throttle





Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$34 Byte 1	\$41	Engine Speed (-1 sec)	4160	RPM
DPID \$34 Byte 2	\$2C	Engine Speed (-2 sec)	2816	RPM
DPID \$34 Byte 3	\$2D	Engine Speed (-3 sec)	2880	RPM
DPID \$34 Byte 4	\$1F	Engine Speed (-4 sec)	1984	RPM
DPID \$34 Byte 5	\$20	Engine Speed (-5 sec)	2048	RPM
DPID \$34 Byte 6 bit 7	\$00	Engine Speed Validity Status	Valid	
DPID \$35 Byte 1	\$5A	Vehicle Speed (-1 sec)	56	MPH
DPID \$35 Byte 2	\$5A	Vehicle Speed (-2 sec)	56	MPH
DPID \$35 Byte 3	\$5E	Vehicle Speed (-3 sec)	58	MPH
DPID \$35 Byte 4	\$5D	Vehicle Speed (-4 sec)	58	MPH
DPID \$35 Byte 5	\$5D	Vehicle Speed (-5 sec)	58	MPH
DPID \$35 Byte 6 bit 7	\$00	Vehicle Speed Validity Status	Valid	
DPID \$36 Byte 1	\$00	Steering Wheel Angle (-1 sec) If Equipped	0	degrees
DPID \$36 Byte 2	\$00	Steering Wheel Angle (-2 sec) If Equipped	0	degrees
DPID \$36 Byte 3	\$00	Steering Wheel Angle (-3 sec) If Equipped	0	degrees
DPID \$36 Byte 4	\$00	Steering Wheel Angle (-4 sec) If Equipped	Ō	degrees
DPID \$36 Byte 5	\$00	Steering Wheel Angle (-5 sec) If Equipped	. 0	degrees
DPID \$36 Byte 6 bit 7	\$00	Steering Wheel Angle Validity Status If Equipped	Valid	9
DPID \$37 Byte 1 bit 7	\$00	Antilock Brake System Active (-1 sec) If Equipped	No	
DPID \$37 Byte 1 bit 6	\$00	Antilock Brake System Active (-2 sec) If Equipped	No	
DPID \$37 Byte 1 bit 5	\$00	Antilock Brake System Active (-3 sec) If Equipped	No	
DPID \$37 Byte 1 bit 4	\$00	Antilock Brake System Active (-4 sec) If Equipped	No	
DPID \$37 Byte 1 bit 3	\$00	Antilock Brake System Active (-5 sec) If Equipped	No	
DPID \$37 Byte 2 bit 7	\$00	Traction Control System Active (-1 sec) If Equipped	No	
DPID \$37 Byte 3 bit 7	\$00	Vehicle Dynamics Control Active (-1 sec) If Equipped	No	
DPID \$37 Byte 3 bit 6	\$00	Vehicle Dynamics Control Active (-2 sec) If Equipped	No	
DPID \$37 Byte 3 bit 5	\$00	Vehicle Dynamics Control Active (-3 sec) If Equipped	No	
DPID \$37 Byte 3 bit 4	\$00	Vehicle Dynamics Control Active (-4 sec) If Equipped	No	
DPID \$37 Byte 3 bit 3	\$00	Vehicle Dynamics Control Active (-5 sec) If Equipped	No	
DPID \$37 Byte 4 bits 3-0	\$03	Transmission Range (-1 sec) If Equipped	Third Gear	
DPID \$37 Byte 5 bits 3-0	\$04	Transmission Selector Position (-1 sec) If Equipped	Fourth Gear	
DPID \$37 Byte 6 bit 7	\$00	Service Engine Soon (Non-Emission Related) Lamp (1 sec)	OFF	
DPID \$37 Byte 6 bit 6	\$00	Service Vehicle Soon Lamp (1 sec)	OFF	
DPID \$37 Byte 6 bit 3	\$00	Brake System Warning Lamp If Equipped	OFF	
DPID \$37 Byte 6 bit 1	\$00	Low Tire Pressure Warning Lamp If Equipped	OFF	
DPID \$37 Byte 7 bit 7	\$E2	Antilock Brake System Active Validity Status If Equipped	Invalid	
DPID \$37 Byte 7 bit 6	\$E2	Traction Control System Active Validity Status If Equipped	Invalid	
DPID \$37 Byte 7 bit 5	\$E2	Vehicle Dynamics Control Active Validity Status If Equipped	Invalid	
DPID \$37 Byte 7 bit 4	\$E2	Transmission Range Validity Status If Equipped	Valid	
DPID \$37 Byte 7 bit 3	\$E2	Transmission Selector Position Validity Status If Equipped	Valid	





Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$37 Byte 7 bit 2	\$E2	Service Engine Soon (Non-Emission Related) / Service Vehicle	Valid	
		Soon Lamp Validity Status		
DPID \$37 Byte 7 bit 1	\$E2	Low Tire Pressure Warning Lamp Validity Status If Equipped	Invalid	
DPID \$38 Byte 1	\$3D	Outside Air Temperature (-1 sec) If Equipped	15	
DPID \$38 Byte 2 bit 7	\$00	Outside Air Temperature Validity Status (-1 sec) If Equipped	Valid	
DPID \$38 Byte 5 bits 7-6	\$03	Left Front Door Status (-1 sec) If Equipped	Closed	
DPID \$38 Byte 5 bits 5-4	\$03	Right Front Door Status (-1 sec) If Equipped	Closed	
DPID \$38 Byte 5 bits 3-2	\$03	Rear Door(s) Status (-1 sec) If Equipped	Closed	
DPID \$38 Byte 5 bits 1-0	\$03	Left Rear Door Status (-1 sec) If Equipped	Unused	
DPID \$38 Byte 6 bits 7-6	\$C0	Right Rear Door Status (-1 sec) If Equipped	Unused	
DPID \$38 Byte 7 bit 7	\$00	Left Front Door Validity Status If Equipped	Valid	
DPID \$38 Byte 7 bit 6	\$00	Right Front Door Validity Status If Equipped	Valid	
DPID \$38 Byte 7 bit 5	\$00	Rear Door(s) Validity Status If Equipped	Valid	
DPID \$38 Byte 7 bit 4	\$00	Left Rear Door Validity Status If Equipped	Valid	
DPID \$38 Byte 7 bit 3	\$00	Right Rear Door Validity Status If Equipped	Valid	
DPID \$39 Byte 1	\$00	Lateral Acceleration (-1 sec) If Equipped	0	feet/sec2
DPID \$39 Byte 2	\$00	Lateral Acceleration (-2 sec) If Equipped	0	feet/sec2
DPID \$39 Byte 3	\$00	Lateral Acceleration (-3 sec) If Equipped	0	feet/sec2
DPID \$39 Byte 4	\$00	Lateral Acceleration (-4 sec) If Equipped	0	feet/sec2
DPID \$39 Byte 5	\$00	Lateral Acceleration (-5 sec) If Equipped	0	feet/sec2
DPID \$39 Byte 6 bit 7	\$80	Lateral Acceleration Validity Status If Equipped	Invalid	
DPID \$3A Byte 1	\$00	Yaw Rate (-1 sec) If Equipped	0	
DPID \$3A Byte 2	\$00	Yaw Rate (-2 sec) If Equipped	0	
DPID \$3A Byte 3	\$00	Yaw Rate (-3 sec) If Equipped	0	
DPID \$3A Byte 4	\$00	Yaw Rate (-4 sec) If Equipped	0	
DPID \$3A Byte 5	\$00	Yaw Rate (-5 sec) If Equipped	0	
DPID \$3A Byte 6 bit 7	\$80	Yaw Rate Validity Status If Equipped	Invalid	





VIN Data

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value Units
DPID \$3D Byte 1	\$31	Vehicle Identification Number (VIN) Digit 3	1
DPID \$3D Byte 2	\$41	Vehicle Identification Number (VIN) Digit 4	A ·
DPID \$3D Byte 3	\$4B	Vehicle Identification Number (VIN) Digit 5	K
DPID \$3D Byte 4	\$35	Vehicle Identification Number (VIN) Digit 6	5
DPID \$3D Byte 5	\$35	Vehicle Identification Number (VIN) Digit 7	5
DPID \$3D Byte 6	\$46	Vehicle Identification Number (VIN) Digit 8	F
DPID \$3E Byte 1	\$36	Vehicle Identification Number (VIN) Digit 10	6
DPID \$3E Byte 2 bits 7-4	\$85	Vehicle Identification Number (VIN) Digit 12	
DPID \$3E Byte 2 bits 3-0	\$85	Vehicle Identification Number (VIN) Digit 13	
DPID \$3E Byte 3 bits 7-4	\$78	Vehicle Identification Number (VIN) Digit 14	
DPID \$3E Byte 3 bits 3-0	\$78	Vehicle Identification Number (VIN) Digit 15	
DPID \$3E Byte 4 bits 7-4	\$87	Vehicle Identification Number (VIN) Digit 16	
DPID \$3E Byte 4 bits 3-0	\$87	Vehicle Identification Number (VIN) Digit 17	

Multiple Event Data

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value Units
DPID \$3F Byte 1 bit 7	\$00	An Event(s) Preceded the Recorded Event(s)	No
DPID \$3F Byte 1 bit 6	\$00	An Event(s) was in Between the Recorded Event(s)	No
DPID \$3F Byte 1 bit 5	\$00	An Event(s) Followed the Recorded Event(s)	No
DPID \$3F Byte 1 bit 4	\$00	The Event(s) Not Recorded was a Deployment Event(s)	No
DPID \$3F Byte 1 bit 3	\$00	The Event(s) Not Recorded was a Non-Deployment Event(s)	No
DPID \$3F Byte 1 bits 2-0	\$00	Associated Events Not Recorded	0

Power Mode Data

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value Units
DPID \$3F Byte 3 bits 7-6	\$90	Vehicle Power Mode Status	Run
DPID \$3F Byte 3 bit 5	\$90	Remote Start Status If Equipped	Inactive
DPID \$3F Byte 3 bit 4	\$90	Run/Crank Ignition Switch Logic Level	Active





Non-Deployment Or Deployment #2 Event Data

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$40 Byte 1 bit 7	\$80	Crash Record Locked	Yes	
DPID \$40 Byte 1 bit 6	\$80	Deployment Event Recorded in the Non-Deployment Record	No	
DPID \$40 Byte 1 bit 5	\$80	Vehicle Event Data (Pre-Crash) Associated With This Event	No	
DPID \$40 Byte 2	\$A5	Event Recording Complete	Yes	
DPID \$41 Byte 1 bit 7	\$00	Driver 1st Stage Deployment Loop Commanded	No	
DPID \$41 Byte 1 bit 6	\$00	Driver 2nd Stage Deployment Loop Commanded	No	
DPID \$41 Byte 1 bit 5	\$00	Driver Side Deployment Loop Commanded	No	
DPID \$41 Byte 1 bit 4	\$00	Driver Pretensioner Deployment Loop Commanded	No	
DPID \$41 Byte 1 bit 3	\$00	Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No	
DPID \$41 Byte 1 bit 2	\$00	Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No	
DPID \$41 Byte 1 bit 1	\$00	Driver Knee Deployment Loop Commanded	No	
DPID \$41 Byte 2 bit 7	\$00	Passenger 1st Stage Deployment Loop Commanded	No	
DPID \$41 Byte 2 bit 6	\$00	Passenger 2nd Stage Deployment Loop Commanded	No	
DPID \$41 Byte 2 bit 5	\$00	Passenger Side Deployment Loop Commanded	No	
DPID \$41 Byte 2 bit 4	\$00	Passenger Pretensioner Deployment Loop Commanded	No	
DPID \$41 Byte 2 bit 3	\$00	Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No	
DPID \$41 Byte 2 bit 2	\$00	Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No	
DPID \$41 Byte 2 bit 1	\$00	Passenger Knee Deployment Loop Commanded	No	
DPID \$41 Byte 3 bit 7	\$00	Second Row Left Side Deployment Loop Commanded	No	
DPID \$41 Byte 3 bit 6	\$00	Second Row Left Pretensioner Deployment Loop Commanded	No	
DPID \$41 Byte 3 bit 5	\$00	Third Row Left Roof Rail/Head Curtain Loop Commanded	No	
DPID \$41 Byte 3 bit 4	\$00	Second Row Right Side Deployment Loop Commanded	No	
DPID \$41 Byte 3 bit 3	\$00	Second Row Right Pretensioner Deployment Loop Commanded	No	
DPID \$41 Byte 3 bit 2	\$00	Third Row Right Roof Rail/Head Curtain Loop Commanded	No	
DPID \$41 Byte 3 bit 1	\$00	Center Rear Pretensioner Deployment Loop Commanded	No	
DPID \$42 Byte 1 bit 7	\$80	SIR Warning Lamp Status	ON	
DPID \$42 Bytes 2-3	\$0000	SIR Warning Lamp ON/OFF Time Continuously	0	seconds
DPID \$42 Bytes 4-5	\$0000	Number of Ignition Cycles SIR Warning Lamp was ON/OFF	0	cycles
·		Continuously		
DPID \$43 Byte 1	\$A4	Ignition Cycles Since DTCs Were Last Cleared	164	cycles
DPID \$43 Bytes 2-3	\$159C	Ignition Cycles at Event	5532	cycles
DPID \$44 Bytes 1-2	\$8052	DTC number for fault #1	B0052	-,
DPID \$44 Byte 3	\$00	DTC fault type for fault #1	\$00	
DPID \$44 Bytes 4-5	\$0000	DTC number for fault #2	N/A	
DPID \$44 Byte 6	\$00	DTC fault type for fault #2	\$00	
DPID \$45 Bytes 1-2	\$0000	DTC number for fault #3	N/A.	
DPID \$45 Byte 3	\$00	DTC fault type for fault #3	\$00	





Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$45 Bytes 4-5	\$0000	DTC number for fault #4	N/A	
DPID \$45 Byte 6	\$00	DTC fault type for fault #4	\$00	
DPID \$46 Bytes 1-2	\$0000	DTC number for fault #5	N/A	
DPID \$46 Byte 3	\$00	DTC fault type for fault #5	\$00	
DPID \$46 Bytes 4-5	\$0000	DTC number for fault #6	N/A	
DPID \$46 Byte 6	\$00	DTC fault type for fault #6	\$0 0	
DPID \$47 Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (10 ms after event enable or 70 ms before deployment)	0.00	MPH
DPID \$47 Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (10 ms after	0.00	MPH
DPID \$47 Byte 3	\$01	event enable or 70 ms before deployment) SDM Recorded Vehicle Velocity Change for Axis #1 (20 ms after	0.68	MPH
DPID \$47 Byte 4	\$00	event enable or 60 ms before deployment) SDM Recorded Vehicle Velocity Change for Axis #2 (20 ms after	0.00	MPH
DPID \$47 Byte 5	\$02	event enable or 60 ms before deployment) SDM Recorded Vehicle Velocity Change for Axis #1 (30 ms after	1.36	MPH
·		event enable or 50 ms before deployment)		
DPID \$47 Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (30 ms after event enable or 50 ms before deployment)	0.00	MPH
DPID \$48 Byte 1	\$02	SDM Recorded Vehicle Velocity Change for Axis #1 (40 ms after event enable or 40 ms before deployment)	1.36	MPH
DPID \$48 Byte 2	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (40 ms after	-0.68	MPH
DPID \$48 Byte 3	\$03	event enable or 40 ms before deployment) SDM Recorded Vehicle Velocity Change for Axis #1 (50 ms after	2.03	МРН
DPID \$48 Byte 4	\$FF	event enable or 30 ms before deployment) SDM Recorded Vehicle Velocity Change for Axis #2 (50 ms after	-0.68	MPH
•	• • •	event enable or 30 ms before deployment)	*****	
OPID \$48 Byte 5	\$03	SDM Recorded Vehicle Velocity Change for Axis #1 (60 ms after event enable or 20 ms before deployment)	2.03	MPH
DPID \$48 Byte 6	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (60 ms after	-0.68	MPH
OPID \$49 Byte 1	\$04	event enable or 20 ms before deployment) SDM Recorded Vehicle Velocity Change for Axis #1 (70 ms after	2.71	MPH
OPID \$49 Byte 2	\$FF	event enable or 10 ms before deployment) SDM Recorded Vehicle Velocity Change for Axis #2 (70 ms after	-0.68	MPH
OPID \$49 Byte 3	\$05	event enable or 10 ms before deployment)		MPH
·		SDM Recorded Vehicle Velocity Change for Axis #1 (80 ms after event enable or at deployment)	3.39	
OPID \$49 Byte 4	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (80 ms after event enable or at deployment)	-0.68	MPH
OPID \$49 Byte 5	\$06	SDM Recorded Vehicle Velocity Change for Axis #1 (90 ms after event-enable or 10 ms after deployment)	4.07	MPH





Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	
DPID \$49 Byte 6	SFF	SDM Recorded Vehicle Velocity Change for Axis #2 (90 ms after	-0.68	MPH
		event enable or 10 ms after deployment)		
DPID \$4A Byte 1	\$06	SDM Recorded Vehicle Velocity Change for Axis #1 (100 ms after	4.07	MPH
		event enable or 20 ms after deployment)		
DPID \$4A Byte 2	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (100 ms after	-0.68	MPH
		event enable or 20 ms after deployment)		
DPID \$4A Byte 3	\$07	SDM Recorded Vehicle Velocity Change for Axis #1 (110 ms after	4.74	MPH
		event enable or 30 ms after deployment)		
DPID \$4A Byte 4	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (110 ms after	-0.68	MPH
ř		event enable or 30 ms after deployment)		
DPID \$4A Byte 5	\$08	SDM Recorded Vehicle Velocity Change for Axis #1 (120 ms after	5.42	MPH
•		event enable or 40 ms after deployment)	W. 1 mm	
DPID \$4A Byte 6	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (120 ms after	-0.68	MPH
- · · · · - · · · · · · · · · · · · · ·	** *	event enable or 40 ms after deployment)	W13/W	. 411 1 1
DPID \$4B Byte 1	\$09	SDM Recorded Vehicle Velocity Change for Axis #1 (130 ms after	6.10	MPH
and the same and the same s	~~~	event enable or 50 ms after deployment)	0.10	**** 1 *
DPID \$4B Byte 2	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (130 ms after	-0.68	MPH
	ψi i	event enable or 50 ms after deployment)	-0.00	1411-1-1
DPID \$4B Byte 3	\$0A	SDM Recorded Vehicle Velocity Change for Axis #1 (140 ms after	6.78	MPH
or to \$40 byte 5	JUA .	event enable or 60 ms after deployment)	0.70	IVIFFI
DPID \$4B Byte 4	\$FF		-0.68	MPH
DI 10 440 Dyte 4	ФГГ	SDM Recorded Vehicle Velocity Change for Axis #2 (140 ms after	-0.00	IVIPH
OPID \$4B Byte 5	\$0B	event enable or 60 ms after deployment)	7.40	N ATOLIA
Drib 440 byte 5	⊅ ∪D	SDM Recorded Vehicle Velocity Change for Axis #1 (150 ms after	7.46	MPH
DDID \$40 D.40 6	Up you from	event enable or 70 ms after deployment)	0.00	6.6551.1
DPID \$4B Byte 6	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (150 ms after	-0.68	MPH
DDID \$40 D.4- 4	#2 2	event enable or 70 ms after deployment)	0.40	3 4 65 L L
DPID \$4C Byte 1	\$0C	SDM Recorded Vehicle Velocity Change for Axis #1 (160 ms after	8.13	MPH
~~~ ~ ~ ~ ~ ~ ~ ~	db. pers sub	event enable or 80 ms after deployment)		
DPID \$4C Byte 2	SFF	SDM Recorded Vehicle Velocity Change for Axis #2 (160 ms after	-0.68	MPH
		event enable or 80 ms after deployment)		
DPID \$4C Byte 3	\$0C	SDM Recorded Vehicle Velocity Change for Axis #1 (170 ms after	8.13	MPH
		event enable or 90 ms after deployment)		
DPID \$4C Byte 4	SFF	SDM Recorded Vehicle Velocity Change for Axis #2 (170 ms after	-0.68	MPH
		event enable or 90 ms after deployment)		
DPID \$4C Byte 5	\$0D	SDM Recorded Vehicle Velocity Change for Axis #1 (180 ms after	8.81	MPH
		event enable or 100 ms after deployment)		
DPID \$4C Byte 6	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (180 ms after	-0.68	MPH
		event enable or 100 ms after deployment)		
DPID \$4D Byte 1	\$0D	SDM Recorded Vehicle Velocity Change for Axis #1 (190 ms after	8.81	MPH
-		event enable or 110 ms after deployment)	· ·	





Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	
DPID \$4D Byte 2	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (190 ms after event enable or 110 ms after deployment)	-0.68	MPH
DPID \$4D Byte 3	\$0E	SDM Recorded Vehicle Velocity Change for Axis #1 (200 ms after	9.49	MPH
DPID \$4D Byte 4	\$FE	event enable or 120 ms after deployment) SDM Recorded Vehicle Velocity Change for Axis #2 (200 ms after	-1.36	МРН
DPID \$4D Byte 5	\$0E	event enable or 120 ms after deployment) SDM Recorded Vehicle Velocity Change for Axis #1 (210 ms after	9.49	MPH
•		event enable or 130 ms after deployment)		
DPID \$4D Byte 6	\$FE	SDM Recorded Vehicle Velocity Change for Axis #2 (210 ms after event enable or 130 ms after deployment)	-1.36	MPH
OPID \$4E Byte 1	\$0E	SDM Recorded Vehicle Velocity Change for Axis #1 (220 ms after	9.49	MPH
OPID \$4E Byte 2	\$FE	event enable or 140 ms after deployment) SDM Recorded Vehicle Velocity Change for Axis #2 (220 ms after	-1.36	МРН
OPID \$4E Byte 3	\$00	event enable or 140 ms after deployment) SDM Recorded Vehicle Velocity Change for Axis #1 (230 ms after	0.00	мрн
DPID \$4E Byte 4	\$00	event enable or 150 ms after deployment)	0.00	MOU
DEID 94C Dyle 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (230 ms after event enable or 150 ms after deployment)	0.00	MPH
OPID \$4E Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (240 ms after event enable or 160 ms after deployment)	0.00	MPH
OPID \$4E Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (240 ms after	0.00	MPH
OPID \$4F Byte 1	\$00	event enable or 160 ms after deployment) SDM Recorded Vehicle Velocity Change for Axis #1 (250 ms after	0.00	MPH
OPID \$4F Byte 2	\$00	event enable or 170 ms after deployment) SDM Recorded Vehicle Velocity Change for Axis #2 (250 ms after	0.00	MPH
•		event enable or 170 ms after deployment)		
OPID \$4F Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (260 ms after event enable or 180 ms after deployment)	0.00	MPH
OPID \$4F Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (260 ms after	0.00	MPH
OPID \$4F Byte 5	\$00	event enable or 180 ms after deployment) SDM Recorded Vehicle Velocity Change for Axis #1 (270 ms after	0.00	MPH
OPID \$4F Byte 6	\$00	event enable or 190 ms after deployment) SDM Recorded Vehicle Velocity Change for Axis #2 (270 ms after	0.00	MPH
•		event enable or 190 ms after deployment)		
OPID \$50 Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (280 ms after event enable or 200 ms after deployment)	0.00	MPH
OPID \$50 Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (280 ms after	0.00	MPH
OPID \$50 Byte 3	\$00	event enable or 200 ms after deployment) SDM Recorded Vehicle Velocity Change for Axis #1 (290 ms after	0.00	MPH
		event enable or 210 ms after deployment)		





Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$50 Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (290 ms after	0.00	MPH
		event enable or 210 ms after deployment)		
DPID \$50 Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (300 ms after	0.00	MPH
		event enable or 220 ms after deployment)		
DPID \$50 Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (300 ms after	0.00	MPH
		event enable or 220 ms after deployment)		
DPID \$51 Byte 1 bit 7	<b>\$</b> D0	Driver Belt Switch Circuit Status	BUCKLED	
DPID \$51 Byte 1 bit 6	\$D0	Driver Belt Switch Circuit Status Monitored	Yes	
DPID \$51 Byte 1 bit 5	\$D0	Passenger Belt Switch Circuit Status	UNBUCKLED	
OPID \$51 Byte 1 bit 4	\$D0	Passenger Belt Switch Circuit Status Monitored	Yes	
DPID \$51 Byte 1 bit 3	\$D0	Front Center Belt Switch Circuit Status	UNBUCKLED	
DPID \$51 Byte 1 bit 2	<b>\$D</b> 0	Front Center Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 2 bit 7	\$00	Second Row Left Belt Switch Circuit Status	UNBUCKLED	
OPID \$51 Byte 2 bit 6	\$00	Second Row Left Belt Switch Circuit Status Monitored	No	
OPID \$51 Byte 2 bit 5	\$00	Second Row Center Belt Switch Circuit Status	UNBUCKLED	
OPID \$51 Byte 2 bit 4	\$00	Second Row Center Belt Switch Circuit Status Monitored	No	
OPID \$51 Byte 2 bit 3	\$00	Second Row Right Belt Switch Circuit Status	UNBUCKLED	
OPID \$51 Byte 2 bit 2	\$00	Second Row Right Belt Switch Circuit Status Monitored	No	
OPID \$51 Byte 3 bit 7	\$00	Third Row Left Belt Switch Circuit Status	UNBUCKLED	
OPID \$51 Byte 3 bit 6	\$00	Third Row Left Belt Switch Circuit Status Monitored	No	
OPID \$51 Byte 3 bit 5	\$00	Third Row Center Belt Switch Circuit Status	UNBUCKLED	
OPID \$51 Byte 3 bit 4	\$00	Third Row Center Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 3 bit 3	\$00	Third Row Right Belt Switch Circuit Status	UNBUCKLED	
OPID \$51 Byte 3 bit 2	\$00	Third Row Right Belt Switch Circuit Status Monitored	No	
OPID \$51 Byte 4 bit 7	\$00	Driver Seat Position Status	Rearward	
OPID \$51 Byte 4 bit 6	\$00	Driver Seat Position Status Monitored	No	
OPID \$51 Byte 4 bit 5	\$00	Passenger Seat Position Status	Rearward	
OPID \$51 Byte 4 bit 4	\$00	Passenger Seat Position Status Monitored	No	
OPID \$52 Byte 1 bit 7	\$00	Automatic Passenger SIR Suppression System Validity Status /	Valid	
+	***	Passenger SIR Suppression Switch Circuit Status Validity Status	- New Action	
OPID \$52 Byte 1 bit 0	\$00	Automatic Passenger SIR Suppression System Status / Passenger	Air Bag	
	444	SIR Suppression Switch Circuit Status	Suppressed	
OPID \$52 Bytes 2-3	\$0000	SDM Synchronization Counter	0	
OPID \$52 Byte 4 bit 7-6	\$00	Rollover Sensor Message Status	No Rollover	
DPID \$52 Byte 4 bit 5	\$08	Side Air Bag(s) Were First Commanded to Deploy Due to Side	No	
me im was my sw i wie w	<b>400</b>	Impact Event	110	
DPID \$52 Byte 4 bit 4	\$08	Side Air Bag(s) Were First Commanded to Deploy Due to Rollover	No	
w www.wjsv T Dit T	ΨΟΟ	Event	110	





Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$52 Byte 4 bits 3-0	\$00	Rollover Sensor Status	Last message	
			received	
			contained errors	
DPID \$53 Byte 1	\$14	Time From Algorithm Enable to Maximum SDM Recorded Vehicle Velocity Change	200	msec
DPID \$53 Bytes 2-3	\$00C8	Maximum SDM Recorded Vehicle Velocity Change	9.59	MPH
DPID \$54 Byte 1 bit 7	\$00	Automatic Passenger SIR Suppression System Validity Status / Passenger SIR Suppression Switch Circuit Validity Status	Valid	****
DPID \$54 Byte 1 bit 1	\$00	Automatic Passenger SIR Suppression System Status / Passenger SIR Suppression Switch Circuit Status	Air Bag Suppressed	
DPID \$54 Byte 2	\$00	Rollover Sensor - Time Between Successive Side Deploys	0	msec
DPID \$54 Byte 3	\$00	Rollover Sensor - Time From Rollover Enable to Deploy	õ	msec
DPID \$55 Byte 1	\$00	Driver 1st Stage Time From Algorithm Enable to Deployment Command Criteria Met	Ö	msec
DPID \$55 Byte 2	\$00	Driver 2nd Stage Time From Algorithm Enable to Deployment Command Criteria Met	0	msec
DPID \$55 Byte 3	\$00	Passenger 1st Stage Time From Algorithm Enable to Deployment Command Criteria Met	0	msec
DPID \$55 Byte 4	\$00	Passenger 2nd Stage Time From Algorithm Enable to Deployment Command Criteria Met	0	msec
DPID \$55 Byte 5	\$00	Driver Side or Roof Rail/Head Curtain Time From Algorithm Enable to Deployment Command Criteria Met	0	msec
DPID \$55 Byte 6	\$00	Passenger Side or Roof Rail/Head Curtain Time From Algorithm Enable to Deployment Command Criteria Met	0	msec





# **Deployment Event Data**

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$67 Byte 1 bit 7	\$A0	Crash Record Locked	Yes	Tet - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -
DPID \$67 Byte 1 bit 5	\$A0	Vehicle Event Data (Pre-Crash) Associated With This Event	Yes	
DPID \$67 Byte 2	\$A5	Event Recording Complete	Yes	
DPID \$68 Byte 1 bit 7	\$D0	Driver 1st Stage Deployment Loop Commanded	Yes	
DPID \$68 Byte 1 bit 6	\$D0	Driver 2nd Stage Deployment Loop Commanded	Yes	
DPID \$68 Byte 1 bit 5	\$D0	Driver Side Deployment Loop Commanded	No	
DPID \$68 Byte 1 bit 4	\$D0	Driver Pretensioner Deployment Loop Commanded	Yes	
DPID \$68 Byte 1 bit 3	\$D0	Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No	
DPID \$68 Byte 1 bit 2	\$D0	Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No	
DPID \$68 Byte 1 bit 1	\$D0	Driver Knee Deployment Loop Commanded	No	
DPID \$68 Byte 2 bit 7	\$10	Passenger 1st Stage Deployment Loop Commanded	No	
DPID \$68 Byte 2 bit 6	\$10	Passenger 2nd Stage Deployment Loop Commanded	No	
DPID \$68 Byte 2 bit 5	\$10	Passenger Side Deployment Loop Commanded	No	
DPID \$68 Byte 2 bit 4	\$10	Passenger Pretensioner Deployment Loop Commanded	Yes	
DPID \$68 Byte 2 bit 3	\$10	Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No	
DPID \$68 Byte 2 bit 2	\$10	Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No	
DPID \$68 Byte 2 bit 1	\$10	Passenger Knee Deployment Loop Commanded	No	
DPID \$68 Byte 3 bit 7	\$00	Second Row Left Side Deployment Loop Commanded	No	
DPID \$68 Byte 3 bit 6	\$00	Second Row Left Pretensioner Deployment Loop Commanded	No	
DPID \$68 Byte 3 bit 5	\$00	Third Row Left Roof Rail/Head Curtain Loop Commanded	No	
DPID \$68 Byte 3 bit 3	\$00	Second Row Right Pretensioner Deployment Loop Commanded	No	
DPID \$68 Byte 3 bit 4	\$00	Second Row Right Side Deployment Loop Commanded	No	
DPID \$68 Byte 3 bit 2	\$00	Third Row Right Roof Rail/Head Curtain Loop Commanded	No	
DPID \$68 Byte 3 bit 1	\$00	Center Rear Pretensioner Deployment Loop Commanded	No	
DPID \$68 Byte 4 bit 7	\$80	Driver 2nd Stage Deployment Loop Commanded for Disposal	Yes	
DPID \$68 Byte 4 bit 6	\$80	Passenger 2nd Stage Deployment Loop for Disposal Commanded	No	
DPID \$69 Byte 1 bit 7	\$00	SIR Warning Lamp Status	OFF	
DPID \$69 Bytes 2-3	\$6B8D	SIR Warning Lamp ON/OFF Time Continuously	275330	seconds
DPID \$69 Bytes 4-5	\$019D	Number of Ignition Cycles SIR Warning Lamp was ON/OFF	413	cycles
·		Continuously		•
DPID \$6A Byte 1	\$A4	Ignition Cycles Since DTCs Were Last Cleared	164	cycles
DPID \$6A Bytes 2-3	\$159C	Ignition Cycles at Event	5532	cycles
DPID \$6B Bytes 1-2	\$0000	DTC number for fault #1	N/A	· 🗸
DPID \$6B Byte 3	\$00	DTC fault type for fault #1	\$00	
DPID \$6B Bytes 4-5	\$0000	DTC number for fault #2	N/A	
DPID \$6B Byte 6	\$00	DTC fault type for fault #2	\$00	
DPID \$6C Bytes 1-2	\$0000	DTC number for fault #3	N/A	





Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$6C Byte 3	\$00	DTC fault type for fault #3	\$00	3,1,1,1,1
DPID \$6C Bytes 4-5	\$0000	DTC number for fault #4	N/A	
DPID \$6C Byte 6	\$00	DTC fault type for fault #4	\$00	
DPID \$6D Bytes 1-2	\$0000	DTC number for fault #5	N/A	
DPID \$6D Byte 3	\$00	DTC fault type for fault #5	\$00	
DPID \$6D Bytes 4-5	\$0000	DTC number for fault #6	N/A	
DPID \$6D Byte 6	\$00	DTC fault type for fault #6	\$00	
DPID \$6E Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (-70 msec)	0.00	MPH
DPID \$6E Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (-70 msec)	0.00	MPH
DPID \$6E Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (-60 msec)	0.00	MPH
DPID \$6E Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (-60 msec)	0.00	MPH
DPID \$6E Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (-50 msec)	0.00	MPH
DPID \$6E Byte 6	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (-50 msec)	-0.68	MPH
DPID \$6F Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (-40 msec)	0.00	MPH
DPID \$6F Byte 2	SFE	SDM Recorded Vehicle Velocity Change for Axis #2 (-40 msec)	-1.36	MPH
DPID \$6F Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (-30 msec)	0.00	MPH
DPID \$6F Byte 4	\$FB	SDM Recorded Vehicle Velocity Change for Axis #2 (-30 msec)	-3.39	MPH
DPID \$6F Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (-20 msec)	0.00	MPH
DPID \$6F Byte 6	\$F8	SDM Recorded Vehicle Velocity Change for Axis #2 (-20 msec)	-5.42	MPH
DPID \$70 Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (-10 msec)	0.00	MPH
DPID \$70 Byte 2	\$F3	SDM Recorded Vehicle Velocity Change for Axis #2 (-10 msec)	-8.81	MPH
DPID \$70 Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (0 msec)	0.00	MPH
DPID \$70 Byte 4	SEE	SDM Recorded Vehicle Velocity Change for Axis #2 (0 msec)	-12.20	MPH
DPID \$70 Byte 5	SFF	SDM Recorded Vehicle Velocity Change for Axis #1 (10 msec)	-0.68	MPH
DPID \$70 Byte 6	\$E9	SDM Recorded Vehicle Velocity Change for Axis #2 (10 msec)	-15.59	MPH
DPID \$71 Byte 1	\$FD	SDM Recorded Vehicle Velocity Change for Axis #1 (20 msec)	-2.03	MPH
DPID \$71 Byte 2	\$E5	SDM Recorded Vehicle Velocity Change for Axis #2 (20 msec)	-18.30	MPH
DPID \$71 Byte 3	\$FB	SDM Recorded Vehicle Velocity Change for Axis #1 (30 msec)	-3.39	MPH
DPID \$71 Byte 4	\$E0	SDM Recorded Vehicle Velocity Change for Axis #2 (30 msec)	-21.69	MPH
DPID \$71 Byte 5	\$FA	SDM Recorded Vehicle Velocity Change for Axis #1 (40 msec)	-4.07	MPH
DPID \$71 Byte 6	\$DD	SDM Recorded Vehicle Velocity Change for Axis #2 (40 msec)	-23.72	MPH
DPID \$72 Byte 1	\$F9	SDM Recorded Vehicle Velocity Change for Axis #1 (50 msec)	-4.74	MPH
DPID \$72 Byte 2	\$DA	SDM Recorded Vehicle Velocity Change for Axis #2 (50 msec)	-25.76	MPH
DPID \$72 Byte 3	\$F8	SDM Recorded Vehicle Velocity Change for Axis #1 (60 msec)	-5.42	MPH
DPID \$72 Byte 4	\$D8	SDM Recorded Vehicle Velocity Change for Axis #2 (60 msec)	-27.11	MPH
DPID \$72 Byte 5	\$F7	SDM Recorded Vehicle Velocity Change for Axis #1 (70 msec)	-6.10	MPH
DPID \$72 Byte 6	\$D6	SDM Recorded Vehicle Velocity Change for Axis #2 (70 msec)	-28.47	MPH
DPID \$73 Byte 1	\$F7	SDM Recorded Vehicle Velocity Change for Axis #1 (80 msec)	-6.10	MPH
DPID \$73 Byte 2	\$D5	SDM Recorded Vehicle Velocity Change for Axis #2 (80 msec)	-29.15	MPH
DPID \$73 Byte 3	\$F7	SDM Recorded Vehicle Velocity Change for Axis #1 (90 msec)	-6.10	MPH

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Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$73 Byte 4	\$D4	SDM Recorded Vehicle Velocity Change for Axis #2 (90 msec)	-29.82	MPH
DPID \$73 Byte 5	\$F6	SDM Recorded Vehicle Velocity Change for Axis #1 (100 msec)	-6.78	MPH
DPID \$73 Byte 6	\$D3	SDM Recorded Vehicle Velocity Change for Axis #2 (100 msec)	-30.50	MPH
DPID \$74 Byte 1	\$F6	SDM Recorded Vehicle Velocity Change for Axis #1 (110 msec)	-6.78	MPH
DPID \$74 Byte 2	\$D2	SDM Recorded Vehicle Velocity Change for Axis #2 (110 msec)	-31.18	MPH
DPID \$74 Byte 3	\$F6	SDM Recorded Vehicle Velocity Change for Axis #1 (120 msec)	-6.78	MPH
DPID \$74 Byte 4	\$D2	SDM Recorded Vehicle Velocity Change for Axis #2 (120 msec)	-31.18	MPH
DPID \$74 Byte 5	<b>\$F</b> 5	SDM Recorded Vehicle Velocity Change for Axis #1 (130 msec)	-7.46	MPH
DPID \$74 Byte 6	\$D1	SDM Recorded Vehicle Velocity Change for Axis #2 (130 msec)	-31.86	MPH
DPID \$75 Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (140 msec)	0.00	MPH
DPID \$75 Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (140 msec)	0.00	MPH
DPID \$75 Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (150 msec)	0.00	MPH
DPID \$75 Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (150 msec)	0.00	MPH
DPID \$75 Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (160 msec)	0.00	MPH
DPID \$75 Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (160 msec)	0.00	MPH
DPID \$76 Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (170 msec)	0.00	MPH
DPID \$76 Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (170 msec)	0.00	MPH
DPID \$76 Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (180 msec)	0.00	MPH
DPID \$76 Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (180 msec)	0.00	MPH
DPID \$76 Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (190 msec)	0.00	MPH
DPID \$76 Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (190 msec)	0.00	MPH
DPID \$77 Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (200 msec)	0.00	MPH
DPID \$77 Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (200 msec)	0.00	MPH
DPID \$77 Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (210 msec)	0.00	MPH
DPID \$77 Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (210 msec)	0.00	MPH
DPID \$77 Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (220 msec)	0.00	MPH
DPID \$77 Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (220 msec)	0.00	MPH
DPID \$78 Byte 1 bit 7	\$D0	Driver Belt Switch Circuit Status	BUCKLED	
DPID \$78 Byte 1 bit 6	\$D0	Driver Belt Switch Circuit Status Monitored	Yes	
DPID \$78 Byte 1 bit 5	\$D0	Passenger Belt Switch Circuit Status	UNBUCKLED	
DPID \$78 Byte 1 bit 4	\$D0	Passenger Belt Switch Circuit Status Monitored	Yes	
DPID \$78 Byte 1 bit 3	\$D0	Front Center Belt Switch Circuit Status	UNBUCKLED	
DPID \$78 Byte 1 bit 2	\$D0	Front Center Belt Switch Circuit Status Monitored	No	
DPID \$78 Byte 2 bit 7	\$00	Second Row Left Belt Switch Circuit Status	UNBUCKLED	
DPID \$78 Byte 2 bit 6	\$00	Second Row Left Belt Switch Circuit Status Monitored	No	
DPID \$78 Byte 2 bit 5	\$00	Second Row Center Belt Switch Circuit Status	UNBUCKLED	
DPID \$78 Byte 2 bit 4	\$00	Second Row Center Belt Switch Circuit Status Monitored	No	
DPID \$78 Byte 2 bit 3	\$00	Second Row Right Belt Switch Circuit Status	UNBUCKLED	
DPID \$78 Byte 2 bit 2	\$00	Second Row Right Belt Switch Circuit Status Monitored	No	
DPID \$78 Byte 3 bit 7	\$00	Third Row Left Belt Switch Circuit Status	UNBUCKLED	

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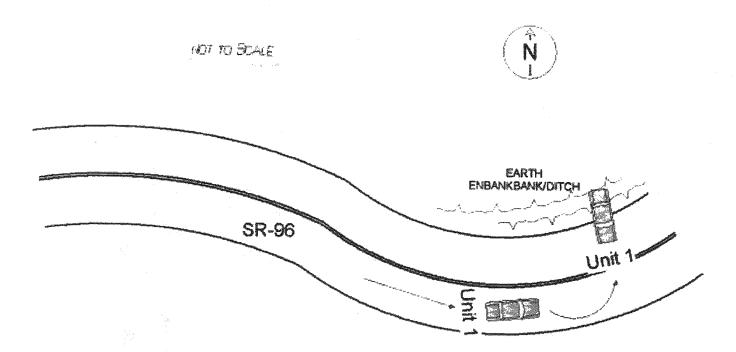
Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$78 Byte 3 bit 6	\$00	Third Row Left Belt Switch Circuit Status Monitored	No	
DPID \$78 Byte 3 bit 5	\$00	Third Row Center Belt Switch Circuit Status	UNBUCKLED	
DPID \$78 Byte 3 bit 4	\$00	Third Row Center Belt Switch Circuit Status Monitored	No	
DPID \$78 Byte 3 bit 3	\$00	Third Row Right Belt Switch Circuit Status	UNBUCKLED	
DPID \$78 Byte 3 bit 2	\$00	Third Row Right Belt Switch Circuit Status Monitored	No	
DPID \$78 Byte 4 bit 7	\$00	Driver Seat Position Status	Rearward	
DPID \$78 Byte 4 bit 6	\$00	Driver Seat Position Status Monitored	No	
DPID \$78 Byte 4 bit 5	\$00	Passenger Seat Position Status	Rearward	
DPID \$78 Byte 4 bit 4	\$00	Passenger Seat Position Status Monitored	No	
DPID \$79 Byte 1 bit 7	\$00	Automatic Passenger SIR Suppression System Validity Status at AE	Air Bag	
•		/ Passenger SIR Suppression Switch Circuit Status Validity Status at AE	Suppressed	
DPID \$79 Byte 1 bit 0	\$00	Automatic Passenger SIR Suppression System Status at AE / Passenger SIR Suppression Switch Circuit Status at AE	Valid	
DPID \$7A Byte 1 bit 7	\$00	Automatic Passenger SIR Suppression System Validity Status at First Deployment Command / Passenger SIR Suppression Switch	Valid	
OPID \$7A Byte 1 bit 1	\$00	Circuit Status Validity Status at First Deployment Command	A for Down	
Drib \$7A byte   bit i	φυυ	Automatic Passenger SIR Suppression System Status at First	Air Bag	
		Deployment Command / Passenger SIR Suppression Switch Circuit	Suppressed	
OPID \$79 Bytes 2-3	\$0000	Status at First Deployment Command		
OPID \$79 Byte 4 bits 7-6	\$000	SDM Synchronization Counter	0 No Rollover	
OPID \$79 Byte 4 bit 5	\$00 \$00	Rollover Sensor Message Status		
·	•	Side Air Bag(s) Were First Commanded to Deploy Due to Side Impact Event	No	
OPID \$79 Byte 4 bit 4	\$00	Side Air Bag(s) Were First Commanded to Deploy Due to Rollover Event	No	
OPID \$79 Byte 4 bits 3-0	\$00	Rollover Sensor Status	Last message	
	*		received	
			contained errors	
OPID \$7A Byte 1 bit 7	\$00	Automatic Passenger SIR Suppression System Validity Status /	Valid	
,	A	Passenger SIR Suppression Switch Circuit Validity Status	~ 401176	
OPID \$7A Byte 1 bit 1	\$00	Automatic Passenger SIR Suppression System Status / Passenger	Air Bag	
	ww.	SIR Suppression Switch Circuit Status	Suppressed	
OPID \$7A Byte 2	\$00	Rollover Sensor - Time Between Successive Side Deploys	0	msec
OPID \$7A Byte 3	\$00	Rollover Sensor - Time From Rollover Enable to Deploy	0	msec
OPID \$7B Byte 1	\$16	Driver 1st Stage Time From Algorithm Enable to Deployment	44	
or to wro byte i	ΨΙΟ	Command Criteria Met	eg ep	msec
OPID \$7B Byte 2	\$48	Driver 2nd Stage Time From Algorithm Enable to Deployment	4.4.4	mana
JI IU WIU UYIO L	<b>₩40</b>	Driver Zita Stage Time From Algorithm Enable to Deployment	144	msec

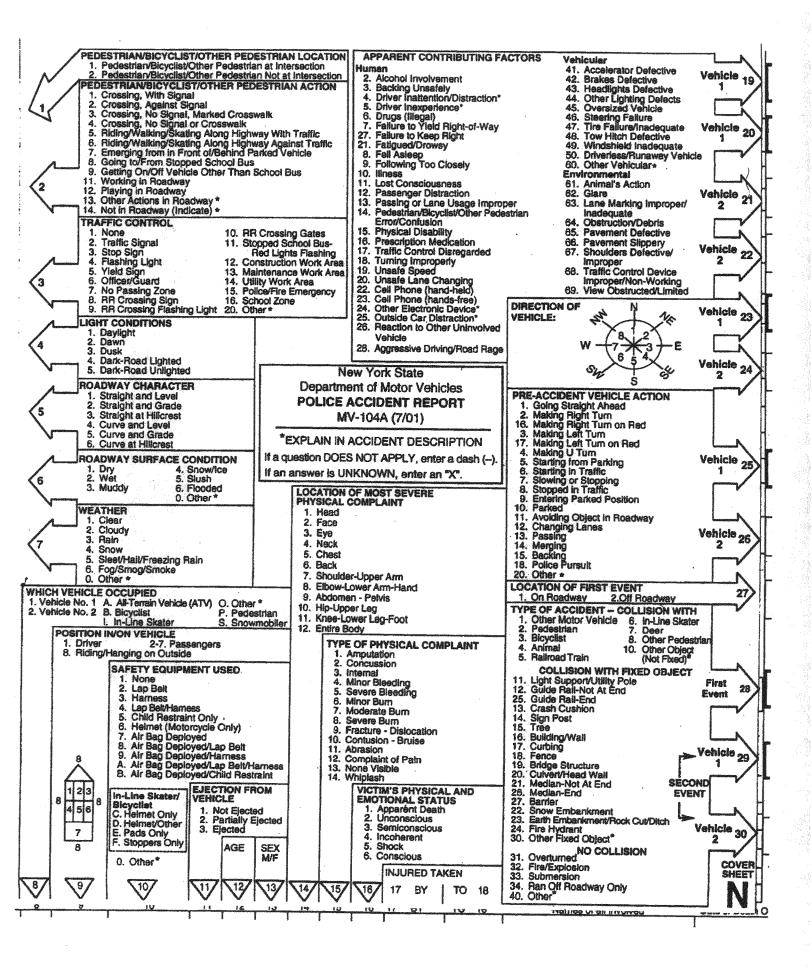




Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$7B Byte 3	\$00	Passenger 1st Stage Time From Algorithm Enable to Deployment Command Criteria Met	.0	msec
DPID \$7B Byte 4	\$00	Passenger 2nd Stage Time From Algorithm Enable to Deployment Command Criteria Met	0	msec
DPID \$7B Byte 5	\$00	Driver Side or Roof Rail/Head Curtain Time From Algorithm Enable to Deployment Command Criteria Met	0	msec
DPID \$7B Byte 6	\$00	Passenger Side or Roof Rail/Head Curtain Time From Algorithm Enable to Deployment Command Criteria Met	0	msec
DPID \$7B Byte 7	\$D2	Time Between Events	-1.84	seconds

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PE10-005
GM
4/14/2010
ATTACHMENT
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Subject Legal
ATT

#### Service Request Detail 71-716652701 SR No. Ref No. Goodwill No Goodwill Offered BRC Type PAR Account Site GW SubType Bus. Unit BRC Last Name First Name Approval Not initiated PAR Area Daytime# Evening # UCC Stearing - General Sub-Area Initiate PAR-Collision Address City Involved Dir John Bowman Chevrolet, Inc. Safety Yos State ZipCd Con Acct Source Phone Updated 4/14/2009 05:12:39 PM Serial #/VIN 1G1AK15F967 Model Year 2006 Priority Medium License # CHEVROL Owner **MERCADTO** Make Chevrolet Warr. Start 08/12/2006 Status Open 4/14/2009 10:58:02 AM Opened Model Cobalt Mileage 37000 Sub-Status Closed **Abstract** Steering/Brakes (alleged malfunction caused collision) This is a BRC PAR File. Please do not Assume. Forward all inquiries to Tonie Mercado @ ext 41163

#### Pre-PAR

PAR Notifier		is # Other Veh	#People in Ven. Ro	ad Surfac	Roac	Cond. Fire Report#	Police	i Report#
Owner	2/3/2009 07:00:00 PM N	1		ncrete	Snow		Unkne	OWN
i muori serni	oma Dei	ing Elect Majne	neight 56	THE RESERVE OF THE PERSON NAMED IN	B Disat /1988 None			
risurance Ag	ent Last Nama losi	rance Agent Firs				e Agency		
Bagenals	Ric	h		romoranijo ramoja de	Farm Bu			
Incident Loc	Unknown of exact location Lake Orien	n, MI	**************************************	Incident Oesc	The last tim was driving	e she was driving down the road whe She couldn't control the vehicle and	n it was snowy a she ended up hit	nd the car cled on her while sh ling another vehicle.
Component	Steering/brakes/Engine							•
Vehicle	dealer			Damage Desc	Rear end of	vehicle is banged up, deck lid, mulfle	r etc. Unknown (	of details
Loc				Addi Inf	o Cust pay \$1	000.00 deductible		
Emgcy Svc Names	Unknown			Maint Lo	c Indv			
PAR De	tail			***************************************				
Collision	Y Non Collision	Property Damage	Y Thormal Evt	N	Spec Equip	None		
Vehicle Speed		Weather Condition	Snowy		Prop Owner	Unknown	Property Type	Vehicle
Last Service Date		Loc Last Service			Property Location	Unknown	Prop Est Repair Cost	
Veh Est Repair Cost	\$1,900.00	Spec Equip Installer	None		Prop Damage Description	Unknown of details, rear of vehicle		
Primary Veh Use	Personal	Inspection Type			Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	Rear end of vehicle is banged up, de	ck lid, muliler etc	. Unknown of details		Explain Other	File goign to ESIS		

Report Generated for toporowm

on 4/15/2009

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#### **Activities**

Orested 4/15/2009 09:09:36 AM	Erealed By MARQUEM O	Assigned To MARQUEMO		Activity Sub-Type ESIS- Insurance Involvement Account	Status Done	Completed 4/15/2009 09:10:25 AM BAC Code	Description ESIS- insurance involvement - Third Party Property Damages
Comments File being fowraded to E	SIS due to Insu	rance involveme	nt and there is third p	party property damages involved.			
Monica Marquez/BRCPA x21072	RIATX						
Confidential Comments							
Greated 4/15/2009 09:08:54 AM	Created By MARQUEM O	Assigned To ESISBIQU	Activity Type Escalation	Activity Sub-Type ESIS - Insurance Involvement	Status In Progress	Completed	Description Assign to ESIS
Confact Last Name Comments		Contact Firs	l Name	Account		BAC Code	
2							
Monica Marquez/BRCPA x21072	RIATX						
Confidential Comments							
Created 4/14/2009 05:41:42 PM Contact Last Name	Greated By GARCIAUR	Assigned To MARQUEMO Contact First	Activity Type Notify CRM Name	Activity Sub-Type  Account	Status Done	Completed 4/15/2009 09:08:53 AM BAC Gode	Description SSIS
Confidential Comments							

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on 4/15/2009

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#### **Activities**

Created Created By Assigned To Activity Type Status Description 4/14/2009 05:18:09 PM MERCADTO MERCADTO Scheduled Follow-up Scheduled Alarm ESIS - Floyd Yenna First Name Comments Action Plan: Check case status for ESIS plu Tonle Mercado/PAR/ATX Confidential Comments: Created By Assigned To Activity Type Activity Sub-Type Status Description 4/14/2009 05:16:28 PM MERCADTO GARCIAJR BRC PAR **ESIS-Insurance** Done 4/14/2009 05:41:41 PM Escalation to ESIS Involvement Account BAC Code : -Customer is alleging that the vehicle intermittently shuts off and this has caused a collision. Cust alleging that they didn't have any sleering control or brakes. There is 3rd party properly damage to the vehicle that cust collided w/ and insurance company has paid out to repair vehicle. Tonia MarcadolPARIATX Received and assigned for ESIS escalation. Joe G/ATX/Workflow Per Confidential Comments Greated By Assigned To Activity Type Activity Sub-Type
4/14/2009 04:44:58 PM MERCADTO MERCADTO Outbound Call Customer Made Contact Status Completed -Done 4/14/2009 05:16:05 PM (Continued documentation) BAC Code

Crs Adv: The other vehicle that she impacted was there damage to that vehicle

Cust sis: yes I'm not sure as to the extent of damage. My daughter has all the info that I do not have since she drives the vehicle regularly.

Crs Adv: Ok that's fine, at this time I will be sending your file to our central claims office for further handling. Someone will be to contact w/ you wit 7-40 business days. If you haven't

heard from someone by the and of the 2 weeks please give me a call back and by that time I should have the into of the new agent that will be handling your file which I can release to you at that time.

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Confidential Comments

on 4/15/2009

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#### **Activities**

Created Created	CONTRACTOR OF STREET,	survey survitation of the second Table 12 to 10 to	Activity Sub-Type	Status	Completed %	Description
4/14/2009 04:34:33 PM MERCA		Ownership Changed	Ownership Escalated to BRC	Done	4/14/2009 04:34:33 PM	Ownership Escalated to BRC
Contact Last Name	Contact Fire	l Name	Account		BAC Code	
Comments				69		
Confidential Comments						
CTANE TO SECURE OF THE PROPERTY OF THE PROPERT				and the interest of the same o		
Greated Greated 4/14/2009 01:43:21 PM KINZER	TH MERCADTO	Ownership Changed	Activity Sub-Type	Status ————————————————————————————————————	Completed ### 65 4/14/2009 01:43:21 PM	Description Service Request Ownership has
Management of the Control of the Con	TH MERCADTO	Ownership Changed	Activity Sub-Type  Account			
4/14/2009 01×3:21 PM KINZER	TH MERCADTO	Ownership Changed			4/14/2009 01:43:21 PM	Service Request Ownership has changed FROM: AQUINORO TO:
4/14/2009 01:43:21 PM KINZER	TH MERCADTO	Ownership Changed		Done	4/14/2009 01:43:21 PM IBAC Code	Service Request Ownership has changed FROM: AQUINORO TO:

Created Greated By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2009 01:43:04 PM KINZERTH	MERCADTO	BRC PAR	Initial Contact- AVM	Done	4/14/2009 04:39:46 PM	Called
Contact Last Name	Contact First	Name	Account		BAC Code	

DVM Name:
Node/Mailbox: 630092-8395
This is Tonie Mercado
calling from the GM Product Allegation Dept to make you aware of a file that was received in your area.
The request number is: 71-716652701
The Customer's name is:
The dealer involved is: John Bowman Chevrolet
Located in: Clarkston MI
The vehicle is a: 2006 Chevrolet Cobalt
With current mileage:

With current mileage:
The last 8 digits of the VIN# are: 67/
This involves: customer is alieging that a steering malfunction caused a collision and is also alieging that the brakes failed during this collision. This involves is for informational purposes only, However if you do have any questions please feel free to give me a call.

Provided contact info.

Tonie Mercado/PAR/ATX Galificanija Gemments

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#### **Activities**

Created		Created By	Assigned To	Activity Type	Activity Sub-Type	Stotus	Completed	Description
4/14/200	9 01:42:56 PM	KINZERTH	MERCADTO	BRC PAR	Initial Contact- Dealer	Done		Called Bowman Chevrolet @ 248-626-
Contact I	Last Name	M. 155-25	Contact First	Name	Account	100	BAC Code	5071

Crs Spoke w/: Rhonda Jensen Svc Mgr Volce Mall

Crs Adv: Was calling because I received file concerning customer and incident. I just wanted to make you aware of the file. It seems to me from reviewing the file w/o yet speaking to the cust that they are alleging the steering failed causing a collision and that the brakes also failed in this collision. Being that this customer was in a collision w another vehicle and is alleging it's due to product failure we will be sending file to central claims office for further handling. If you have any questions or concerns please do not hasitate to contact me directly provided contact info and Sr

Tonie Mercado/PAR/ATX Conficential Constants

Created Created By	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2009 01:42:48 PM KINZERTH	MERCADTO BRC PAR	Initial Contact- Phone	Done	4/14/2009 05:10:45 PM	Called
	ALL LANDES	Account		BAC Code	
				,	

Crs verified pre par and par detai information.

Cust sist Daughter was at work beginning of January and the car quit on her. We took the car to bowman chevrolet for repair, the vehicle was in there for 3 weeks and she got the car back. When she got it back she noticed when driving 2 dys after getting it back that it stalled on her. She called the dir and they said that there was seething wrong wi the power so they went and got the car. The called her after a couple of days to plu the vehicle. When the ledy called her she said that ther was a code on the computer but she didn't know what it was. The service tech said he just had to reset it and she got it back and the car quit on her 3 more times and each time she called the dealer and they would tolt her that there was noting wrong wi the car.

The last time she was driving down the road when it was snowy and the car died on her while she was driving. She couldn't control the vehicle and she ended up hitting another vehicle. The dealership has been looking at it and they still haven't been able to find anything wrong withe car. All I want is the vehicle to be monahed.

Crs Adv: And is the vehicle repaired?

Cust sis; yes it's all repaired and I Can pick it up but the want me to pay for it and they can't even tell me what is wrong w/ it. They fixed body work but there is mechanical concerns that they aren't addressing. They say they cannot find the problem.

Tonio Mercedo/PAR/ATX

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#### **Activities**

4/14/2009 01:42:41 PM K Sontact Last Name	realed By INZERTH	Assigned To MERCADTO Contact First	Activity Type BRC PAR Name	Activity Sub-Typo Acknowledgement Account	Status Done	Completed 4/14/2009 05:05:29 PM BAC Code	Description Called
Crs Adv: This is Tonie Merca to speak to me?	ado calling fro	om the GM Proc	uct Allegation Dept.	I have received your file and do req	ulre further informa	tlion. Do you have a moment	
Cust sta: Yes							
Continued in Initial							
Tonia Marcado/PAR/ATX Confidential Comments		- 2					
4/14/2009 01:42:33 PM K	reated By	Assigned To MERCADTO Contact First	Activity Type Notify CRM	Activity Sub-Type	Slatus Dane	Completed 4/14/2009 05:18:55 PM	Description File Assigned
COMACTEMENT NOTE		// Condition	Ivallie	Account		BAC Code	
Confidential Comments							
4/14/2009 01:42:26 PM K	1.7.7.5.7.7.7.7.7.7.7.7.7.7.7.7.7.7.7.7.	Assigned To MERCADTO	Research	Activity Sub-Type	Status Done	Completes 4/14/2009 04:35:10 PM	Description Research VIN
Contact Last Name		Contact First	Name	Account		BAC Code	
No open recalls No prev related daim history No other files	7						
Tonie Mercado/PAr/ATX							

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#### **Activities**

4/14/2009 01:42:08 PM KINZ	ERTH MER		Activity Type BRC PAR Name	Activity Sub-Type Case Assigned Account	Status Done	Completed 4/14/2009 03:45:38 PM BAC Code	Description Assigned to Tonie Mercado x41183
Received							
Tonlo Mercado/Par/ATX							
Confidential Comments -						name - and a state of the state	
Created Crea							
Annual Company of the			Activity Type See See See See See See See See See S	Activity Sub-Type	Status Done	Completed 8: 4/14/2009 01:42:02 PM	Description S SR in Status of Closed has been Re-
Contact Last Name	Co	ntact First t	Vame	Account		BAC Code	Opened by KINZERTH
Comments :::							
Confidential Comments							•
Confidential Confidents							
	Allera.						
Greated Great 4/14/2009 01:42:01 PM KINZ			Activity Type SR Closed - Satisfied	Activity Sub-Type	Status Done	Opmoisted 4/14/2009 01:42:01 PM	Description
Cantant Last Nama (2004)	45 J. 64 C. VA. N. C. C. C. C. C.			Account	come	BAC Code	Service Request has been Closed Satisfied.
COMMUNICATION CONTRACTOR OF THE CONTRACTOR OF TH							
Confidential Comments	7.733						
ing a series of the series of	La di Avri						
Greated Great 4/14/2009 11:15:36 AM AOUI	ed By Assi NORO KINZ		Activity Type Escalation	Activity Sub-Type	Status	Completed # ##	Description
Principal Security and Constitution of the Con				initiate PAR Account	Done	4/14/2009 01:41:55 PM	Assigning activity to PAR QUEUE
CRS advised that a person from	the PAR Depar	rtment will c	contact the customer within 2	business days			
EricAquino/MLA/CACT1/Emp Lv				Ť			
Received and assigned in PAR							
Theddeus Kinzer/PAR Workflow/ Confidential Comments	ATX		a sing dang sing s				
						•	

Report Generated for toporowm

on 4/15/2009

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Activities							
Greatories 4/14/2009 11:00:21 AM	Greated By AQUINORO	Assigned to AQUINORO	Activity Type	Activity Sub-Type	Status	Completed	Description
Content Fast Name			Inbound Call Customer	Complex Request	Done	4/14/2009 11:18:17 AM	cust cant control veh, no steer, no
CARRELLIANCENTRE			r wange	Account		BAC Code	brakes
COMMENTS							
cusi sis:							
> we have a 2006 Coball							
> the veh encountered in		· · · · · · · · · · · · · · · · · · ·	_				
<ul> <li>the dealer said that the</li> <li>from there it started out</li> </ul>		ong with the ca	f				
> then it was involved with	h the 2nd accld	ient oarly this ye	ar				
> car was seriously dama	ged, veh quits	and my daughte	or who was driving like car hi	l another veh, no one got in	ured		

car was senously damaged, veh quits and my daughter w
we brought it to the same dealer & dir cant find anything
it was at the dealer 4 or 5 times, twice for the accident
I want the veh fix
the dealer keep telling me that they fix it but it quits
there were police report in both accident

1st accident - snowing
Jan / Feb - in the evening
> veh parked where my daughter was working
> it got hit by another veh
> insurance claim
> hit in the front - damaged /

2nd accident - driving - snowing
> no steering / cant control the veh , no brakes
> stee hit another veh because she couldn't stop /rear of the veh was damaged
> no injuries
> Cory Yenna
> 6/6/88

> Found Bureau in Mi

cust sks: > complaint veh

CRS ADV:

CACS ALV:

> apologized to cust

> informed about the PAR procedure

> provided SR#

> educ cust that case will be forwarded to PAR dept

> if within 2 business days

Confidential Comments

EricAquino/MLA/CACT1/Emp Lv0

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### **UCC** Information

UCC Code	Symptom	Description
M01 N02	Inoperative Quit	Sleering - General
1402	QUII.	Electrical Start/Charge - Battery / Cables

Report Generaled for toporowm

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R.O

Number

Type

R.O Date

# GM Vehicle Inquiry System Summary

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

Help

			40.43400	-2-					
VIN:	IGIA	K15F967							
		VEHICLE	E TNE	ORMATI	МС				
Merchandising Model :	5	K37 -2006 COBALT 2-DO OUPE	OR I	LS	Warranty:	Start	Date :	06/12	/2006
BARS Order Type:	70	- RETAIL - STOCK							
Delivering Dealer:	67:	HN BOWMAN CHEVROI 50 DIXIE HWY ARKSTON, MI 48346-2	•	INC.	Selling Sou	rce:		13 - CHE	VROLET
		18) 625-5071	6919		Site Code :			44014	ļ
	portines in systems (1999)	. 4			Business A Code :	ssocia	lle	115093	
Service Contract :	No	Branded Title :	No	Warran	y Block :	No	PDI St	atus :	Paid
		REQUIRE	D FII	ELD ACTIO	ons				
Vehicle Has No Curre	nt Re	cord Of Outstanding Cam	paig	ns					
		SERVICE INFO	ORM	IATIONAL	. Items				
Vehicle Has No Curre	nt Re	cord Of Outstanding Servi	ice Ir	oformation					
3		ON STAR AND XM SATI	ELLI	TE RADIO	) INFORM	ATIO	N		
Vebicle Has No Associ	ated (	On Star or XM Radio Info	rmai	tion.					
		APPLICAB	LE 1	WARRAN'I	TES	·			
	Descr	iption		Effective Date	Effectiv Odomei		End Dat	e	End Odometer
36/36000 BUMPER TO WARRANTY	BUM	PER LIMITED		06/12/2006	23 :	miles	06/12/200	)9	36023 miles
72/100000 SHEET ME THROUGH LIMITED				06/12/2006	23 1	niles	06/12/20:	12	100023 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM				06/12/2006	23 1	niles	06/12/20	14	80023 miles
36/36000 FEDERAL E		06/12/2006	23 :	miles	06/12/200	)9	36023 miles		
60/60000 POWERTRA	S. LIMITED WARRANT	Y	06/12/2006	23 :	niles	06/12/20	11	60023 miles	
		CLAI	MH	ISTORY		PRINCE INVESTOR			

**Labor Operation** 

Odometer

Reading

06/06/2006		I	Z6999 - PDI RELATED FLUID ADDS	3	miles
06/01/2006	A80108	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

#### <u>Help</u>

VIN:			161	AK15F967								
				CLAIM F	ns	TORY	***************************************					
Repair Ore	ler Date	: 06	/06/2006	Repair Order Number :			Odom	eter R	eading:		3 mile	
Serviced JAY CHEVROLET, INC. By: 3372 W HIGHLAND RD					lling Sou	measure-commonway			CHEVRO	ET .		
	HIGHL (248) 88			7-4000	Si	te Code :		ni apara kanana kanana ka	4435	4	Marin Control of the	
					Bı	usiness A	ssociate	Code	: 1151	15		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	-	P	art	Au Co	8		Comments	
06/20/2006	701	01	I	Z6999 - PDI RELATED FLUID ADDS		N/A		N	A N/A	\$ 1.68	N	
					-	1,4						
Repair Ord	ler Date	: 06/	01/2006	Repair Order Number :	A	80108	Odomo	eter Ro	ending:		0 miles	
Serviced	JAY CE				Se	lling Sou	rce :		13 -	CHEVROL	er	
By:	3372 W HIGHL	AND, N	<i>I</i> II 4835		Site Code: 4435				4435	54		
	(248) 88	9-3232			Bı	siness A	ssociate	Code	: 1151	15		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Par		Auth Code	Person Code	Line Total	Comments	
06/06/2006	697	01	1	Z7000 - PRE- DELIVERY INSPECTION - BASE TIME		N/A		N/A	N/A	\$ 102.92	N	

#### **CHECK HISTORY**

Vehicle Has No Associated Check History.

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# GM Vehicle Inquiry System Vehicle Build

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

#### <u>Help</u>

1			
-	97797		
- 1	VIN	1G1AK15F967	
		***************************************	
- 4			

#### **VEHICLE BUILD**

Merchandising Model:	1AK37 -2006 COBALT 2-DOOR LS COUPE				
Gross Vehicle Weight Rating:	1675 kg (3693 lb)	Order Number :	KCNJXB		
Build Date :	06/01/2006	Boild 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	ADD THE STATE OF THE PARTY OF T
BAGS	AR9 - DELUXE FRONT BUCKET SEAT
B34 - FLOOR MATS	B35 - REAR FLOOR MATS
C67 - ELECT. FRONT AIR CONDITIONER	DC8 - MIRROR, O/S MANUAL FLDG, BLK
DT4 - ASHTRAY AND LIGHTER	FEI - SUSPENSION SYSTEM-SOFT RIDE
FE9 - FEDERAL 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	R6P - PREMIUM PAINT
RSK _ **************	SLM - STOCK ORDERS
UNO - AM/FM STEREO W/CD & RDS	UQ4 - BASE SPEAKER SYSTEM
V73 - STATEMENT OF VEHICLE CERT U.S. /CANADA	ILS - ILS BASE PACKAGE
ISZ - OPTION PACKAGE DISCOUNT	14B - GRAY
14I - GRAY	4IU-BLACK
6AR - FRONT SPRING	7AR - FRONT SPRING
BAA - REAR SPRING	9AA - REAR SPRING

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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

Yolanda Allen Claims Administrator

April 20, 2009

Oxford, MI

RE:

Claimant:

Our File No.:

Our Client:

General Motors Corporation

Date/Event:

2/3/09

Subject vehicle:

2006 Chevy Cobalt

VIN:

IGIAK15F9678

Dear

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. Your correspondence alleges 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 AN INSURANCE COMPANY OR AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING**

- 1. Please provide a <u>copy</u> of your expert report and <u>color copies</u> of photos taken by your expert. Please do not send originals, as they may not be returned.
- 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.
- 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.
- 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.



- 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.

Yolanda Allen

Claims Administrator

und alle

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

5

April 21, 2009

Yolanda Allen Claims Administrator

Oxford, MI

RE:

Claimant:

Our File No.:

Our Client:

**General Motors Corporation** 

Date/Event:

2/3/09

VIN:

1G1AK15F967

Dear

I am writing to confirm our conversation of 4/21/09 during which you agreed to allow us to inspect your 2006 Chevy 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 precrash 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.

Yolanda Allen

PE10-005
GM
4/14/2010
ATTACHMENT
Q 03
Subject Legal
ATT

SR No. Account	ce Request Detail 71-721848286	Ref No. Site	Goodwill GW SubType	No Goodwill Offered	BRC Type	
Last Name Deytime # Address State Serial #/VIN Make Model	MO ZipCe 1G1AK55F357 Chevrolet Cobalt	First Name Evening # City St Louis Con Acct Model Year 2006 Warr. Start 11/08/2005 Mileage 23000	Approval UCC Involved Dir Source	Not initiated Steering - Column / Ignition Lock / Jim Butler Chevrolet, Inc. Phone Medium License # CHEVROL Open	Bus. Unit Area Sub-Area Safety Updated Owner Opened	BRC PAR Initiate PAR- Injury Yes 5/6/2009 05:12:42 PM MARQUEMO 5/4/2009 02:49:40 PM

### Pre-PAR

PAR Notifier Relative	Incident Date/Time Injuries 5/1/2009 05:00:00 PM Y	# Other Veh		ad Surface	Section of the Control of the Contro	d Cond. Fire Report#	Police Report#
Problem Louis		16	Height	phalt D0)	A STATE OF THE PARTY OF THE PAR	n/a ibilities	unknown
Campbell	issue issue insue Chris	rance Agent Fir			3/1936 n/a Insurar	ce Agency	
Incident	Hwy 270 and 367, St. Louis, MO	3	(507) 3	87-3433	James	Weir Insurance Agency - they are in	volved
Loc	1.my 270 and 307, St. Libuis, MC			Incident	Driver Car	ne off 367 and then on highway 270	going west then she was driving and sts she was
Component	Steering - Column / Ignition Lock / Part	ts		Desc	goning out	ivi - vien di was tom mat cust ete	the vehicle hopped and sts the front of the vehicle right and then she ran off the road and when up a
Vehicle Loc	Address - Co. Part Salvage Lot - 401-	431-1552 – um	known of exact location	Damage Desc	Roof of vel		damaged and headlights are demoned and
Emgcy Svc Names	Officer Douglas 09-001276 from Belfou Belfountian Neighbors Police Dept	intain Neighbor	rs	Add'i Info		urance comp is involved and she d	cesn't have the police report number.
PAR De	tail	***************************************		Maint Loc	Boyd Jiffy I	mpe	
Collision	Y Non Collision	Property Damage	N Thermal Evt	N S	Spec Equip	none	
lehicle Speed	60	Weather Condition	Dry	P	Prop Owner	n/a	Property n/a
.ast Service )ate		Loc Last Service			roperty ocation	n/a	Type Prop Est
leh Est lepair Cost		Spec Equip Installer	none	P	rop Damage escription	n√a	Repair Cost
Timary oh Use	Fleet	Inspection Type			spected By	Inspection Not Performed	Inspection
leh Damage Description	Roof of vehicle is damaged and sides o and windshield is damaged. Windows a	á cor le domani	ed and headlights are d	amaged E	xplain Other	Inspection Not Performed	Date/Time

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on 5/7/2009

Page 1 of 9

# **PAR Injuries**

Last Name First Name DOB Location	Phone #		
Occupant of Owner's Vehicle	The second secon	Seating Pos Oriver	Restraint Type N/a
Medical Rptf Has broken pelvis, broken vertebrae and was undergoing MRI since she is complaining about the pain and still in the		Treatment Location DePaul Hospital, Bridgeton,MO	Treated By ER Doctors
hospital			



# Activities

6/2009 05:23:28 PM	MARQUEM O	MARQUEMO	Scheduled Follow-up	Activity Sub-Type	Status Scheduled Alam	Completed	Description Follow up with ESIS
		\$	. Name	Account		BAC Code	
				8 2			
nfidential Comments							
eated /2009 05:22:47 PM	Created By MARQUEM	Assigned To MARQUEMO	Activity Type BRC PAR	Activity Sub-Type ESIS- Injuries	Status Done	Gempleted 5/6/2009 05:23:23 PM	Description
itact Last Name	3	Contact First	Name	Account			ESIS- Injuries
BACINS						BAC Code	
being fowarded to Es	SIS due to major	Injuries involved	in collision.				

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on 5/7/2009

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## **Activities**

Created 5/6/2009 05:22:18 PM Contact Last Name	Creation By MARQUEM O	Assigned To ESISBIQU	Escalation	Activity Sub-Type ESIS - Injuries	Status In Progress	Completed	Description Assign to ESIS
		Cantast Ela	r varne	Account _		BAC Code	
Injuries							
Monica Marquez/BRCPA x21072	R/ATX						
Confiden <b>t</b> ial Comments							I
Created 5/6/2009 O4:50:25 PM	Created By MARQUEM O	Assigned To MARQUEMO	Activity Type Inbound Call Third Party	Activity Sub-Type Voice Mail Received	Status Done	Sompleted 5/6/2009 04:51:23 PM	Description To Janice called in
Contact Last Name Comments		CarrantErg	Name	Account		EAC Code	
Tp sts: wishing to be calle		will be moved	because of storage amount -	sts she has pictures if nec	eded.	24 A 41	
Monica Marquez/BRCPAF x21072	VATX						
Confidential Comments							
V6/2009 09:29:06 AM			Activity Type Outbound Call Third Party	Activity Sub-Type Left Message	Status Done	90mpleted 5/6/2009 09:31:41 AM	Description Called:
Contact Last Name		Control Emil	Name	Account		BAC Code	
Komments CRS adv: This message is CRS back. CRS did get the	for Janice . Thi voicemail from	s is Monica Mar customer.	quez calling from gm par dep	DL Advised to call CRS bad	ck and provided numb	er and extention to call	
Monica Marquez/BRCPAR/ (21072							
Confidentia I Comments							

Report Generated for toporowm

on 5/7/2009

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# Activities

Created 5/6/2009 09:28:47 AM	Created By MARQUEM O	Assigned To MARQUEMO		Activity Sub-Type Voice Mail Received	Status Done	Semplefed 5/6/2009 09:31:26 AM	Description tp called in at 5/5/2009
			Vame	Account		BAC Code	•
Tp sts: calling on behalf	of driver - aske	d to be called bad	ck.				
Monica Marquez/BRCP/ x21072	IFVATX						
Confidential Comments							ı
Greated 5/5/2009 05:26:59 PM	Created By MARQUEM O	Assigned To MARQUEMO	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Done	60(1)p/Sied 5/6/2009 09:28:13 AM	Description Call customer
Contact i sel Nama Comments		Cantana Errat	N∍me	Account		BAC Code	I
Action Plan: make initial o	contact						l
Monica M <i>ar</i> quez/BRCPAI 21072	R/ATX						
onfidential Comments							
reated /5/2009 O9:58:16 AM	Greated By MARQUEM O		Activity Type Ownership Changed	Activity Stib-Type Ownership Escalated to	Status Done	Completed 5/5/2009 09:58:16 AM	Description Ownership Escalated to BRC
Innfart Lact Noma		Carlantini.	lame	BRC Account	22	BAC Code	
onfidential Comments							•

Report Generated for toporowm

on 5/7/2009

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### **Activities**

	MEDICALEY CINZERTH	and the second of	Activity Type Ownership Changed	Activity Sub-Type	Status	Completed	Description
Contact Last Name				<u> </u>	Done	5/5/2009 08:48:18 AM	Service Request Ownership has
Comera cast Norths		Contact First	Name	Account		BAC Code	changed FROM: EMBOLTM1 TO:
					:		MARQUEMO
SAMULATIO							

5/5/2009 08:48:01 AM KINZERTH	Assigned To Activity T MARQUEMO BRC PAR	/pe Activity Sub-Type Initial Contact- AVM	Status Done	Completed 5/6/2009 05:15:39 PM	Description Called:FDVM Rubenstein David
Contact Last Name	Contact First Name	Account		BAC Code	972075 8094 BOMMARITO CHEVROLET SOUTH SAINT LOUIS MO

This is Monica Marquez calling from gm par dept.
Customer: Fleet vehicle - School Sisters on Norte Dame - church of congregation
Service Request:71-72:1848286
Vehicle Information:06 Chevrolet Cobalt
Last 8 of the VIN: 67
Involved Dealership:no dif involved
Nature of allegation: to sts driver lost control of the vehicle - steering locked up and no airbags deployed when driver was in a collision and vehicle rolled, file will
be fowarded to ESIS due to major injuries involved.
CRS adv if you have any additional information pertaining to customer or vehicle please contact me at 1-866-790-5700 ext 21072. If not then this is an FYI to let
you know what is going on in your district.

# Monica Marquez/BRCPAR/ATX X21072 Confidential Comments

	a To Activity Type	Activity Sub-Type	Status	Completed	Description
WAR TO THE TAXABLE PARTY OF THE	MO BRC PAR	Initial Contact- Dealer	Done	5/5/2009 09:58:40 AM	no call needed
	Nane	Account	and the second	BAC Code	

No need to call Dir. Vehicle beyond warranty and has not been to dealer in two years.

Monica Marquez/BRCPAR/ATX X21072

Confidential Comments

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on 5/7/2009

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### **Activities**

Created		Assigned To	Activity Type	Activity Sub-Type	Status	Completed	
5/5/2009 08:47:44 AM	KINZERTH	MARQUEMO	BRC PAR	Initial Contact- Phone	Done	5/6/2009 05:10:52 PM	Description Called
Contact Last Name		Contact First	Name	Account		BAC Code	

CRS adv: Asked detailed questions with customer

Cust sts: Driver Came off 367 and then on highway 270 going west then she was driving and sts she was going 60 mph – then to was told that cust sts the vehicle hopped and sts the front of the vehicle had no steering at all and then she went to the right and then she ran off the road and when up a hill on the grass and then vehicle rolled 4 times, none of the airbags deployed and then she sustained major injuries – Has broken pelvis, broken vertebrae and was undergoing MRI since she is complaining about the pain and still in the hospital. The damages to the vehicle is Roof of vehicle is damaged and sides of car is damaged and headlights are damaged and windshield is damaged. Windows are damages. Vehicle belongs to church of congregation for Fleet – School Sisters on Norte Dame – she is the primary driver. Insurance comp is involved and are waiting to see what gm is going to do, Vehicle is located at a co.part – unknown of exact

Cust sks: Investigation on steering and airbags since they have alot of Cobalts in their fleet dept

CRS adv: File will be forwarded to ESIS due to major injuries sustained, and that dept will be incontact with cust in 7-10 business days.

Monica Marquez/BRCPAR/ATX X21072

Confidential Comments

Created Created By	Assigned To Activity Ty	The second secon	CONTRACTOR	1 10	
5/5/2009 08:47:38 AM KINZERTH	MARQUEMO BRC PAR	THE RESERVOIR ASSESSMENT OF THE PROPERTY OF TH	Status	Completed	Description
Contact Last Name	Castart Erst Name	Acknowledgement	Done	5/5/2009 11:06:45 AM	Called:
	rac Maine	Account		BAC Code	

Left Message

CRS adv: This message is for Janice. This is Monica Marquez calling from gm par dept in regards to the collision for sister Marylene with the 06 Chevrolet Cobalt. Advised to call CRS back and provided number and extention to call CRS back.

Monica Marquez/BRCPAR/ATX X21072

Confidential Comments

Report Generated for toporowm

on 5/7/2009

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# **Activities**

Created Created E 5/5/2009 08:47:30 AM KINZERTI Contact Last Nama		O Notify CRM	Activity Sub-Type Account	Status Done	Completed 5/5/2009 11:05:19 AM BAC Code	Description File Assigned
Confidential Comments						
Created Created By 5/5/2009 06:47:23 AM KINZERTH-	COLUMN TO SERVICE SERV	Research	Activity Sub-Type  Account	Status Done	Completed 5/5/2009 09:57:58 AM	Description Research VIN
RS Performed VIN Scan:			nuous		BAC Code	<b>.</b>
MVIS:Found No Open Recalls IN:Found No Duplicate File						
VC History: No Service History Relat	ed to Allegation					
onica Marquez/BRCPAR/ATX 121072 onlidential Comments						
cated Credied By 5/2009 08:47:07 AM KINZERTH	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description

5/5/2009 08:47:07 AM KINZERTH MARQUEMO BRC PAR Case Assigned Done 5/5/2009 09:57:54 AM Assigned to Monica Marquez x21072

Contact Last Name Account BAC Code

Confidential Comments

Report Generated for toporowm

on 5/7/2009

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# Activities

Created 5/5/2009 08:46:59 AM Confact Lest Name Confficents Confidential Comments	Created By KINZERTH	Assigned To EMBOLTM1 Contact Fire	SR Opened	Activity Sub-Type Account	Status Done	Campleted 5/5/2009 08:46:59 AM BAC Code	Description SR in Status of Closed has been Re- Opened by KINZERTH
Created 5/5/2009 08:46:58 AM Confact Last Name	Created By KINZERTH	Assigned To EMBOLTM1	Activity Type SR Closed - Satisfied	Activity Sub-Type Account	Status Done	Completed 5/5/2099 08:46:58 AM BAC Code	Description Service Request has been Closed Satisfied.
Confidential Comments  Created 5/4/2009 03:46:31 PM  Contact Last Name	Created By EMBOLTM1	Assigned To EMBOLTM1	Activity Type Inbound Call Customer Name	Activity Sub-Type Voice Mail Received Account	Status Done	Completed 5/5/2009 08:05:42 AM BAC Code	Description Vm
-from Officer Douglas of I -officer douglas -take care 5/4/09			accident of sister maylens	Venvertion			
334pm est 41 secs sarah petersen.T1.CAC.N Confidential Comments	fla.Lvii						

Report Generated for toporowm

on 5/7/2009

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### **Activities**

Greated 5/4/2009 03:22:37 PM	Orgales EV EMBOLTM1	Assigned to KINZERTH	Activity Type Escalation	Activity Sub-Type Initiate PAR	Status Done	Completed 5/5/2009 08:46:54 AM	Description Assigning activity to PAR QUEUE
Contact Last Name		Contact Fire	il Name	Account		EAC Code	Assigning activity to PAR GUEUE
aummenta.							
CRS advised that a pers	on from the PAF	R Department w	ill contact the customer	within 2 business days			
arah petersen.T1.CAC.	8 dl 1 . 44 7M			-			

	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2011 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	EMBOLTM1	Inbound Call Customer	Complex Request	Done		cust alledged that the steering column
Contact Last Name	Contact First	Name	Account		BAC Code	locked

Comments
cust sts:
-calling in to report the accident happen in one of the members of the congregation
-she was driving and the steering column locked and the veh rolled 4 times
cust sks:
-to report
crs adv:
-will document the information based on the questrions tro be asked

sarah petersen.T1.CAC,Mla,Lvl1™

Confidential Comments

## **UCC Information**

M41   Description   Description   M41   Inoperative   Steering - Column / Ignition Lock / Parts   C46   SiR - Did Not Deploy   Restraints - (SiR) - Driver Front	
------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

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on 5/7/2009

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# **GM Vehicle Inquiry System Summary**

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

### Help

VIN:	1G1A	C55F367							
		VEHIC	LE IN	FORMAT	ION				
Merchandising Model :	IA] SEI	1AK69 -2006 COBALT 4-DOOR LS SEDAN		LS	Warranty Start Date :		Date :	11/08/2005	
BARS Order Type :	70 -	RETAIL - STOCK							
Delivering Dealer :	759 FEI	JIM BUTLER CHEVROLET, INC. 759 GRAVOIS BLUFFS BLVD FENTON, MO 63026-7719			Selling Source :			13 - CHEVROLET	
	(63	5) 349-3222			Site Code:			03170	
					Business Associate Code :		te	111324	
Service Contract:	No	Branded Title :	No	Warran	ty Block :	No	PDIS	tatus :	Paid
		REQUIR	ED FI	ELD ACTI	ONS	<u></u>			Latu

# REQUIRED FIELD ACTIONS

# Vehicle Has No Current Record Of Outstanding Campaigns

# SERVICE INFORMATIONAL ITEMS

Ту	ne N	umber			
12,9	Pe I IV	unner	Description	Posted Date	Status
E	J (	09110	N/A	05/05/2009	See
**************************************					Bulletin

# 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	11/08/2005	8 miles	11/08/2008	36008 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	11/08/2005	8 miles	11/08/2011	100008 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	11/08/2005	8 miles	11/08/2013	
36/36000 FEDERAL EMISSION	11/08/2005	8 miles		80008 miles
60/60000 POWERTRAIN - U.S. LIMITED WARRANTY	11/08/2005	8 miles	11/08/2008 11/08/2010	36008 miles 60008 miles

# **CLAIM HISTORY**

Milliopossitistopososiso	R.O Date	R.O Number	Туре	Labor Operation	Odomete	8
Орменовой	08/29/2005	A50927	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	Reading	
					Un	niles [

# 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

### <u>Help</u>

VIN: 1G1AK55F367						Mark Strategy				
				CLAIM I	HISTORY					
Repair Ord	der Date	: 08	3/29/200:	Repair Order Number :	A50927	Odometer F	 teadi	ing:		0 miles
Serviced JIM BUTLER CHEVROLET, INC. 759 GRAVOIS BLUFFS BLVD				Selling Source: 13 - CHEVRO			CHEVROL	LET		
	FENTON, MO 63026-7 (636) 349-3222		-7719	Site Code :			03170			
	1				Business A	ssociate Code	:	1113	24	
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Pa	rt Auth	8 .	rson ode	Line Total	Comments
09/02/2005	618	01		Z7000 - PRE- DELIVERY INSPECTION - BASE TIME	N/A	N/A	Ţ	√A.	\$ 123.53	N

# **CHECK HISTORY**

Vehicle Has No Associated Check History.

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# **GM Vehicle Inquiry System** Vehicle Build

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

### <u>Help</u>

VIN	1G1AK55F367
SPANOUNI MARKANIA MA	VEHICLE BUILD

Merchandising Model:	1AK69 -2006 COBALT 4	-DOOR LS SEDAN	
Gross Vehicle Weight Rating:	1706 kg (3762 lb)	Order Number:	JJXK31
Build Date :	08/29/2005	08/29/2005 Build Plant :	
GMVIS is not the definition and			

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

### **OPTION CODES**

	ON CODES
AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	AR9 - DELUXE FRONT BUCKET SEAT
AU0 - REMOTE KEYLESS ENTRY	AU3 - POWER DOOR LOCKS W/REMOTE KEYLESS ENTRY
B34 - FLOOR MATS	B35 - REAR FLOOR MATS
C67 - ELECT. FRONT AIR CONDITIONER	DC8 - MIRROR, O/S MANUAL FLDG, BLK
FEI - SUSPENSION SYSTEM-SOFT RIDE	FE9 - FEDERAL EMISSIONS
FY1 - TRANS/AXLE 3.63 RATIO	IPB - INTERIOR TRIM DESIGN
JJK - SUSPENSIOM, REAR INSTALLED	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	R6P - PREMIUM PAINT
R9U - GM ACCESS - AUTOBOOK IDENTIFIER	SLM - STOCK ORDERS
UN0 - AM/FM STEREO W/CD & RDS	UQ4 - BASE SPEAKER SYSTEM
VK3 - FRONT LICENSE PLATE MOUNT	V73 - STATEMENT OF VEHICLE CERT U.S. /CANADA
ILS - 1LS BASE PACKAGE	1SZ - OPTION PACKAGE DISCOUNT
4B - GRAY	14I - GRAY
6U - BLUE GRANITE METALLIC	6AR - FRONT SPRING

7AR - FRONT SPRING	8AA - REAR SPRING	
9AA - REAR SPRING		

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PE10-005
GM
4/14/2010
ATTACHMENT
Q 03
Subject Legal
ATT

### Service Request Detail SR No. 71-733292583 Ref No. Goodwill No Goodwill Offered BRC Type PAR **GW SubTypa** Site Bus, Unit BRC Account First Namo Lest Namo Approvat Not initiated PAR Evening # UCC Sub-Area Initiate PAR- Collision Daytime # Stearing - General Address City Involved Dir Outten Chevrolet, Inc. Safety Updated 6/23/2009 12:20:40 PM State PA ZipGd Con Acct Source Phone 2006 Liconso # CHEVROL Sorial #/VIN 1G1AL18F767 **Model Year** Priority Medium Owner NOVAKKE Make Chevrolet Wars Start 09/24/2005 Status Open G/15/2009 11:17:59 AM Opened Model Cobalt Mileage 69774 Sub-Status Salisfied Closed Abstract 00 chev cobalt - power steering This is a BRC PAR Case. On not assume. Forward any inquiries to Kelley Novak at 1-866-790-5700 x41344. Customer Description

### Pre-PAR

PAR Notifier . Owner	ar incident Date/Time	injuries≋# Other Vehit		id Surface <b>:</b> heli	ewasasa Road Day	Gend AFire Report# nate	i jediov Unkno	Reports <b>(Creato</b> acominators and
		S. Droupe First Marries		aron ZADOB				
IN INVESTIGATION OF THE PARTY.	21110	A STREET, STRE	HANDON VICKORIO CONTRACTORIO CONTRACTORIO CONTRACTORIO CONTRACTORIO CONTRACTORIO CONTRACTORIO CONTRACTORIO CONT	THE RESIDENCE AND ADDRESS OF THE PERSONS ASSESSED.	STATE OF THE PROPERTY OF THE P		-	ta peneranja kalangan kanangan pen
			5'3	4/16/				
STATE OF THE PROPERTY OF THE P	uni i de la Calula de la companya de la compa	CANADA CA	entraction of the control of the con			Agency:		
Muffley		John	(800) 8	12-2822	Nationwi	16		
Incident Loc	cust was lost in a comfield in Le	chighton PA	-	incideni Desc	causing me	a comfield so I called 911 for help to go linto a ditch. I was in the mer	elle basw rilleerl leic	
Component	power steering				well as losin	g my job caused me so much stre	5\$.	
				Damage	body damad	e, AC condensor, power steering		
Vehicle	body shop in Lehighton PA, 182	ME		Desc				
Loc	north my residence and son			Addī Info	elalm mada	with insurance provider but cust d	nae noi kawa etaim :	#
				E-07207 6 64 13 179	AND STREET	mariionimies provinci pet cast u	ACS MAN HOAD PRIME	•
Emgcy Svc Names	Carbon County fire department cust does not have report #s	ano pouce department	came out to essist -					
14011179	CHALOUSO NOT HOSE SCHOOL BO			Maint Loc	UBERTYC	HEVROLET, INC.		
PAR De	tail							
Collision	Y Non Collision	Y Property Damage	N Thormal Evt	N S	çec Equip	No		
Vehicle Speed	40	Weather Condition	clear	F	rop Owner	NA	Proporty Type	NA
Last Service Date	9/24/2005	Loc Last Service	Liberty Chevrolet, Ir		roperty ocation	NA	Prop Est Repair Cost	\$0.00
Von Est Ropair Cost	\$0.00	Spec Equip Installer	NA		rop Damage escription	NA		
Primary Veh Use	Personal	Inspection Typo	Steering and Suspens	ion Sys II	ispected By	Inspection Not Performed	inspection Dato∕Time	
Voh Damage Description	body damage, AC condensor, p	power steering		E	xplain Other	NA		

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on 6/23/2009

Page 1 of 10

# PAR Injuries

ury Description		MANAGEMENT OF THE PROPERTY OF	Medical Rolf 31-961	<b></b>	raiment Location 2006(2)	Frence Treate	d By	S. F. P. T.
lfered mental break do	and the state of		unknown	Le	naden Huetten Memorial Hosp highton, PA		unknown -Doctors in the me	ınlal healih un
eel Address (52 ° ) 9 <b>5 7 lb si</b>		P	Cil Lehighlon	State . PA	18235			mor .
ctivities								
cated ====================================	Greated Eyes MARTIRAM	VACE (INDICATE) ESISBICU	Activity Typo 22:65524 Escalation	NASS Activity Sub-Typos ESIS - Injuries	e.seStatus ∴29∡ess Co În Progress	mplated 4.463.364.4	Sal Doscription (1994) Injuries	e eşt
		Contact Eig	77 Table 1 Tab	Account		AC Code	nguiss M	
mments							<del></del>	
ries and insurance in	introment							
	MINAMETERS		and and the second of the seco					
ntidential Comments	erenen							
ntidential Comments								
ntidential Comments pated as & se	Oregied By KINZERTH	Assigned To MARTIRAM	> Activity Typo ** ** ** Notify CRM	Activity Sub-Type	CHANNEL CHANNEL AND	mpleted -1.2272009 10:00:06 AM	Description 1954	·
	Greated By Kinzerth		Notify CRM	Account	Done 6/2		ESIS • Injuries	••••••••••••••••••••••••••••••••••••
indential Comments atod 222 22009 12:16:00 PM offict Last Name	Greated By Kinzerth	MARTIRAM	Notify CRM		Done 6/2	23/2009 10:00:06 AM	ESIS • Injuries	•
nfidential Comments pated 2/2009 12:16:00 PM ntact Last Name	Greated By Kinzerth	MARTIRAM	Notify CRM		Done 6/2	23/2009 10:00:06 AM	ESIS • Injuries	
ated accomments ated accomments 2/2009 12:16:00 PM start Last Name	Greated By Kinzerth	MARTIRAM	Notify CRM		Done 6/2	23/2009 10:00:06 AM	ESIS • Injuries	19 <b>33.</b>
nfidential Comments pated	Greated By KINZERTH	MARTIRAM	Notify CRM of Name	Account	Done 6/2	23/2009 10:00:05 AM AC Code	ESIS - Injuries	
alidential Comments rated 2/2009 12:16:00 PM atact Last Name	Greated By Kinzerth	MARTIRAM	Notify CRM of Name	Account	Done 6/2	23/2009 10:00:05 AM AC Code	ESIS • Injuries	
atod 222009 12:16:00 PM March Last Name numents didential Comments atod 222009 12:04:12 PM	Greated By KINZERTH	MARTIRAM Granad Fix Assigned To	Notify CRM of Name  Activity Typo Scheduled Follow-up	Account	Done 62 B  Status Co Scheduled Alarm	23/2009 10:00:05 AM AC Code	ESIS - Injuries	
ntidential Comments sated 2/2/2009 12:16:00 PM ntact Last Name numents ntidential Comments	Greated By KINZERTH	MARTIRAM Contact Fire Assigned to NOVAKKE	Notify CRM of Name  Activity Typo Scheduled Follow-up	Account  -Activity Sub-Type  Other	Done 62 B  Status Co Scheduled Alarm	23/2009 10:00:05 AM AC Code mpleted ≤s	ESIS - Injuries	
nidential Comments 2/2009 12:16:00 PM ntact Last Name numents nidential Comments 2/2009 12:04:12 PM	Greated By KINZERTH	MARTIRAM Contact Fire Assigned to NOVAKKE	Notify CRM of Name  Activity Typo Scheduled Follow-up	Account  -Activity Sub-Type  Other	Done 62 B  Status Co Scheduled Alarm	23/2009 10:00:05 AM AC Code mpleted ≤s	ESIS - Injuries	

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## **Activities**

Greated 8:25 6/22/2009 12:03:22 PM	Greated By S NOVAKKE	SASSIGNEDIO KINZERTI	Activity Type ( Second BRC PAR	ESIS-Injuries	PASIATUS Done	6/22/2009 12:15:58 PM	N Description Parks representation
Contact Last Name	***************************************	Control Sin	Z7.17 19.00	Account	Duna	EAC Code	ESCALATE TO ESIS
COMMON LOSS TRAINES		uuinawina		AVAUIT		SAL COUR	
Comments							
CRS to escalate file to Es	SIS due to injur	ies and insuranc	æ Involvement				•
KelleyNovak/ATX/PA							
Confidential Comments							
***************************************							i.
Created S			⊋Activity Typa <del>⊊</del>	Activity Sub-Type			
6/22/2009 12:03:21 PM	NOVAKKE	NOVAKKE	Ownership Changed	Ownership Escalated to	Status Core	6/22/2009 12:03:21 PM	Ownership Escalated to BRC
		***************************************	morrows and morrows of the	BRC	www	wanded indiat cut	Chaustranh Escribico (O DUC
Contact Last Name	- 122	Contact Firs	l Name	Account		BAC Code	
Comments							
Confidential Comments							
	16.34						
6/19/2009 04:33:39 PM	NOVAKKE	Assigned To NOVAKKE		S. Activity Sub-Type (4)			Inscription works
6/18/2009 04:53:39 PW	NOVARRE	NUVAKKE	Scheduled Follow-up	Other	Done	6/22/2009 11:31:19 AM	
			Name -	Account		BAC Code	
Commence							
2nd sitempt						paller.	ı.
Confidential Comments							*
Created P	Greated Sval	Assigned To	ØActivity Typo 199€	≆**¢Δ# Nyiky Sub-Typo	Charles	■ Completed ****	Description Van Ar
6/19/2009 10:14:11 AM	KINZERTH	NOVAKKE	Ownership Changed	amerikali Bahari (12 majaba)	Done	6/19/2009 10:14:11 AM	Service Request Ownership has
Contact Last Name		Contact Firs		Account		BAC Code	changed FROM: CASTILM's TO:
							NOVĀKKE
Comments							
						Al the	
Confidential Comments							

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on 6/23/2009

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### **Activities**

Greated By: Assigned To MACIIVity Type Do ACIIVITY SIB-Type Status Completed GOMESTAN ি কে Description 🔍 সেইটেডিক 🔊 Done 6/22/2009 12:03:14 PM Denise Zobel @ node 914055 MB 8025 BAC Code

This is Kelley Novek calling from GM PAR dept.

Customer.

Service Request: 71-733292583 Vehicle information: 05 chev cobalt Last 8 of the VIN: 67 involved Dealership: Outten Chav Nature of altegation: power steering

CRS adv. you are not required to respond to this mag, however if you do have any questions or concerns regarding this file or veh, pis feel free to give me a call at 1-866-790-5700 x41344. Thank you.

Kelley Novak/ATX/PAR

**Confidential Comments** 

Created By Assigned To Activity Typo & E-Activity Sub-Typo 6/19/2009 10:13:35 AM KINZERTH NOVAKKE BRC PAR Initial Contact- Dealer Status Description & a late Initial Contact- Dealer Done 6/22/2009 12:01:27 PM Outlen Chevrolet, Inc. BAC Code

CRS adv: Calling to Inform you that cust alleges. Would you have a moment to speak with me regarding this veh?

Oir sts: Sure

CRS adv: Any previous related repairs regarding this concern?

Dir sts: No

CRS adv. Would it be alright if the cust brings in the veh so GM can perform an inspection?

Oh sts: Sure

Kelley Novak/ATX/PAR

**Confidential Comments** 

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### Activities

Created Service Assault Created By the Assigned To Mactivity Type (See Section Activity Sub-Type (See Status Asset) कर Completed कि स्वास्त्र Description अस्त्रक 6/19/2009 10:13:27 AM KINZERTH NOVAKKE BRC PAR Initial Contact-Phone Done 6/22/2009 12:00:18 PM Called BAC Code CRS adv: I have received your file concerning your 06 chev cobalt; I do require some further information. Do you have a few moments to speak with me? cust sts: Yes. I was tost in a comfield so I called 911 for help than all of a sudden the power steering went out causing me to go into a dilch. I was in the mental health want after this because this accident as well as losing my job caused me so much stress. CRS adv: I'm sorry to hear that you went through this experience &I will be escalating your file to our central claims department to properly assist you. They will be contacting you in 7-10 business days to address your concerns. If you have any questions don't hesitate to give me a call at 1.866.790.5700 X41344. Kelley Novak/ATX/PAR Confidential Commonis Created By Assigned To #Activity Type:::##Activity Sub-Type::## Status Asset Completed Said : Site of Section Description 6/19/2009 10:13:20 AM KINZERTH NOVAKKE BRC PAR Acknowledgement 6/19/2009 04:32:57 PM Done Called Contact Last Name CRS adv: Calling to inform cust that we have received your file concerning your 06 chev cobalt, we do require some further information regarding your veh and the incident. You can contact me at 1-866-790-5700 x41344 Mon-Fri between 8 AM-4:30 PM est, SR#71-733292583. Thank you. Kelley Novak/ATX/PAR Confidential Comments ም Created By Assigned To * Activity Type : The **= ** & Activity Sub-Type per . Statilise Completed ்ள≪e Description ആ G/19/2009 10:13:11 AM KINZERTH NOVAKKE Notify CRM Done 6/19/2009 04:33:01 PM File Assigned st Name EAC Code Confidential Comments

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on 6/23/2009

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# **Activities**

Greated   6/19/2009 10:13:04 AM  Contact Last Name	Created By X KINZERTH	Assigned To NOVAKKE Sentact Sin	Research	Account	Cone	977774 Sompleted 195 for 6/19/2009 04:33:28 PM BAC Code	Opscription Pros. Action Research VIN 1G1AL18F767(
Research							
Recalls: No open recalls							
Related repairs: No relate	ed repairs						
Previous SRs: No previou	us SRs						
Ketiey Novat/PAR/ATX Confidential Comments							
Greated G/19/2009 10:12:47 AM	Created EV KINZERTH	VASSISTED TO NOVAKKE	Activity Typos BRC PAR	Activity Sub-Typo: Case Assigned	Status Dan <del>a</del>	6/19/2009 04:33:28 PM	Description Assigned to Kelley Novak x41344
Contact Last Name		Contact Fin	st Name	Account		BAC Code	
Comments							
Confidential Comments							
Greated	Ofenies Eye. Kinzerth	CASTILM1	SACINITY Typo (24) SR Opened	Activity Sub-Type 2	Done	≈ 27 Completed 6/19/2009 10:12:39 AM	Obscriptioner was SR in Status of Closed has been Re-
Centact Last Name		Contact Fire	st Name	Account		BAC Code	Opened by KINZERTH
Comments							
Confidential Comments							

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on 6/23/2009

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# Activities

Greated 5/19/2009 10:12:38 AM Contact Last Name	Greated By KINZERTH	CASSIDEDE ED CASTILMI Contact fin	SR Closed - Satisfied	ass Activity Sub-Type Account	Status Pone	Sombleted 6/19/2009 10:12:38 AM BAG Gode	Service Request has been Closed Satisfied.
Comments					and the state of t		
Confidential Comments						5-2-61	
Propingle: 1/16/2009 05:10:47 PM	OLEMET BYD MARASICL	SZASSÍGIOGRAG KINZERTH	Activity Typo De Social Escalation	FEEN Activity Sub-Typo:	Status 6.23 Oone	6/19/2009 10:12:35 AM	Description Assigning activity to BRC PAR Queue
Contact Last Name	that	Contact Fie	st Name	Account		BAC Code	
Sommistis de Sust will be contacted in	5 business day	6					
Confidential Comments							
rested es /16/2009 01:29:31 PM	MARASICL	MARASICL	Outbound Call Dealer	Made Contact	Done	A 6/16/2009 01:36:29 PM	: Doscription を なる Called dealer
Contact Lost Name		Contact Fin	of Margie	Account		BAC Code	
enunterne RS spoke with: Matt (S)	/A)						
Ar sis: veh has power sleering power sleering light is o have driven veh a numb	n er of limes ain	eady but have d	uplicated the loss of steeri	ng			
likkiSean/T1/CAC/Man/I	.vl 1 Emp						
onfidential Comments		19					
		Tag B					

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### **Activities**

Created Created By - Assigned To - Activity Type -Activity Sub-Type 👂 Status সঞ্জন্ম Completed আক্রমান সংস্কৃতিভংগোচালে সংস্কৃতি 🖘 🖼 6/15/2009 11:27:12 AM CASTILM1 CASTILM1 Scheduled Follow-up Done 6/16/2009 05:53:38 PM call dealer BAC Code MR. Jeff atkins... PLease call customer for pre-par info... as per TL's advise =) Semper F7 Confidential Comments ____ Created By → Assigned To _ Activity Type ← Created 8 Activity Sub-Type 🗪 Status Completed Co Description 6/15/2009 11:25:41 AM CASTILM1 CASTILM1 Inbound Call Customer **Complex Request** Done 6/15/2009 11:33:08 AM Funnel Contact Last Name Contact First Name BAC Code Owner Specific: Orig owner? Y Primary driver? Y Personal or business use? P Veh Specific: van specinic.
Where purchased? Quiten chevrolet
If 2nd Owner of Veh, when/what mig?
Ext warranty:
Concern Specific.
Concern? steering column When 1st notice concern? when accident happen What conditions does concern occur? NA Where diagnosed? Outlen chevrolet — over a week Est cost of the repair? \$700 Current location of veh? at the dealer Veh repaired? If yes, cost & where completed? No If not GM dir, phone # of repair facility? NA What has Dir told you about a diagnosis? Who was working with you? Matt and Ron Business Decision: Where maint performed? lake to a chevy dealership near me Prev GM veh? the first Gm veh Prev related repairs? When? NO Out of Pocket expense (document repairs & cost): Confidential Comments

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### Activities

LINESALMO							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status ਾਲ	Completed	Description
6/15/2009 11:23:37 AM	CASTILM1	CASTILM1	Outbound Call Dealer	Made Contact	Dane	6/15/2009 11:33:05 AM	called dealer
Contact Last Name		Contact Fire	st Name	Account		BAC Code	
TRANSPORTER TO A STREET OF THE							
Service manager:							
•							
Colline							
-theres a Ton of Body da -She went of the confleto							

-She went of the configld
 -condenser was damage, as far as I am concern, its beyond goodwill consideration.
 -according to the insurance adjuster its been on a Multiple accidents
 -have history, not for over a year.
 -march 2008 was the last record..

JeffAlkins/CAC/Tier1/Mls/Lvf1

Confidential Comments

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# Activities

Created Created By Assigned To Activity Type Activity Sub-Type 6/15/2009 11:20:15 AM CASTILM1 CASTILM1 Inbound Call Customer Complex Request Contact Last Name Account	Status ≅ Completed ₹ Description +1 ₹ ₹ ₹ ₹ ₹ Done 6/15/2009 11:33:01 AM repair assistance
	And the second s
	BAC Code
Comments	
Cust sts:	
advised me to call GM to discuss the problem 113788 OUTTEN CHEVROLET, INC. 1701 WEST TILGHMAN ST ALLENTOWN PA 18104-4158 610-434-	4201
-march 31st in a veh accident, power steering locked up, bit a ditch10-12 Mninsurance company gave a quote for the bodyworkinsurance company covers the body shop -the car is undrivableCost is over \$700 j was hospitalized, got no job, have mental stressThey did a diagnosis for it, and give me a quotethey have to replace the steering column.	
Zustaks: repair assistance	
Cits Advs:	
This is something that we will look at but I cannot guarantee If your request will be met. I have to contact the	e dealer to get some information about the diagnosis
we will review the case further and will do a caliback for you regarding outer decision	
letfalkins/CAC/Tiert/MtafLvt1	
Confidential Comments	
UCC Information	
	ripilon
	-

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# GM Vehicle Inquiry System Summary

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

Help

VIN:		8 .							***************************************			
			GIALI8F767				······································					
		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		VEHIC	LE IN	IFOR	ITAN	NO	annan Shiriting			
Merch Model	andising		1AL37 -2006 C COUPE	OBALT 2-I	OOR	LT		Warranty S	Start I	Date: 09/24/2005		005
BARS	Order Ty	pe:	70 - RETAIL -	STOCK								
Delivc	ring Deale	<b>5°</b> 3	LIBERTY CHI 30400 LYON (	ENTER DR	IVE	VE EAST Selling Source:			rce :		13 - CHEVI	ROLET
Name of the least			NEW HUDSOI (248) 486-1900		65-89	00		Site Code :			44358	
Management and the American September 1997							Business As Code :	socia	le	210969		
Servi	ice Contra	ct:	No Brande	d Title :	No	W	arrani	y Block:	No	PDI St	otus :	Paid
				REQUIR	ED F	IELD .	ACTI	ONS				
Type	Number			Desc	riptic	n			************	Posted	Date	Status
RC	05084	DAY	TIME RUNNING	G LAMPS IN	OPE	RATIN	Æ			N/	Ά	Closed
			SI	ERVICE IN	FOR	MATI	DNAL	ITEMS				
Турс	Number			Dese	riptic	)II				Posted	Date	Status
EI	09110	SIR// 09-09	AIRBAG LIGHT 0-41-003)	ILLUMINA	TED,	, DTC B0081 SET(REF. TSB 0				05/05/	2009	See Bulletin
			ON STAR A	ND XM SA	TELI	JITE I	RADIC	) INFORMA	TION	V		
OnS(a) Equip	-	Yes	OnStar Status	Inactive	(loc		the "C	ge for details o OnStar" tab in				
XM Eq	quipped	No :	XM Radio ID	N/A	XM Stat	US	WA	www.xmrac	llo.gm	e for details or: .ca or Dealer Hotline F (1-877-438-9677).		
				APPLICA	BLE	WAR	RANT	ies				
PER PART AND		D	escription			Effe Da		Effective Odomete		End Dat	e o	End lometer
	00 BUMPI LANTY	R TO	BUMPER LIMIT	ED		09/24	/2005	146 n	niles	<b>09/24/2</b> 00	3	6146 miles
			AL COVERAGE /ARRANTY	RUST		09/24	/2005	146 n	riles	09/24/201	1 10	0146 miles

	000 FEDERAL EMISSION CATALYTIC CONV. PCM	<b>0</b> 9/24/2005	146 miles	09/24/2013	80146 miles
36/30	000 FEDERAL EMISSION	09/24/2005	146 miles	09/24/2008	36146 miles
60/60	000 POWERTRAIN - U.S. LIMITED WARRANTY	09/24/2005	146 miles	09/24/2010	60146 miles

# **CLAIM HISTORY**

R.O Da	ate	R.O Number	Туре	Labor Operation	Odome Readi	
08/08/20	006		Ħ	K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE	8221	miles
08/08/20	006		#	Z5001 - VIP FREIGHT/POSTAGE REIMBURESEMENT	8221	miles
06/21/20	005		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

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

Help

						•							
VIN				1G1	AL18F767								
					CLAIM I	115	STORY						
Repa	ir Ord	ler Date	: 08	/08/2000	Repair Order Number :	Odometer Read				ading:	ing: 8221 mile		
Servi By:	ced	JAMES INC.	-MAR	ПИ СН	EVROLET-BUICK,	S	elling Sou	rce :		13 - 0	CHEVROL	Εľ	
Dy :		6250 W DETRO				s	ite Code :			4422	3		
		(313) 87			3391	D	usiness A	ssoeiate	: Code :	1151	)0	•	
	cle Cycle Case Type Labor Operation						Par	1	Auth Code	Person Code	Line Total	Comment	
08/15	/2006	K5225 - CONTROL					15244165 CONTRO		N/A	N/A	S 161.06	N	
08/15	/2006	717	02	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURESEMENT	15244165 - CONTROL N/A			N/A	S 12.10	N		
Repa	ir Ord	ler Date	: 06	/21/2005	Repair Order Number :		\01747	Odom	eter Re	ading:		0 mile:	
Serv	ced			N CHE	VROLET, INC.	Selling Source: 13				13 - 0	- CHEVROLET		
By:		PO BOX	NG H	ZIGHTS	, MI 48311-8002	S	ite Code :			4452	44528		
-		(586) 93	l <b>y-73</b> 0(	)		B	usiness A	ssociate	Code:	1150	115088		
	ycle Cycle Case Type Labor Operation						Pa	rt	Auth Code	Person Code	Line Total	Comments	
06/24	2005	598	01		Z7000 - PRE-DELIVER INSPECTION - BASE TIME	Y	WA		N/A	N/A	\$ 99.70	N	
					СНЕСК І	115	STORY						
Velije	le Has	No Ass	ociated	l Cheek	History.								

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# GM Vehicle Inquiry System Vehicle Build

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

### Help

VIN IGIA	IGIAL18F767						
VEHICLE BUILD							
Merchandising Model:	IAL37 -2006 COB	IAL37 -2006 COBALT 2-DOOR LT COUPE					
Gross Vehicle Weight Rating:	1716 kg (3784 lb)	Order Number:	JFWGZ1				
Build Date:	06/21/2005	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
ASF AIRBAGS, SIDE HEAD-CURTAIN	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	FEI - SUSPENSION SYSTEM-SOFT RIDE
FE9 FEDERAL EMISSIONS	FYI - 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	NP5 - LEATHER WRAPPED STEERING WHEEL
NT7 FEDERAL EMISSION TIER 2	NW7 - TRACTION CONTROL
PDY - SAFE AND SECURE PKG INCLUDES: *ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN *AIRBAGS, SIDE HEAD-CURTAIN	PFD - 16" ALUMINUM WHEEL
QQR - P205/55R16 BW TIRES	RES - UPGRADE ORNAMENTATION
R6P PREMIUM PAINT	R9U - GM ACCESS - AUTOBOOK IDENTIFIER
SLM - STOCK ORDERS	TV5 - SPORT PACKAGE
T43 - REAR DECK-LID SPOILER	UEI - ONSTAR SERVICE: INCLUDES I YEAR SAFE & SOUND PLAN
UK3 LEATHER WRAPPED STEERING WHEEL	UQ4 - BASE SPEAKER SYSTEM

8	AM/FM STEREO W/CD & MP3 (REPLACES OPT RADIO)	VY7 - LEATHER SHIFT KNOB
	STATEMENT OF VEHICLE CERT CANADA	ISZ - OPTION PACKAGE DISCOUNT
19C -	EBONY	191 - EBONY
DECI (REP TOU *LEA WRA	2LT SPORT PACKAGE INCLUDES: *REAR KLID SPOILER *16" ALUMINUM WHEELS LACES STD/OPT WHEELS) *P205/55R16 RING TIRES *CHROME EXHAUST TIP THER WRAPPED SHIFT LEVER *LEATHER PPED STEERING WHEEL *WHITE FACED KT GAUGES	41U - BLACK
6AP	FRONT SPRING	7AP - FRONT SPRING
8AB	REAR SPRING	9AB - REAR SPRING

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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

5

July 6, 2009

Nikki Jackson Claims Administrator



RE:

Our File No.:

Our Client:

General Motors Corporation

Date/Event:

3/31/09

VIN:

1G1AL18F767

ESIS provides administrative claims handling services to General Motors (GM) in connection with product liability claims against GM. They forwarded your claim to our office for further handling.

As you may be aware, GM has filed a voluntary petition under Chapter 11 of the Bankruptcy Code with the United States Bankruptcy Court for the Southern District of New York. The Bankruptcy Court has not determined how claims like yours may be handled. In the meantime, however, we will continue to collect information from you regarding the facts of the incident.

You allege that you had gotten lost in a cornfield and while contacting 911 for assistance the power steering failed causing you to drive into a ditch. You alleged that you are now suffering psychological problems as a result of this incident.

Please provide us with the following information: (This is an example of what we might ask for with the Staff Attorney's permission)

- Original photographs (or color copies) of the vehicle that is the basis of your claim
- Accident Report

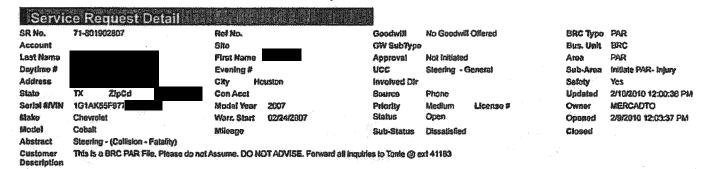
You have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.

If you have any questions, please contact me at 1.800.888.0164 Monday through Friday from 8:00 AM to 4:00 PM EST.

Sincerely,

Nikki Jackson
Claims Administrator
A Risk Management Services Company-One of the ACE Group of Companies

PE10-005
GM
4/14/2010
ATTACHMENT
Q 03
Subject Legal
ATT



### Pre-PAR

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Relative	-	6/12/2009 12:00:00 AM	Y 0	wines and the second		ncrele	one and the same	Dry	NA		09-85934 , TX1010000	-
Oriver Last N	lame		@SiDnver Fustilianne						te na salatan ka		Property of the second of the	
manufacture design Transacture	in the second second				N/A		0/4/18					
	ent	ast Name Start's Sessive		ist Nam					ncy a suitarate	With East	THE RESERVE CARE	
N/A			NA		(281) 5	54-4444		ACCC Gen.				
incident Loc	NA	SAnd 1 in Websler TX		-000-14-05-4-0-0-0	<del></del>	incider Desc	il.	the veh just turns	d left válhout am	reason, resulting	the veh to turn and death to my grandso	n
Component	SIR											
						Damag	e	Totalled				
Vehicle	MA					Desc	•					
Loc						Addi Is	wa.	Grandfather calls	d CAC without h	aving other Info ha	ndv	
Emgcy Svc	Mar	ns County Sheriff's Dept									*	
Names						Mahd L	.oe	N/A				
PAR Detail												
							·					
Collision	Y	<b>Won Collision</b>	Property Damage	N	Thermal Evt	98	æþ	ec Equip				
Vehicle Speed			Weather Condition				Pag	op Owner			Property Type	
Last Service			Loc Lest				D _{re}	perty			Prop Est	
Deta			Sorvice					cation			Repair Cost	
Veh Est Repair Gost			Spec Equi Installer	P				op Damage scription			,	
Primary Veh Use			inspection Type	•			Ins	pected By			inspection Date/Time	
Voh Damage Description			•				Exp	plain Other				

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on 2/11/2010

Page 1 of 7

#### **PAR Injuries**

Lest Name 問題 First Name 。在DOB ®	REPAILOCATION SERVINGERS AND ASSESSED ASSESSED.	Phone #GERGADM Seating Post Recognition 6	The Francisco Control Restraint Type 1777 (CONTROL BUILD BUILD BUILD BUILD	
	Occupant of Owner's Vehicle	Driver	not waaring a sealbell	
injury Description71744 7 eneminaries	tain sametana alam medical Pela senggata	Statum 2.303 Signs Treatment Location 352 Sign	TO A SECURIT OF POINT BY THE STORM OF A SECURITION OF A	12
died due to accident	N/A	N/A	N/A	
Street Address 1944 (for 2) (first electric	este lingua exception de la Cliva de la companya d	CTC/MartinUnite State lia 1 to let 11 1Zip Code	er for aller and the first first the second of the second	

#### **Activities**

Created By Assigned To Activity Type Activity Sub-Type Status Activity Completed Description 2/10/2010 12:38:52 PM MERCADTO MERCADTO Scheduled Follow-up Scheduled Alarm ESIS

Contact Last Name Account BAC Code

CHECK CASE STATUS FOR ESIS P/U

NOTE TO ASSISTING CR35. THIS IS NOT A SCHEDULED CALL TO THE CUSTOMER. PLEASE DO NOT ADVISE CUSTOMER OF THIS SCHEDULED ACTIVITY. ALL INQUIRIES NEED TO SE FORWARDED TO OCR5 @ EXT 41163

TONIE MERCADO/PAR/ATX

Confidential Comments

Created #170Fested By TrAssigned Total Activity Type Activity Sub-Type #1 Status #1 Completed #1 Fest Description Under His June 2010/2010 12:02:20 PM MERCADTO ESISBIQU Escalation ESIS - Fatalities in Progress ESIS - Fatality

Contact Last Name BAC Code BAC Code

Customer alleging steering concern caused grandson to be in collision.

Driver deceased due to collision

Tonio Mercado/PAR/ATX
Confidential Communication

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on 2/11/2010

Page 2 of 7

## Activities

2/10/2010 12:00:36 PM Contact Last Name	MERCADTO	MERCADID  Contact First	OActivity(I) policinal and Country (I) Ownership Changed Line	Ownership Escalated to BRC	Done	2/10/2010 12:00:36 PM	Overship Escalated to BRC
2/10/2010 10:35:12 AM	Separately E	VASSIGNEDIO MERCADTO	Activity Typo Ownership Changed Name	Activity Sub-Type	Status Done	2/10/2010 10:35:12 AM BAC Code	Service Request Ownership has changed FROM: ADRIASGL TO: MERCADTO
Created states 42.3.3.4M	Ligicoloi Eyro MARTIRAM	eAssinine do MERCADIO	BRC PAR		≯ Status Done	### Completed ### 74 ### 2/10/2010 12:01:27 PM ### BAC Code	Si Dosetipilen 18. 3 Page No contact made. Falality File going to straight to ESIS
Comments  No contact made, Patality File going to straight to E  Tonic Mercado/PA//ATX  Confidential Comments	SIS						
Crontod iii 9 4 4 74 2/10/2010 10:27:29 AM Contact Last Names Comments No contact made, Fatalib File going to straight to E	MARTIRAM	Assigned Toll MERCADIO Contact First	BRC PAR	Initial Contact- Dealer Initial Contact- Dealer Account	ii)Status: Dose	i XIA Completed I EMIRI III i 2/10/2010 12:01:37 PM BAC Code	Doscription with the state of t
Tonie Metcado/PAR/ATX Consideralal Comments							

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Page 3 of 7

## Activities

2/10/2010 10:27:29 AM MARTIR Contact Last Name Comments No confact made. Fatality	AM MERCADTO  Gantact Fire	BRC PAR I Name	Leadestile SActivity Sub-Type is a limitel Contact-AVM	Status (** Done	2/19/2019 12:92:11 PM BAC Code	Descriptions No contect made, Fatality File going to streight to ESTS Tonie Mercado/PAR/ATX
Created **** *******************************			essent as Activity Sub-Typo sear	Sintustra		
2/10/2010 10:27:22 AM MARTIR Control of Recommendation No contact made, Fatality File going to straight to ESIS		BRC PAR	Acknowledgement Account	Cone	2/10/2010 12:02:16 PM	No contact made. Fatality File going to straight to ESIS Tonie Mercado/PAR/ATX
	ByrasiAasigned To		Activity Sub-Type at Min			Description
Confact Last Name Confidential Comments	Confact Fire	Nama	Account in the second s		BAC Code	

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on 2/11/2010

Page 4 of 7

#### Activities

BAC Code 1 open recall: Product Safety Recalt N090225 09226 FUEL ODOR OR SPOTTING ON GROUND - REPLACE FUEL PUMP MODULE No prev related claim history No other files Tonle Mercado/PAR/ATX Confidential Comments Croated section Science By Assigned To Activity Type 2/10/2010 10:28:52 AM MARTIRAM MERCADTO BRC PAR Activity Sub-Type (1997) Status (1998) (Completed Mill (1997) Description (1997) (1997) (1997) Case Assigned Done 2/10/2010 11:53:27 AM lile essigned to Tonle Mercado ext 41183 Contact Last Name BAC Code Received Tonio mercado/PArIATX Confidential Comments Created জন্মনামান Created By া Assigned Tow Activity:Type জন নামচালাভ ন Activity Sub-Typa জা 表現をStatus (利用 14.5 Completed Malay Malay (Appleton ) (Appleton ) (Appleton Appleton ) (Appleton Appleton Appl SR in Status of Closed has been Re-Opened by MARTIRAM 2/10/2010 10:28:45 AM MARTIRAM ADRIASGL SR Opened Done 2/10/2010 10:28:45 AM Contact First No. BAC Code Confidential Comments

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on 2/11/2010

Page 5 of 7

#### **Activities**

Created superconstruction organical Bysis 7/ 2/10/2010 10:26:44 AM MARTIRAM /	Assimuo Noes Activity Aypo etotetare = ADRIASGL SR Closed - Dissallsfied	ਲੋਡਾActivity Sub-Type ਵਿਚਾਨ	Status Dona	(6000) (1200) (1300) (1400) 2/10/2010 10:26:44 AM	Doscription (Furnished Allet Section 1997) Service Request has been Closed
Confact Last Name	Contact First Name	Account		BAC Code	Dissalisfied.
			Line Colonia		
Confidential Comments		45.00			
Created ************** Created By no. /	Assigned To SActivity Type Salings and	Activity Sub-Type 1945	nStatus	Completed at the second	Description 1. 845.
	MARTIRAM Escalation	Initiale PAR	Done	2/10/2010 10:26:38 AM	Assigning activity to PAR QUEUE.
Contact Last Name	Confact First Name	Account		BAC Code	Received and assigned in PAR.
Comments					Ramiro MATX/Workflow Par
CRS advised that a person from the PAR D					
Confidential Comments			ere er		
					·
Created 和 <b>和新版</b> 的知识是可以Created By No.	Assigned To # Activity Type #16 \$419 cm	声響/Activity Sub-Type 海€の別	Status ≭a⊫≭	Completed MERCE CHARGE	Description & Charge to the least of

2/9/2010 12:04:07 PM ADRIASGL ADRIASGL Inbound Coll Customer Complex Request 2/9/2010 12:12:40 PM Pre par Contact First Name Cust sta: Cust sta:

-My late garndson owns a Cobalt 2007
-grandson
-grandso

Cust sks: -Pre par

CRS Advad:

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

Glenn Adrias/CAC/MLA/Tier 1/lyl 1 Sontidential Comments

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UCC Information

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with the company operation of the comments

## 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:	,	1G1	ΛK	1K55F97							
			***********	VEHIC	je ini	ORMATI	ON				
Merch Model	handising IAK69 -2007 COBALT 4-DOOR LS SEDAN			Warranty Start Date:			02/24/2007				
BARS	Order Typ	e:	50 -	FLEET							
Delivering Dealer :			STRICKLAND CHEVROLET, INC. 5719 BROADWAY ST				Selling Source :			13 - CHEVROLE	
			PEARLAND.TX 77581-7899 (281) 485-1495			Site Code:			30453		
						Business Associate Code:			114838		
Serv	ice Contrac	:: N	o	Branded Title:	Yes	Warran	arranty Block: Yes		PDI Status :		Paid
Anna process de la Calife			arannoni);	REQUIR	ED FII	ELD ACTI	ONS				
Туре	Number		30c=10(30)	Description Posted Date					Status		
RC	09226		EL ODOR OR SPOTTING ON GROUND - REPLACE FUEL 01/27/2010 C					Open			
				SERVICE IN	FORM	IATIONAI	LITEMS				
	- TFa- 31- C	2 A X	· · · ·	and Of Outstanding Se				teoryolde (constitue			

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	02/24/2007	10 miles	02/24/2010	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	02/24/2007	10 miles	02/24/2013	100010 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	02/24/2007	10 miles	02/24/2012	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/24/2007	10 miles	02/24/2015	80010 miles
36/36000 FEDERAL EMISSION	02/24/2007	10 miles	02/24/2010	36010 miles

#### **CLAIM HISTORY**

R.O Date	R.O Number	Туре	Labor Operation	Odomete Reading	
05/07/2007	M17111	#	Z2080 - ROADSIDE SERVICE (TOWING)	451 m	iles
02/23/2007	A91214	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 mile	

## CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.
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## GM Vehicle Inquiry System Claim History

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

#### Help

VIN: IGIAK55F977											
				CLAIM I	IIS	TORY					
Repair Ord	ler Date	: 05/	07/2007	Repair Order Number :		M17111 Odometer Readi		ading:	ng: 451 m		
Serviced GM ROADSIDE ASSISTANCE/CCAS					S	elling Sou	rce :		13 - C	HEVROL	er
By:	: ONE CABOT RD MEDFORD. MA 02155-5117			S	te Code :			34415			
			В	usiness A	ssociate	Code:	20745	3			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	.co. 2 8 <i>7e</i> 5,000 8 1		Auth Code	8	Line Total	Comments	
05/18/2007	796	01	#	Z2080 - ROADSIDE SERVICE (TOWING)	N/A C		NA	\$ 58.94	N		
			M _i								
Repair Ord	ler Date	: 02/	23/2007	Repair Order Number :	1	\9 214	Odom	eter Re	ading:		0 miles
Serviced				ROLET, INC.	Selling Source : Site Code :			13 - 0	13 - CHEVROLET		
By:	5719 BE PEARL	AND, 1	X 7758					30453	0453		
	(281) 48	15-1495			В	usiness A	ssociate	Code:	11483	8	
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Pai		Auth Code	Person Code	Line Total	Comments
02/27/2007	773	01		Z7000 - PRE- DELIVERY INSPECTION - BASE TIME	NA		.N/A	NA	\$ 104.22	N	
	: ·			CHECK		TORY		·			
Vehicle Ha	: No Acc	nciated	l Check			STORY	·				

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## GM Vehicle Inquiry System Vehicle Build

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

#### Help

VIN	1G1AK55F977
	VEHICLE BUILD
Merchandising Model:	IAK69 -2007 COBALT 4-DOOR LS SEDAN

Merchandising Model:	IAK69 -2007 COBALT 4-DOOR LS SEDAN				
Gross Vehicle Weight Rating:	1705 kg (3760 lb)	Order Number :	KQVNS7		
Build Date :	02/23/2007	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	ALO - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR
AR9 - DELUXE FRONT BUCKET SEAT	AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
B9H - GM PRODUCTION WEEK #08	CIU - ENTERPRISE RENT A CAR
C67 - ELECT. FRONT AIR CONDITIONER	DC8 - MIRROR, O/S MANUAL FLDG, BLK
D36 - MIRROR I/S R/V TILT	FEI - SUSPENSION SYSTEM-SOFT RIDE
FE9 - FEDERAL EMISSIONS	FLT - FLEET PROCESSING OPTION
FYI - 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
MNS - 4 SPEED AUTO TRANSMISSION	MXO - TRANSMISSION, 4 SPD AUTOMATIC
NT7 - FEDERAL EMISSION TIER 2	N45 - 3 SPOKE STEERING WHEEL
PGI - 15" STEEL WHEEL	QTU - P195/60R15 TOURING BW TIRES
R6F - IDENTIFY B-CODE USERS	R6K
R6P - PREMIUM PAINT	R9N - HEATED LEATHER APPOINTED FRONT BUCKET SEATS
R9X - XM TRACKING CODE	UQ4 - BASE SPEAKER SYSTEM
UIC - AM/FM STEREO, CD PLAYER	VK3 - FRONT LICENSE PLATE BRACKET
VO2 - FLEET ORDERING AND ASSISTANCE	VT7 - OWNERS MANUAL ENGLISH

4	~~	SEPTON .	~ =	
---	----	----------	-----	--

VX7 - LONG TERM DAILY RENTAL PROGRAM	V2G - FULL FUEL FILL CREDIT
V73 - STATEMENT OF VEHICLE CERT U.S. /CANADA	ILS - ILS BASE PACKAGE
ISZ - 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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PE10-005
GM
4/14/2010
ATTACHMENT
Q 03
Subject Legal
ATT

Annual Control of the											
Servi	ce Re	quest	Detail								
SR No.	71-7451	58317		Ref No.		Goodwill	No Goodwi	II Offered		ВЯС Туро	PAR
Account				Site		GW SubType				Bus. Unit	BRC
Last Name				First Name	2	Approva)	Not Initiated	đ		Area	PAR
Deytime#				Evening#		UCC	Steering -	General		Sub-Area	Initiate PAR- Collision
Address				City	South Orleans	Involved Oly	Lewes Auto	Mall, Lic		Safety	Yes
State	MA	ZipCd	- 1	Con Acet		Source	Phone			Updated	7/29/2009 05:00:54 PM
Serial #/ViN	1G1AL1	SF777		Model Year	2007	Priority	Medium	License #	CHEVROL	Owner	MORALECR
Make	Chevrole	ı.		Warr. Start	07/31/2007	Status	Ópen			Opened	7/29/2009 11:27:50 AM
Model	Cobalt			Mileage	32000	Sub-Status	Satisfied			Closed	
Abstract	(Pending ESIS) Steering - General (Collision)									W1000W	
Customer	This is a	PAR File. F	lease do not Assu	me. Forward	I Inquiries to Crystel N	forales @ 41326				Α.	

## Pre-PAR

PAR Notifier <b>Owner</b> Ditver Last N	7/5/2009 10:00:00 PM	N 1 Driver First Name	1 Con Height 54		Dry 8 9 9 9 5 1 7/1991 None		Police Report#
Curcney		William	lame Phone # (302) 99	MANAGEMENT OF THE PARTY OF THE		e Agency nsurance	
Incident Loc	Nunsum St Scarborough Ave			Incident Desc	lost control	of the vehicle due to loss of pow	er sleering, hil another parked vehicle.
Component	Power Steering			_			
Vehicle Lac	Porter Chevrolet in Newark DE			Damage Dasc		front side was damaged	
Emgcy Svc Names	Rehoboth Police Department			Addi Ins			
PAR De	tail						
Cottleton	Y Non Collision	Property Y Damage	Thermal Evt	N	Spec Equip	n/a	a .
/ehicle Speed	<b>25</b>	Weather Condition	Clear and Dark		Prop Owner	Robert Dogla	Property Vehicle Type
.ast Service Date	4/5/2009	Loc Last Service			Property Location	Unknown	Prop Est \$1,500.00 Repair Cost
leh Est Repair Cost	\$2,300.00	Spec Equip Installer	nla		Prop Damage Description	Rear driver side damage.	
'rimary feh Use	Personal	Inspection St Type	eering and Suspensio	in Sys	Inspected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	Passenger front side was demag	ed			Explain Other	File going to ESIS: Insurance in	nvolvement, third party property damage

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on 7/30/2009

Page 1 of 9

## **Activities**

Greated #6 7/30/2009 09:28:32 AM	Created By AMSTUTST	ESISBIQU	Activity Type Escalation	Activity Sub-Type ESIS - Property Damage	is <u>Status</u> In Progress	Campleted	Description assigned to ESIS
Contact Last Name		Contact Fire	Name	Account .		BAC Code	
Property damage, Insura Confidential Comments	nce involvemen						
Greated 7/30/2909 07:57:37 AM	Created By E KINZERTH	AMSTUTST	Activity Type Natify CRM	Activity Sub-Type	Status Done	Completed 7/30/2009 09:28:31 AM	Description ESIS - Insurance Involvement
Contact Last Name		Contact First	Name	Account		BAC Cone	
Comments  Contidential Comments							
						,	
Orented 7/29/2009 05:02:56 PM	Ocealed By MORALECR	Assigned To MORALECR	Activitystyge Scheduled Follow-up	Activity Sub-Type	Station Scheduled Alarm	Completed	Description Check on ESIS
Contact Last Name		Contact First	Name	Account		BAC Code (k. 1967)	
Confidential Comments	VIII						
Greated	Created By	Assigned To	Activity Type	Activity Sub-Type			
7/29/2009 05:00:57 PM	THE RESERVE THE PERSON NAMED IN COLUMN TWO IS NOT THE PERSON NAMED IN COLUMN TWO IS NAMED I	KINZERTH	BRC PAR	ESIS-Insurance Involvement	Status Done	Completed 7/30/2009 07:57:35 AM	Description Forward to Insurance
Contact Last Name	5,2,372,27	Contact First	Name	Account		BAC Code	
Insurance Involvement							
Crystal Morales/PAR/ADX Confidential Comments	A						

Report Generated for toporowm

on 7/30/2009

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#### **Activities**

Orgated 7/29/2009 05:00:54 PM	Greened By MORALECR	Assigned To MORALECR	Activity Type Ownership Changed	Activity Sub-Type Ownership Escalated to BRC	Status Done	Completed 7/29/2009 05:00:54 PM	Description Ownership Escalated to BRC
Contact Last Name		Contact Firs	Name	Account Account		BAC Code	
Confidential Comments							
Created 7/29/2009 01:45:51 PM	Fredler By KINZERTH	Assigned to MORALECR	Activity Type Ownership Changed	Activity Sub-Type	Status Done	Completed 7/29/2009 01:45:51 PM	Description Service Request Ownership has changed FROM: BENITEMA YO:
THE RESIDENCE AND ADDRESS OF THE PERSON OF T	KINZERTH	MORALECR		Activity Sub-Type Account			Service Request Ownership has

Greated By Assigned To Activity Type Activity Sub-Type Description 7/29/2009 01:45:31 PM KINZERTH MORALECR BRC PAR Initial Contact- AVM Done 7/29/2009 03:19:25 PM Called Grant Troy @ 914055 8130 BAC Code

DVM Name: Grant Troy Node/Malibox: 914055 8130

Node/Malibox: 914055 8130
This is Crystal Morales calling from the GM Product Allegation Dept to make you aware of a file that was received in your area.
The request number is: 71-745156317
The Customer's name is (spell):
The dealer involved is: Lewes Auto Mail, Ltc
Located in (be specific): Lewes, DE
The vehicle is a (year/make/model): 2007 Chevrolet Cobalt
With current mileages: 32000
The last 8 digits of the VINE are: 77
The last 8 digits of the VINE are: 77
This involves; an allegation by the customer that a steering malfunction caused a collision. We will be fully investigating this allegation. This message is for informational purposes only, and requires no action on your part at this time. However, if you do have any questions please feel free to give me a call. Provided contact info.

Crystal Morales/PAR/ATX Confidential Communication

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#### **Activities**

Created Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/29/2009 01:45:23 PM KINZERTH	MORALECR	BRC PAR	Initial Contact- Dealer	Done	7/29/2009 04:36:39 PM	Called Lewes Auto Mall, Llc @ (302)
Contact Last Name 25	- Contact First	Nama	Account		BAC Code	645-6221
					3.7	

CRS left message for Svc Mgr with Jalme

What vehicle services including maint have been performed on the vehicle at the dir? Is there any evidence of abuse misuse or tack of maint? Are there any known product concerns that relate to the customer's allegation? If an inspection becomes necessary would you host that EAA inspection?

Crystal Morales/PAR/ATX

Created Created By a	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/29/2009 01:45:14 PM KINZERTH	MORALECR	BRC PAR	Initial Contact- Phone	Done	7/29/2009 05:00:41 PM	Callec
Contact Last Name	Contact First	i Mame	Account	1/2	BAC Code	
						•

Cust sta that his daughter was driving and tost control of the vehicle due to loss of power steering, hit another parked vehicle.

Cust sta that the body work has been done on the vehicle and the vehicle to still malfuntioning.

Cust sta that his insurance company has paid for the body work.

Cust sks vehicle repaired under warranty.

CRS advsd that due to the nature of the file/injuries the case will need to go to cur Central Claims office. CRS advsd that an agent from Central Claims will follow up with the customer in 7 to 10 business days. CRS advsd if no one has contacted cust by the 10th business day please contact me and 1 can provide their number and the name of the agent handling the case.

Crystal Morales/PAR/ATX

Confidential Comments

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## Activities

LIFTIA 1FICO							
CONTRACTOR DESCRIPTION OF THE PROPERTY OF THE	realed By INZERTH	Assigned To MORALECR	Activity Type	Activity Sub-Type Actnowledgement	Status Done	Gampleled 7/29/2009 04:38:25 PM	Description Called
		Cantagram		Account	DUNB	Hasizada dalastaa Fili. BAC Codo	Called
Durings Cast Mallis		- Williau Filg	unante de la companya de la company	A.Com		5/10 5/00 5	
Louiner is							
Crs Adv: This is Crystal Mor to speak to me?	reles calling f	rom the GM Pro	duct Allegation De	pt. I have received your file and do r	equire further inforr	nation. Do you have a moment	
Cust ets: Yes							
Continued in Initial							
Crystal Morales/PAR/ATX					*		
Confidential Comments		66					
Created	realed av	Assigned To	Activity Type	Activity Sub-Type	Status	- Completed	Description
DESCRIPTION OF THE PROPERTY OF	INZERTH	MORALECR	Notify CRM		Done	7/29/2009 03:05:41 PM	File Assigned
Contact Last Name		Contact First	Name	Account		BAC Code	
File Recieved and in proces							
riie Recieved and in proces	<b>S.</b>						
Crystal Morales/PAR/ATX				like .			
Confidential Comments							
	realed By		Activity Type	Activity Sub-Type	Status	Completed	Description
	INZERTH	MORALECR	Research		Done	7/29/2009 03:10:24 PM	Research VIN
Contact Last Name		Contact First	Name	Account		BAC Code	
				A. J. M. M.			
No recalls, no other cases re	alated to vehi	icia, no related r	enelre.		•		
•							
Crystal Morales/PAR/ATX	oti validestita (Albertalia)			to take the same that the same to the same that the same t			

Report Generated for toporowm

on 7/30/2009

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## Activities

Created Sy 7/29/2009 01:44:33 PM KINZERTH Contect Last Name Contents File Reclayed and in process.	MORALECR	Activity Type BRC PAR Name	Activity Sub-Type Case Assigned Account	Status Done	Completed 7729/2009 03:05:36 PM BAC Code	Description Assigned to Crystal Marales x41326
Crystel Morales/PAR/ATX Confidential Comments						
Created Created By 7/29/2009 01:44:25 PM KINZERTH Contact Last Name	Assigned To BENITEMA Contact First	Activity Type SR Opened Name	Activity Sub-Type	Status Done	Completed 7/29/2009 01:44:26 PM BAC Code	Description SR in Status of Closed has been Re- Opened by KINZERTH
Confidential Comments						
Created Created By 7/29/2009 01:44:24 PM KINZERTH Contact Last Name 1 Comments	Assigned To BENITEMA Contact First	Activity Type SR Closed - Satisfied Name	Activity Sub-Type  Account	Status Done	Completed 77/29/2009 01:44:24 PM BAC Code	Description Service Request has been Closed Satisfied.
Confidential Comments  Created Created By						
7/29/2009 11:48:52 AM BENITEMA Contact Last Name	KINZERTH Contact First I		Activity Sub-Type Initiate PAR Account	Status Done	Completed 7/29/2009 01:44:20 PM BAC Code	Description Assigning activity to PAR QUEUE
CRS advised that a person from the PA Received and assigned in PAR Thaddeus Kinzer/PAR Workflow/ATX Confidential Comments	R Department will	contact the customer within	5° business days			

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/29/2009 11:39:07 AM	BENITEMA	BENITEMA	Oulbound Call Dealer	Made Contact	Done ,	7/29/2009 11:52:22 AM	Olagnosis
Contact Last Name		Contact First	Name	Account		BAC Code	

CRS spoke w/: Mellssa / Bodyshop / Lewes Automali

CRS adv: >wants to verify diagnosis on the veh

Dis ats:
Diagnosis?

>we repaired front bumper cover the right upper rall the right front wheel cover the gear assembly and the right control on the suspension >veh was caught in accident

Estimated cost? rivia
When will complete/July 27

Mathat at dir/n

Misuse/Abuse/Lack of maint? n

Cust caused or prevented? n

Prev out of pocket expense at dir? n

Dir provided prev GW?n

Prev related repairs? n

Related to age/mig/n

General condition of vehicle? good

Did you ride-along or test drive with the Cust?n

TAC contacted? Case#? n

Should cust receive asst? (clarify why or why not)n

Will dir be offering GW Asst on behalf of GM?/Dir willing to participate? n

DVM contacted by dir? What was decision?n

Paige Benitez/CAC_T1/MNL/LVILO Emp

#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/29/2009 11:29:26 AM	BENITEMA	BENITEMA	Inbound Call Customer	Complex Request	Done	7/29/2009 11:52:19 AM	Stearing Wheel
Contact Last Name		Contact First	Nome	Account		BAC Code	
						:	

Cust states

>very upset with the situation
>fast July 5 my daughter was driving the veh
>valt was parked in a safe place then she lost control of the veh bac the steering wheel caused the accident then we contacted the insurance company
>Kathy Lynch was the person who handled the claim 880 5008061 ext 71819

Owner Specific: Orig owner? y Primary driver? y Personal or business use? personal

Veh Specific: Where purchased? Porter Chevrolet Current approx mtg? 32,000 miles Ext Svc Ptan? n

Concern Specific:
Concern? steering wheel failed
When 1st notice concern? July 5
Where diagnosed? Lewes Auto Mail
Est cost of the repeit? rula
Current location of veh? selling dealer
What has Dir told you about a diagnosis? Who was working with you? Melissa / Service Adviser

Business Decision:

business Decision:
Where maint performed? Porter Chevrolet
Prev GM veh?y
Prev related repairs? When?n
Out of Pocket expense (document repairs & cost):n

Cust Sks:

>file a compleint against the dealer >have the veh fixed

CRS adv: >will forward case to appropriate dept

Palge Benitez/CAC_T1/MNL/LVL 0 Emp Confidential Commants

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## **UCC Information**

UCC Cade	Symptom	Description
MDI	Inoperative	Steering - General
S95	Discourteous Treatment	Non Component Dealer

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IGIAL15F777

VIN:

WARRANTY

36/36000 FEDERAL EMISSION

## GM Vehicle Inquiry System Summary

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

#### Heln

ATTA 2			ULAL	J13F///								
			***************************************	VEHICL	E IN	FORMATI	ON					
Merchandising 1AL37 -2007 COBALT 2-DOOR COUPE					OOR	LT	Warranty Start Date: 07/31/2007				007	
BARS	Order Ty	pe:	70	- RETAIL - STOCK					**************************************			
Delivering Dealer: PORTER CHEVROLET 414 E CLEVELAND AVE					<b>V</b>		Selling Sou	rce :		13 - CHEVRO		
			(30	WARK, DE 19711-379 2) 453-6800	19		Site Code:			15500		
							Business A. Code:	ssocia	te	113833		
Serv	ice Contra	ct :	No	Branded Title :	No	Warrant	y Block :	No	PDI Sta	ntus :	Paid	
				REQUIRE	D FI	ELD ACTION	ONS					
Vehic	le Has No C	urren	t Rec	ord Of Outstanding Can	npaig	ms						
				SERVICE INF	ORM	IATIONAL	TTEMS	<b>В</b> есто станциона		Makan sa panananananananananananananananananana		
Турс	Number			Descr	iption	1			Posted	Date	Status	
EI	<u>09110</u>	SIR// 09-09	\IRB )-41-(	AG LIGHT ILLUMINAT 103)	TED, I	DTC B0081	SET(REF. T	05/05/	2009	See Bulletin		
			C	ON STAR AND XM SAT	ELL	YTE RADIO	) INFORM	VTIO!	V.	omnisteren eretatet er tiller		
Vehicl	le Has No A	ssocia	ted O	n Star or XM Radio Inf	orma	tion.						
				APPLICA	BLE	WARRANI	TES					
Description						Effective Date	Effectiv Odomet		End Date	³ o	End Odometer	
36/36000 BUMPER TO BUMPER LIMITED WARRANTY					07/31/2007	76 1	miles	07/31/201	0 3	36076 miles		
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY						07/31/2007	76 ı	miles	07/31/201	3 10	0076 mile	
96/800 AND F		AL EM	ISSIC	ON CATALYTIC CONV.		07/31/2007	76 1	niles	07/31/201	5 8	30076 mile	
60/100	000 POWE	RTRAI	N CC	OVERAGE LIMITED		07/31/2007	76 r	niles	07/31/201	2 16	10076 mile	

07/31/2007

07/31/2007

76 miles 07/31/2012

07/31/2010

76 miles

100076 miles

36076 miles

## **CLAIM HISTORY**

R.O Date	O Date R.O Number Type Labor Operation		Odometer Reading	
02/23/2009	438845	#	N2320 - IGNITION AND START SWITCH REPLACEMENT	19734 miles
02/23/2009	438845	#	K5364 - TRANSMISSION CONTROL MODULE REPROGRAMMING WITH SPS	19734 miles
06/28/2007	A90975	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

## CHECK HISTORY INFORMATION

-	187_2.5 1 1 187_ 187_ 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	Vehicle Has No Associated Check History Information.
- 8	i
- 1	

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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

#### <u>Help</u>

VIN:		ensora monthly better	10	SIALISF777									
				CLAIM	HI	STORV	All the construction of th	*				,	
Repair Order Date: 02/23/2009 Repair Order, Number:					T	420045					19734 miles		
Serviced By :	PORTER CHEVROLET 414 E CLEVELAND AVE NEWARK, DE 19711-3799 (302) 453-6800				Selling Source: 13 - CHEVROLET Site Code: 15500 Business Associate Code: 113833					LET			
Cycle Date	Cycle Nbr	Cas	Тур	Labor Operation		Pa	art	Aut		Person Code		Comments	
03/06/2009	984	01	#	N2320 - IGNITION AN START SWITCH REPLACEMENT	D	1 1/1/1/17/17/2		N/A		N/A	\$ 82.72	N	
03/06/2009	984	02	#	K5364 - TRANSMISSION CONTROL MODULE REPROGRAMMING WITH SPS	RANSMISSION CONTROL MODULE LEPROGRAMMING		<b>N</b> /A			NA	\$ 60.66	N	
Repair On		_L	/28/200	Number :	A	90975	Odor	neter R	eadi	ng :		0 miles	
Serviced By:	JOHN K 365 STR	ENN	EDY CI	TEVROLET, INC.	S	Selling Source:				13 - CHEVROLET			
	SOUTH (215) 36	SOUTHAMPTON, PA 18966-3109 (215) 364-7300					Site Code:				15645		
				9	Business Associate			e Code		11384	9		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	MATTER STATE	8 9758878 8		Auth Code		rson ode	Line Total	Comments	
07/03/2007	809	01	I	Z7000 - PRE- DELIVERY INSPECTION - BASE TIME	SLIVERY SPECTION - BASE		N/A 1		N	VA.	\$ 104.16	И	

#### CHECK HISTORY

Vehicle Has No Associated Check History.

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177A

## **GM Vehicle Inquiry System** Vehicle Build

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

#### Help

VIN	IGIAL15F777			
		VEHICLE BUI	LD	
Merchandising Model: 1AL37 -2007 COBALT 2-DOOR LT COUPE				
Gross Vehicle Weight Ra	ting: 168	34 kg (3713 lb)	Order Number:	MCCS75
Build Date:	06/	28/2007	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**

VA.	
AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	ALO-SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR
AR9 - DELUXE FRONT BUCKET SEAT	AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, REFACING
AU0 - REMOTE KEYLESS ENTRY	AU3 - POWER DOOR LOCKS W/REMOTE KEYLESS ENTRY
B34 - FLOOR MATS, FRONT/REAR	B35 - REAR FLOOR MATS
C67 - ELECT. FRONT AIR CONDITIONER	DG7 - BODY COLOR POWER MIRRORS
D36 - MIRROR US R/V TILT	FE1 - SUSPENSION SYSTEM-SOFT RIDE
FE9 - FEDERAL EMISSIONS	FY1 - TRANS/AXLE 3.63 RATIO
IPC - 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
NW7 - TRACTION CONTROL	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	R9X - XM TRACKING CODE
SLM - STOCK ORDERS	T43 - REAR SPOILER

UQ4 - BASE SPEAKER SYSTEM	US8 - AM/FM STEREO, CD PLAYER & MP3 PLAYER
VK3 - FRONT LICENSE PLATE BRACKET	VT7 - OWNERS MANUAL ENGLISH
V73 - STATEMENT OF VEHICLE CERT U.S. /CANADA	1LT - 1LT BASE PACKAGE
1SZ - OPTION PACKAGE DISCOUNT	19C - EBONY
19I - EBONY	41U - BLACK
6AR - FRONT SPRING	7AR - FRONT SPRING
8AA - REAR SPRING	9AA - REAR SPRING

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PE10-005
GM
4/14/2010
ATTACHMENT
Q 03
Subject Legal
ATT

SR No. Account Last Name	71-739575040	Ref No. Site First Name	Goodwill GW SubType Approval	Maintenance Letter \$100 Maintenance Letter Approved	BRC Type Bus. Unit Area	N/A CAC Complaint Vehicle
Daytime # Address	ē	Evening #	UCC	Steering - General .	Sub-Aree	Operation or Design
	* * 0	City Rancho Cucamonga	Involved Dir	Mountain View Chevrolet, Inc.	Safety	Yes
State	CA ZipGd	Con Acct	Source	Phone	Updated	7/20/2009 02:54:54 PM
Serial #/VIN	1G1AL15F867	Model Year 2006	Priority	Esc to T2 - License # CHEVROL		HOUGHTER
Make	Chevrolet	Warr. Start 04/20/2006	Status	Closed	121	ALTERNATION AND THE STATE OF TH
Model	Cobalt	Mileage 47759	0		Opened	7/9/2009 06:26:30 PM
Abstract	STEERING CONCERN	101000gg 177700	Sub-Status	Satisfied	Closed	7/20/2009 02:54:51 PA

## Pre-PAR

PAR Notifier – Ir	oident Date/Time Inju	ies #OtherVeh #	People in Veh. Ro	ad Surface Road Cond Fire	Report#	Police Report#
Driver Last Name	D.	river First Name	Height	DO8 Disabilities		
nsurance Agent Las	i Name In	surance Agent First N	ame Phone			
ncident .oc				Incident Desc		
Component		5				
/ehicle .oc				Damage Desc	***	
Emgcy Svc Names				Add'l Info Maint Loc	en seng	
PAR Detail						
Collision	Non Collision	Property Damage	Thermal Evt	Spec Equip		
ehicle peed		Weather Condition		Prop Owner		Property Type
ast Service late		Loc Last Service		Property Location		Prop Est Repair Cost
eh Est lepair Cost		Spec Equip Installer		Prop Damage Description		
rimary oh Use		Inspection Type		Inspected By		Inspection Date/Time
feh Damage Pescription				Explain Other		

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on 8/13/2009

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#### **Activities**

Created			Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2009 02:54:51 PM	HOUGHTBR	<u> </u>	SR Closed - Satisfied		Done	The second secon	Service Request has been Closed
politaci casi Nalite		Contact First	Neme	Account		BAC Code	Satisfied.
Comments				1/5			

			Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2009 02:52:35 PM	HOUGHTBR	HOUGHTBR	Manager Review	Case Assessment	Done	7/20/2009 02:54:47 PM	closing case
Contact Last Name		Contact First	Name	Account		BAC Code	Cioung case
							<b>,</b>

closing case

customer has an issue with the oil pan leaking after it was brought in.

dir sts that the leak was going on when car came in, cust sts it wasent leaking when put onto the tow truck. got buy in for maint letter as apologetic gesture delivered the res to cust cust was pleased with the servuice he got.

BradHoughtby/ATX/T2/W11

Confidential Comments

Created Created By	Assigned To Activ	vity Type	Activity Sub-Type	Status	Completed	
7/20/2009 02:33:06 PM HOUGHTBR	HOUGHTBR Outb	ound Call Customer	Made Contact	Done	7/20/2009 02:52:18 PM	Description
Contact Last Name	Contact First Name		Account		EAC Code	calling to advise gw sent close case

ds sts: calling to advise you that the letter went out.

cust sts thanks alot i really appricate the way you handeled the case.

BradHoughtby/ATX/T2/M1 Confidential Comments

Report Generated for toporowm

on 8/13/2009

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## Activities

Greated 7/16/2009 03:41:21 PM Contact Last Marca	erested By GADDIEJA	Assigned To HOUGHTBR	Activity Type Notify CRM Name	Activity Sub-Type Account	Status Done	Completed 7/16/2009 05:18:23 PM BAC Code	Description approved
Confidential Comments							•
Created 7/16/2009 03:40:53 PM Contact Last Name	Created By GADDIEJA	Assigned To GADDIEJA	Activity Type Goodwill Status Change Name	Activity Sub-Type Account	Status Done	Completed 7/16/2009 03:40:53 PM BAC Code	Description Goodwill Status has been changed from: PreAprv - Other to Approved
Comments  Confidential Comments							
Created 7/16/2009 03:40:51 PM Contact Last Name	Greated By GADDIEJA		Activity Type Goodwill Status Change Name	Activity Sub-Type Account	Status Done	Completed 7/16/2009 03:40:51 PM BAC Code	Description Goodwill Status has been changed from: Pending SITEL to PreAprv - Other
Confidential Comments							
Created 7/16/2009 03:03:08 PM Contact Last Name			Activity Type Submit for Approval Jame	Activity Sub-Type General CAC Account	Status Done		Description Maintenance Letter
Maintenance Letter- Final, Vin scan complete: y 0 Additional Requests 0 Additional Goodwill							
Final Approved request for GADDIEJA/ Goodwill Appn Confidential Comments	maintenance let over	ter for services :	\$100 Maintenance Letter				

Report Generated for toporowm

on 8/13/2009

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## Activities

ated 5/2009 03:03:07 PM	Created By HOUGHTER	Assigned To HOUGHTBR	Activity Type Goodwill Status Chang	Activity Sub-Type	Status	Completed	Description
itact Last Name	i i di degri i di di	Contact Firs		Account	Done	7/16/2009 03:03:07 PM BAC/Code	Goodwill Status has been changed from: Not initiated to Pending SITEL
nments							_
nidential Comments							1
ated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/2009 03:02:27 PM	HOUGHTBR		Correspondence		Done	7/16/2009 03:02:27 PM	Created:CAC_RS0131, SR#71-
lact Last Name		Contact First	Name	Account		BAC Code	739575040
inens			See all control of the second				 
idential Comments							
	S. Germana.		The state of the second state of the second	the minimum of the property of the second	T	and the second s	
ited /2009 02:59:33 PM	Created By HOUGHTBR	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
act Last Name	HUUGHIBK	Contact First	Manager Review	Empowered Accelling	Done	7/16/2009 03:02:07 PM	review for maint letter
						BAC Code	
rw for maint letter no	to exceed 100	<del>de la companya de la</del>	_				
		sue to no rumbei	cost assist that can be g	iven out.			
service mgr buy in or	the issue						
a good customer witi	the dealership						
verified customer							
approved of offer							
**							
loughtby/ATX/T2/ivi1							
Houghtby/ATX/T2/M1							
Houghtby/ATX/T2/M1							

Report Generated for toporowm

on 8/13/2009

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#### **Activities**

Created 7/14/2009 02:25:49 PM Content Lest Name	Greated By HOUGHTBR	Assigned To HOUGHTBR	Scheduled Follow-up	Activity Sub-Type  Account	Status Done	Completed 7/16/2009 02:57:34 PM	Description do maint letter
romments ip miant letter						BAC Code	<b>.</b>
Confidential Comments							
Preside 7/14/2009 02:25:26 PM	Created By HOUGHTBR	Assigned To HOUGHTER	Activity Type Scheduled Outbound Call Cust	Activity Sub-Type	Status Done	Gompleted 7/20/2009 02:33:05 PM	Description call cust after maint leter goes cut.
Contact Last Name		Contact First	Name States	Account		BAC Code	
onfidential Comments							
/14/2009 02:06:10 PM	Created by HOUGHTBR		Activity Type Outbound Call Customer	Activity Sub-Type Made Contact	Siatus Done	Gonnieled 7/14/2009 02:25:24 PM	Description calling about issues delivering
ontact Last Name Omments		Confort Ever		Account		BAC Cade	resolution

ds sts: at this time we cant go any lower in the cost but will want to offer you a 100\$ maint letter for the inconvience. I know yall do your own repairs etc but I just thought with the way times are that a little something might help out.

cust sts: I am very appriciative of that sir, had another little issue about the oil pan being damaged sometime but the dir says it wasent them it wasent me i dont want to go further but its being taken care of, just if it was them id hope they would step up and fess up, not that it was there fault, for all I know it could be the tow truck guys fault, cant tell.

ds sts: ok want to verify addr with you

cust sts thats correct

ds sts: okmwill follow up when the letter is sent out.

BradHoughtby/ATX/T2/M1 Pontidential Comments

Report Generated for toporowm

on 8/13/2009

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#### **Activities**

	Assigned To HOUGHTBR	Activity Type Outbound Call Dealer	Activity Sub-Type Made Contact	Status Done	Completed 7/14/2009 01:44:25 PM	Description calling about issues
Contact Last Name	Contact First	Name	Account		BAC Code	्वात कु करनार <u>122062</u> 3

dir sts: daughters car not his, power steering failed, out of base warranty goodwilled it for 200\$, when towed in noticed had oil leak, oil pan was damaged, if we would have fixed it. whole steering colum replaced.

ds sts: ok so we gave him a rather large discount on that already, maybe when i call ed lil try and get a buy in on a maint package or something i know the bf of the cust does the maint work but they probably dont have a lift for like tire rotations etc. try to sway him from seeking further cost assist since we went fainty low

dir sts: ok sounds fine with me, if you want to offer smart care maint letter something tiek that feel free, wont be going over my head if you talk to ed about the cost assist either i just thought that the offer we gave him was pretty good already.

ds sts; yeah me too but they felt its a safety Issue so I thought id try.

#### BradHoughtby/ATX/T2/lv/1

Confidential Comments

Created Created By	Assigned To Activity Ty	pe Activity Sub-Type	Status	Completed	Description
7/14/2009 01:06:15 PM HOUGHTBR	HOUGHTBR Outbound		Done	7/14/2009 02:05:50 PM	calling for assistance
Contact Last Name	Rep/Whisi				Coming for assistance
CONTOCT FOR INCIDE	Contact First Name	Account		PAC Cores	

ds ats: calling to see about assistance for customer its a 06 cobalt 47,759 miles has had the steering columneeded to be replaced they did good will it already and cust only payed 2005, however they want that back as well claiming its a safety issue. If that wont go I thought maybe a maint letter which dir is ok with.

dvm sts: no further cost assist and ill leave that manit letter up to you.

BredHoughtby/ATX/T2/M1 Confidential/Comments

7/10/2009 11:51:16 AM HOUGHTER HOUGHTER	Activity Type Scheduled Outbound Call Cust	Activity Sub-Type Follow-up Attempt	Status Done	Pompleted 7/14/2009 01:06:06 PM	Description calling to deliver resolution
Contact Last Name Contact First	Name	Account		BAC Code	
Comments call cust deliver dvm resolution on these issues					
Confidential Comments					

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#### **Activities**

Ficated 7/10/2009 11:18:04 AM	Greated By HOUGHTBR	Assigned to HOUGHTBR	Activity Type Outbound Call Customer	Activity Sub-Type Reached Wrong No./Disconnect	Status Done	Completed 7/10/2009 11:50:13 AM	Description initial t2 call
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
ds sts: got wrong number	r disconneted er	ror phone line n	essage, for the number (909	) 879-6371			

called all number got customer.

cust sts: i don't have any problems paying it i do want assistance on it though because i think its a safety issue and we shouldn't have to pay for it, thank god she was going slow around the corner, you know.

De sts: i can definately understand your concern and will try my best to get as much assistance as i can for you on this.

#### BradHoughtby/ATX/T2/M1 Confidential Comments

TORROSS SELACE THE MODIFICAL HOLIOTERS DESCRIPTION AND THE PROPERTY OF THE PRO	Assigned To Activity Type Activity Sub-Type Status Completed Description	K -1
1/3/4/UG UD 9/1/UG PM NUNIEUM NUUUNI DK USSIEF NOTROSSON ACBON REQUIRED NODE 7/6/2000 DE ACADA DE MAILE ON TO CARACIA DE	DESCRIPTION DESCRIPTION	
TO LLOUD WO FINE DIT FOLLOW ON 12 ESCAISMON	HOUGHTER Dealer Notification Action Required Done 7/9/2009 06:40:08 PM Dir Notify on T2 Esca	calation

This is to notify you that this case was sent to your District Specialist (Tier 2) CRS. They may reach out to you shortly to discuss the customer's concerns. If possible, you may want to reach out to the customer to attempt to resolve.

Confidential Comments		

est Ownership has
M: NORIEGMI TO:

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#### **Activities**

**************************************	Orealed By Assign NORIEGMI HOUGH	ed To Activity Type  HTBR T2 Initial  Acknowledgement	Activity Sub-Type	Status Done	Completed 7/10/2009 11:13:03 AM	Description Initial Customer Contact after escalation
Contact Last Name	Conta	act First Name	Account		BAC Code	
Comments				12		
Confidential Comments						
Created	realed By Assign	ed To Activity Type	Activity Sub-Type	Status	Completed	Description

7/9/2009 06:37:36 PM NORIEGMI NORIEGMI Other Reason for Escalation Done 7/14/2009 12:44:03 PM Reason for escalation BAC Code

- I will be forwarding your concern to a district specialist agent who will continue to work directly with you and your dealership to resolve your concern, but I cannot guarantee you will receive exactly what you are seeking. Your District Specialist will be contacting you within 24 Hrs or within the next business day.

- Reason for Escalation:

   LOYAL GM customer

   The vehicle shows no evidence that the condition in question was caused by accident, misuse, alteration, normal wear and/or lack of maintenance.

   Customer unsatisfied with the resolution and needs further contact with the service manager /DVM

   Beyond CRS level of empowerment

Sean Green/MNL/CAC T1/LvI0 P#:: 18667905600 ext:: 32878

Confidential Comments

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/2009 06:27:29 PM	NORIEGMI	NORIEGMI	Outbound Call Dealer	Made Contact	Done	7/9/2009 06:39:49 PM	VERIFICATION
Contact Last Name		Contact First	Name	Account		BAC Code	

DLR FUNNEL CRS spoke with:

Guillermo Garcia xfer to Ed Johnson : service advisor

- let me get ED for you - he is available

- it has electronic power steering - the motor is failing

- electronic steering column assembly

- out of warranty
- i contacted my service manager
- i have the authorization to do it \$200 deductible plus tax

- one time goodwill

Repair complete: No EST cost / repair: -\$ 842 parts labor and tax Maint at dir: - No

General condition of vehicle:
- Good
Misuse/Abuse/Lack of maint?

- none at all Related to age/mig:

- No

Cust caused or prevented: No Previout of pocket expense at dir.

Dtr provided prev GW:

- we want to Prev related repairs: Did you ride-along or test drive with the Cust?

TAC contacted?
- No need

Should part last longer?
- Yes

Should cust receive asst?

- not my call

Sean Green/MNL/CAC T1/Lvt0 P#:: 18667905600 ext:: 32878 Confidental Comments

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/2009 06:26:43 PM	NORIEGMI	NORIEGMI	Inbound Call Customer	Complex Request	Done	7/9/2009 06:39:52 PM	STEERING CONCERN
Contact Last Name		Control Ein	Name	Account		BAC Code	
TO THE REAL PROPERTY AND ADMINISTRATION OF THE PROPERTY OF THE	MANUARING MANUARINA MANUAR	***************************************			Such		

#### CUST sts:

- 2006 Chevy Cobalt
   problem with the power steering unit
   locked up on my daughter
   intersection / not at high speed

- intersection / not at high speed
  pull into a parking lot
  called a friend : mechanic
  mecahnic said that the that the fluids were were fine
  friends house to our house 11 mi ; intermidietly had the same problem
  steering wheel would LOCK
  yest towed down
  tow truck told me to back down
  concentrated by pull it is not the street.

- tow truck told me to back down
  operated ok pull it up on the street
  chevy delarship
  today they called and told me that they had found the problem
  CAR is now out of th warranty
  safety concern
  i belong to one of an auto club
  electronic power steering system
  dealer issue / safety issue

CUST FUNNEL Veh purchased as: Approx mileage: 47,759 Extended service contract: Y When 1st notice concern: - Tuesday this week

. What conditions? - driving

- Where diagnosed:
   MOUNTAIN VIEW CHEVROLET, INC.
  Current location of veh:
   MOUNTAIN VIEW CHEVROLET, INC.
  What has Dir told you about a diagnosis:
   they called my daughter
  Where maint performed:
   MOUNTAIN VIEW CHEVROLET, INC.
  Prov GM veh:

- Prev GM veh:

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## **UCC Information**

UCC Code	Symptom	Description	
M01	Inoperative	Steering - General	

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ccount			Goodwill	No Goodwill Offered	BRC Type	PAR
		Site	G₩ SubType		Bus. Unit	BRC
ast Name		First Name	Approval	Not Initiated	Area	PAR
aytime #		Evening #	ucc	Steering - General	Sub-Area	Initiate PAR-Injury
ddress		City Alta Loma	involved Dir	Mountain View Chevrolet, Inc.	Safety	Yes
ta <u>te</u> (	CA ZipCd	Con Acct	Source	Phone	-	8/10/2009 02:15:09 PM
erial #VIN 1	1G1AL15F867	Model Year 2006	Priority	Medium License # CHEVROL		MLCAKTE
lake (	Chevrolet	Warr. Start 04/20/2006	Status	Open		8/5/2009 12:23:13 PM
odel (	Cobalt	Mileage 48000	Sub-Status	Dissatisfied		0/3/2009 12.23:13 FM
bstract (	(ESIS) Steering malfuction		Junginus	Dissausijeu	Closed	
	DO NOT ADVISE ON THIS FILE FOR A	NY REASONI				

## Pre-PAR

PAR Notifier Relative	Incident Date/Time Injuries 8/4/2009 05:00:30 PM Y	# Other Veh 0	# People	NAME OF TAXABLE PARTY.	ad Suriac phalt	e Roa Dr∨	d Cond. Fire Report# n/a	Poli n/a	ze Report#
Dnver Last N	lame Drivi	er First Name		Height 5'0	D(		abilitres	n/a	
Unknown	jeni cesi wania ana insuj Daye	ance Agent Fire	st Name	Phone (951) 6	# 37-8584	insuran AAA	ice Agency		
Incident Loc	west bound 10 freeway	The triads a field of individuous are assume a springly who ye playing a seep pu			Incident Desc	venicie iro	ng west bound on the 10 freeway a m side to side and it got progressi	vely worse and the u	sahirla waa ahaking and i wont t
Component	Steering					move rane	s over and when I pull the wheel to	o the right to change	lanes my vehicle pulled left and
Vehicle Loc	Loma CA				Damage Desc	in the burn	ce plate was taken off and there is per as well	a large scrape on th	e front bumber and a small shift
	n/a				Add'i Inf	-	es the maintenance		
PAR De	tail	***************************************			18100171 B.L	o my dad dot	so the marketers		
Collision	Y Non Collision	Property Damage	N Th	ermal Evt	N	Spec Equip	none		
lehicle ipeed	65	Weather Condition	dry			Prop Owner	None	Property Type	none
ast Service ate		Loc Last Service				Property Location	none	Prop Est Repair Cost	\$0.00
leh Est lepair Cost	\$0.00	Spec Equip Installer	none			Prop Damage Description	none	•	
rimary eh Use	Personal	Inspection S Type	Steering ar	id Suspensi	on Sys	Inspected By	Inspection Not Performed	Inspection Date/Time	
eh Damage escription	large scrape on the front bumper and a plate taken off	small shift in t	he bumper	as well as i	icence	Explain Other	last maintenance was 2 months		y the father

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## **PAR Injuries**

st Name First Name	DOE 04/04/81	Location Occupant of	Owner's Vehicle	Driver			straint Type Ibelt
iry Liescription ip lash			Medical Rpt#		nent Lucation lo San Antonio Med		ated By
eat Aricines			City	State	Zip Code		Velazquez
			Alta Loma	CA	occorde a constituent		
ctivities							
AND THE PROPERTY OF THE PROPER	Oreated By AMSTUTST	Assigned To ESISBIOU	Activity Type Escalation	Activity Sub-Type	Status	Completed	Description
nigotal sept Manua	M310131	CANTAIN		ESIS - Injuries	In Progress		assigned to ESIS
				Account		BAC Code	
une ne							
rles didential Comments							
ated (	Tealed By	Assigned To	Activity Type	Activity Sub-Type			
	GNZERTH	AMSTUTST	Notify CRM		Status Done	Sampleted 8/10/2009 04:09:15 Pt	Description W ESIS - Injuries
tact Last Name		Contact First	Name	Account		BAC Code	a colo - Injunes
Madia							
fidential Comments							
	reated By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
	ILCAKTE	MLCAKTE	Ownership Changed	Ownership Escalated to BRC	Done	8/10/2009 02:15:09 PM	
lact Last Name		Contact First	Name	Account		BAC Code	
mens							
idential Comments							

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## Activities

Greated 8/10/2009 02:14:23 PM Contact Last Name Comments	Created By MLCAKTE	Assigned To MLCAKTE Contact Fire	Scheduled Follow-up	Activity Sub-Type Account	Status Scheduled A	Completed arm BAC Code	Description ESIS Pick Up
Confidential Comments							
Created 8/10/2009 02:13:45 PM Contact Last Name	Greated By MLCAKTE	Assigned To KINZERTH Contact Fire	BRC PAR	Activity Sub-Type ESIS- Injuries Account	Status Done	Completed 8/10/2009 03:17:06 PM BAC Gode	Description Injuries and Insurance involvement
Comments  Cantidential Comments							
Greated 8/10/2009 02:13:19 PM Contact Last Name	Orealed By MLCAKTE	Assigned To MLCAKTE Contact First	Activity Type Inbound Call Customer Name	Activity Sub-Type Complex Request Account	Status Done	Completed 8/10/2009 02:13:44 PM BAC Code	Description
see intial contact Confidential Comments							
Created 8/10/2009 12:40:56 PM Conlact Last Name		MLCAKTE	Activity Type Scheduled Outbound Call Cust Jame	Activity Sub-Type Cancelled - Cust Called Prior Account	Status Done	Completed 8/10/2009 01:31:40 PM BAC Code	Description
Confidential Comments							

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## **Activities**

Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 8/10/2009 10:36:36 AM MCAKTE MICAKTE Scheduled Follow-up Done 8/10/2009 12:33:35 PM Call dealer  Contact Last Name Contact First Name Account BAC Gode  Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description Call dealer  Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 8/6/2009 01:20:37 PM MICAKTE MICAKTE Outbound Call Dealer Contact Last Name Contact First Name Account BAC Code  Status Completed Description Mountain View Chevrolet, Inc. 909-985-2866	Created 8/10/2009 12:33:37 PM Contact Last Name CRS adv: Calling to info	um cust that we	Assigned To MLCAKTE Contact Fire have received y	Outbound Call Customer	Activity Sub-Type Left Message Account  for with the vehicle we do n reference SR# 71-74705	Status Done  require some further 14930	Completed 8/10/2009 12:40:53 PM BAC Code information regarding your	Descrintion
Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description call dealer  Contact Last Name Confidential Comments  Confidential Comments  Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description call dealer  Confidential Comments  Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description  MLCAKTE MLCAKTE Outbound Call Dealer Done 8/6/2009 01:23:29 PM Mountain View Chevrolet, Inc.							21 - 22 - 4	
8/10/2009 10:36:36 AM MLCAKTE MLCAKTE Scheduled Follow-up Done 8/10/2009 12:33:36 PM Call dealer  Contact Last Name Contact First Name Account BAC Code  Confidential Comments  Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description  MLCAKTE MLCAKTE Scheduled Follow-up Done 8/6/2009 01:23:39 PM McAKTE Outbound Call Dealer Done 8/6/2009 01:23:29 PM Mountain View Chevrolet, Inc.	Contraction Continents		110					
Confact Last Name	8/10/2009 10:36:36 AM	Seminario de la companya de la comp	The second secon	- Anna mana managan managan managan mengan banggan panggan panggan panggan panggan panggan panggan panggan pan	Activity Sub-Type			
Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 8/6/2009 01:20:37 PM MLCAKTE MLCAKTE Outbound Call Dealer Done 8/6/2009 01:23:29 PM Mountain View Chevrolet, Inc.			Contact Firs	t Name	Account		BAC Code	
Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 8/6/2009 01:20:37 PM MLCAKTE MLCAKTE Outbound Call Dealer Done 8/6/2009 01:23:29 PM Mountain View Chevrolet, Inc.								
8/6/2009 01:20:37 PM MLCAKTE MLCAKTE Outbound Call Dealer Done 8/6/2009 01:23:29 PM Mountain View Chevrolet, Inc.								
	8/6/2009 01:20:37 PM		Control of the last of the las		Activity Sub-Type			The state of the s
			Contact First	Name	Account		BAC Code	909-985-2866
comments see initial call dealer Confidential Comments	see initial call dealer							

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## **Activities**

reated /5/2009 06:30:19 PM ontact Last Name	Orealed By MLCAKTE	MLCAKTE Contact Fil	Outbound Call Dealer St Name	Activity Sub-Type Made Contact Account	Status Done	Completed 8/5/2009 06:31:56 PM	Description  Mountain View Chevrolet, Inc.
WINNESCO S		119994111		ACCOUNT.		BAC Code	909-985-2866
	ome information	on a cust and	ehicle as well as possible co	ntact info for the cust.			
v: our systems are do	m at the mome	ant.					
s adv: will call back to	погтом						
resaMicak.ATX.PAR		S					
onfidential Comments							
eated	Created By	Assigned To	Activity Type	Activity Sub-Type	F2-1		
/2009 06:30:16 PM	MLCAKTE	MLCAKTE	Scheduled Outbound Cell Otr		Status Done	Completed 8/6/2009 01:20:34 PM	Description  Mountain View Chevrolet, Inc.
ntact Last Name		Contact Fire		Account		BAC Code	909-985-2866
intial and get cust con rifeential Comments	tact information						
ated /2009 06:30:05 PM	Created By MLCAKTE	Assigned To MLCAKTE	Activity Type	Activity Sub-Type	Status	Completed	Description
itaci I asi Name	MILUANTE	MLCANTE	BRC PAR	Account	Done	8/5/2009 06:33:50 PM BAC Gode	MADE IN ERROR
annen as						SAC UNICE	
fidential Comments							
roemar commens							
		Assigned To	Activity Type	Activity Sub-Type	Status	Completed	
2009 01:59:55 PM lact Last Name	KINZERTH	MLCAKTE Contact First	Ownership Changed		Done	8/5/2009 01:59:55 PM	Description Service Request Ownership has
				Account		BAC Code	changed FROM: 808BAWA TO: MLCAKTE
IIIE IIE							
idential Comments							

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/5/2009 01:59:31 PM	KINZERTH	MLCAKTE	BRC PAR	Initial Contact- AVM	Done	The second secon	Called FDVM Phelps George Ed 80509
Contact Last Name		Contact Firs	t Name	Account		BAC Code	58701

CRS adv: calling concerning cust least name spelled Fuesntes. This is to adv you that his file has been recieved in your area, cust concern is Alleged steering malfuction causing a collision The vehicle is a 2006 Chevrolet Cobalt and the involved dealer is Mountain View Chevrolet, inc.

You are not required to respond to this msg, however if you do have any questions or concerns regarding this file, pts feel free to give me a call at 1-866-790-5700 x41345 and you can reference SR# 71-747054930

TeresaMicak.ATX.PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status		Completed	Description
8/5/2009 01:59:22 PM	KINZERTH	MLCAKTE	BRC PAR	Initial Contact- Dealer	Done			Called Mountain View Chevrolet, Inc.
Contact Last Name		Contact First	Name	Account			BAC Code	909-985-2866
						MANAGEMENT STATE		Jeff-SM
					i Walio and Albanda and Alband	NAMES OF TAXABLE PARTY.		

Speaking to the SM:

Crs adv: calling in regards to cust and vehicle.

Srv: ok

Crs adv: Are there any known product concerns that relate to the customer's allegation?

a Srv: no we replaced the sterring collum last month.

Crs adv: At this time I would like to send an inspector out to take a look at the vehicle for further review. Would you be willing to host that inspection?

Srv: sure

TeresaMicak/ATX/PAR

Confidential Comments

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#### **Activities**

Created		Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Dr i-V
8/5/2009 01:59:12 PM	KINZERTH	MLCAKTE	BRC PAR	Initial Contact- Phone	Done	8/10/2009 02:12:51 PM	Description Called
Contact Last Name		Contact First	Name	Account		BAC Code	

Crs adv: would like to go over the information given to the previous agent and ask just a couple more quick questions. Do you have a moment to speak with me?

Crs adv: went over pre par and par detail form with cust

Cust sts: i was driving west bound on the 10 freeway and i notice my vehicle shifting slightly from side to side and it got progressively worse and the vehicle was shaking and i want to move lanes over and when i pull the wheel to the right to change lanes my vehicle pulled left and spun completely around on the freeway and hit the center divider. I did go and see a doctor at the Urgent care clinic for Whip tash and the adjuster for the insurance was out here the other day to look at the vehicle. I didnt call the police i just got my vehicle off the freeway and parked it and called my dad.

CRS advised that file will be forwarded to ESIS and will be in contact within 7-10 business days.

TeresaMicak.ATX.PAR Confidential Comments

			Activity Type	Activity Sub-Type	Status	Completed	Description
	/2009 01:59:03 PM KINZERTH	MLCAKTE  Contact First	BRC PAR	Acknowledgement	Done	8/5/2009 06:33:17 PM	Called
10000	mer cost talle		nane	Account		BAC Code	

No contact info on file will call dealer for contact information

TeresaMlcak.ATX.PAR

Confidential Comments

Created Created By Assign	ed To Activity Type Ac	tivity Sub-Type Status	Completed	
8/5/2009 01:58:53 PM KINZERTH MLCAK		Done	8/5/2009 05:43:30 PM	Description File Assigned
Contact Last Name Costs	-• Civ-• Name Acc	count	BAC Code	rue Assigned
Confidential Comments				

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## Activities

Created 8/5/2009 01:58:45 PM	Created By KINZERTH	Assigned To MLCAKTE	Activity Type Research	Activity Sub-Type	Status Done	Gompleted 8/5/2009 06:12:45 PM	Description Research VIN
Contact Last Name		Contact Fir	st Name	Account		BAC Code	Mesoguett Atta
CRS Performed VIN Sca	an:						
GMVIS: Found no open	recalls						
VIN: Found an Duplicate	File - 71-7395	75040 Steering	failure				
SVC History: Service his	itory may be reli	ated to allegation	on - 07/08/2009 134462	# E7680 - STEERING COLUM	UN REPLACEMEN	TT 47759 miles	
CUST: unknown if previo	us file no addre	ss or phone nu	mber to search with along	) with name			,
TeresaMicak.ATX.PAR Confidential Comments							
Created 8/5/2009 01:58:26 PM	Created By KINZERTH	Assigned To MLCAKTE	Activity Type BRC PAR	Activity Sub-Type Case Assigned	Status Done	Gompleted 8/5/2009 05:43:27 PM	Description Assigned to Teresa Micak x41345
Contact Last Name		Contact Firs	t Name	Account		BAC Code	The same of the sa
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Tvge			
8/5/2009 01:58:20 PM	KINZERTH	BOBBAWA	SR Opened		Status Done	Completed 8/5/2009 01:58:20 PM	Description SR in Status of Closed has been Re-
Confact Last Name		Contact First	l Name	Account		BAC Code	Opened by KINZERTH
Confidential Comments							

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/5/2009 01:58:18 PM	KINZERTH	BOBBAWA	SR Closed - Satisfied		Done		Service Request has been Closed
Contact Last Name		Contact Firs	Namo	Account		BAC Code	Satisfied.
							•:

Confidential Comments

reated			Activity Type	Activity Sub-Type	Status	Completed	Description
5/2009 12:50:00 PM	BOBBAWA	KINZERTH	Escalation	Initiate PAR	Done	8/5/2009 01:58:12 PM	Assigning activity to PAR QUEUE
ntact Last Name		Contact Fire	Name	Account		BAC Code	1

CRS advised that a person from the PAR Department will contact the customer within 5° business days

Walter Bob/ tier 1/ Bs As/ Lvl0

Received and assigned in PAR Thaddeus Kinzer/PAR Workflow/ATX Confidential Comments

Created		Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/5/2009 12:23:13 PM	BOBBAWA		Inbound Call Customer	Complex Request	Done	8/5/2009 12:52:57 PM	car spining and damage
Contact Last Mans			** ne	Account		BAC Code	
574111111115							

cust sts has car spinning and has broken the bumper no injuries though

cust sks help in solving issue

crs adv on filling form and will contact them from other dep

Walter Bob/ tier 1/ Bs As/ Lvt0

Confidential Comments

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## **UCC Information**

UCC Code Symptom Description
M01 No Symptom Indicated Steering - General

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# GM Vehicle Inquiry System Summary

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

#### Help

VIN:	*	1G	1AI	L15F867							
- Company Control of the Control of				VEHIC	LE IN	FORMATI	ON				
Merc Mode	handising el:		1A CO	L37 -2006 COBALT 2-I UPE	OOOR	LT	Warranty	Start I	Date :	04/20/2006	
BARS	S Order Ty	pe:	70	- RETAIL - STOCK				**************************************			*
Delivering Dealer :			ALLEN GWYNN CHEVROLET 1400 S BRAND BLVD GLENDALE, CA 91204-2810				Selling Sou	ırce :		13 - CHEVROLET	
				8) 240-5720		Site Code :		20191			
							Business Associate Code :			114543	
Serv	rice Contrac	et: N	Vo	Branded Title:	No	Warran	Warranty Block : No		PDI S	PDI Status :	
				REQUIR	ED FI	ELD ACTI	ONS	AND THE PROPERTY OF			Paid
Type	Number			Desc	ription				Poste	d Date	Status
RC	06217	HEAD	IM	PACT PROTECTION						/A	Closed
RC	<u>07132</u>	SERVI PCM-E	CE XP	UPDATE-INV/CUST-C W/8YR/80K MILE ECM	BD SY	'S IMPROV RR	OVE-REPROG			N/A	

# SERVICE INFORMATIONAL ITEMS

1-	2.7						
Туре	Number	Description	Posted Date	Status			
		CID/A IDD A C X IOXXX		Status			
EI	09110	SIR/AIRBAG LIGHT ILLUMINATED, DTC B0081 SET(REF. TSB 09-09-41-003)	0510512000	See			
		07-07-41-003)	05/05/2009	Bulletin			

# ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

# APPLICABLE WARRANTIES

Effective Date	Effective Odometer	End Date	End Odometer
04/20/2006	61 miles	04/20/2009	36061 miles
04/20/2006	61 miles	04/20/2012	100061 miles
04/20/2006	61 miles	04/20/2014	80061 miles
	04/20/2006	Date         Odometer           04/20/2006         61 miles           04/20/2006         61 miles	Date         Odometer         End Date           04/20/2006         61 miles         04/20/2009           04/20/2006         61 miles         04/20/2012

96/100000 CALIFORNIA SELECT COMPONENT			1	
	04/20/2006	61 miles	04/20/2014	100061 miles
36/50000 CALIFORNIA EMISSIONS	04/20/2006	61 miles	04/20/2009	50061 miles
60/60000 POWERTRAIN - U.S. LIMITED WARRANTY	04/00/000			0 0 0 0 1 11110 0 3
J.G. LIMITED WARRANTY	04/20/2006	61 miles	04/20/2011	60061 miles

## **CLAIM HISTORY**

R.O Date	R.O Number	Туре	Labor Operation	Odom Readi	
07/08/2009	134462	#	E7680 - STEERING COLUMN REPLACEMENT	47759	
04/11/2008	121921	#	D2460 - MODULE/CASE, HVAC ASSEMBLY - UPPER - REPLACE	25893	
04/11/2008	121921	#	N0760 - TAIL LAMP BULB REPLACEMENT	25893	miles
12/21/2007	116871	F	Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	20508	miles
11/19/2007	115794	#	J6050 - SECONDARY AIR INJECTION PUMP REPLACEMENT	20508	-
11/19/2007	115794	#	Z2173 - SOUTHERN CALIFORNIA AIR FILTER OFFER	20508	NECKSTRATE THE
10/05/2007	114436	#	V1556 - 06217 - INSTALL ENERGY ABSORBING DEVICE	18812	To any street the street of th
10/05/2007	114436	#	V1629 - 07132 REPROGRAM ENGINE CONTROL MODULE (ECM)	1000	miles
01/30/2006	A77985	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	Ó	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

Help

					Jei	<b>K</b>						
VIN:			1G	1AL15F867					NA STATE OF THE PARTY OF			
				CLAIM	HI	STORY			Patricus (C)			
Repair Or	der Date	≥: 07	7/08/200	Repair Order Number :			Odor	neter R	eac	ling :		47759 mile
Serviced By:	MOUN PO BO	TAIN	VIEW (	CHEVROLET, INC.	ľ	Selling So	urce:			13 -	CHEVRO	ET
	UPLA	VD, CA	91785	-0758	Site Code:					2016		
-	(909) 9	83-280	b		Business Associate Code:					1771	.68	
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	rt	Auth Code	22	erson Code	Line Total	Comments
07/17/2009	23	01	#	E7680 - STEERING COLUMN REPLACEMENT		N/A		A N/A		N/A	\$ 351.58	Y
Number :				Repair Order Number :		121921	Odon	neter Ro	ad	ling: 25893 miles		
Serviced MOUNTAIN VIEW By: PO BOX 758		/IEW C	HEVROLET, INC.	S	elling Sou	urce :			13 - 0	CHEVROL	ET	
	UPLAN (909) 98	D, CA	91785-	0758	s	ite Code	•			2016	2	
					Business Associate Code:					1771	68	
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Par	rt	Auth Code		erson Code	Line Total	Comments
04/18/2008	<b>892</b> ,	01	#	D2460 - MODULE/CASE, HVAC ASSEMBLY - UPPER - REPLACE		10393238 CASE	8 -	N/A	]	N/A	\$ 664.66	N
04/18/2008	892	02	#	N0760 - TAIL LAMP BULB REPLACEMENT	Γ	09441839 BULB LI		N/A	1	V/A	\$ 28.26	N
Repair Ord	er Date :	12/2	21/2007	Repair Order Number :	1	16871	Odom	eter Re	adi	ng :		20508 miles
Serviced   By:	MOUNT PO BOX	AIN V	IEW CH	HEVROLET, INC.	Se	lling Sou	rce :		Ĩ	13 - C	HEVROLI	et.
-	UPLANI 909) 985	), CA 9	91785-0	758	Si	te Code :			1	20162		•
	2027 200	/-2000			Βι	isiness As	sociate	Code:	1	17716	8	
								-	H			

Date N	Vbr C	Case	Туре	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/28/2007 86	360	01	F	Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	N/A	N/A	N/A	\$ 25.32	N

Repair Order Date :		: 11	/19/2007	Repair Order Number :	115794	Odom	eter Re	ading:	20508 miles		
Serviced By:	MOUN' PO BOX		VIEW C	HEVROLET, INC.	Selling Sou	rce:		. 13 - 0	3 - CHEVROLET		
		PLAND, CA 91785-0758 909) 985-2866						2016	0162		
	(707)703 2300				Business A	ssociate	Code:	1771	177168		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part		Auth Code	Person Code	Line Total	Comments	
11/23/2007	-850	01	#	J6050 - SECONDARY AIR INJECTION PUMP REPLACEMENT	12600828 PUMP	} -	·E	N/A	\$ 258.03	Y	
11/23/2007	850	02	# ;	Z2173 - SOUTHERN CALIFORNIA AIR FILTER OFFER	21999324 ELEMEN		N/A	N/A	\$ 12.38	N	

Repair Order Date :		: 10	/05/200	05/2007 Repair Order Number :		114436 Odometer Rea			ling: 18812 miles			
Serviced MOUNTAIN VIEW CHI PO BOX 758 UPLAND, CA 91785-07 (909) 985-2866			91785-		Selling Source : Site Code :				13 - CHEVROLET 20162			
(507)703 2000				Business Associate Code:			177168					
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part		Auth Code	Person Code	Line Total	Comments		
10/12/2007	838	01	#	V1556 - 06217 - INSTALL ENERGY ABSORBING DEVICE	2584444 ABSORI		N/A	N/A	\$ 63.31	N		
10/12/2007	838	02	#	V1629 - 07132 REPROGRAM ENGINE CONTROL MODULE (ECM)	N/A	·	N/A	N/A	\$ 33.76	N-		

Serviced By:	Repair Or	Repair Order Date : 01/30/2006			Repair Order Number :	A77985 Odometer Read			eading:		0 miles	
Cycle Date Nbr Case Type Labor Operation Part Auth Person Line Communication		MOUN PO BO	TAIN X 758	VIEW C	HEVROLET, INC.	Selling Source :			13 - 0	13 - CHEVROLET		
Cycle Date Nbr Case Type Labor Operation Part Auth Person Line Communication		UPLAND, CA 91785-0758				Site Code :			2016	20162		
Date Nbr Case Type Labor Operation Part Auth Person Line Comment		1	33-200			Business Associate Code:		1771	177168			
Total		3 7	Case	Туре	Labor Operation	Par	t	Auth Code	Person Code	Line Total	Comments	

	02/03/2006	662	01		Z7000 - PRE- DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 105.79	N	SCORING TO THE PROPERTY OF THE PARTY OF THE
9					IIME						- September 1

## **CHECK HISTORY**

Vehicle Has No Associated Check History.

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# GM Vehicle Inquiry System Line Comments

Home - Back - Help

VIN:			1G1/	AL15F867							
		h-ev-manus es		LINE C	OMMENT	S					
Repair Order Date: 07/08/2009 Repair Ord Number :					13446	2	Odometer Read	ling: 47759 miles			
Serviced By:	MOUN' PO BOX		VIEW CI	HEVROLET, INC.	Selling S	Sour	rce:	13 - CHI	EVROLET		
· 2			91785-0	0758	Site Coc	ie:		20162			
					Busines	s As	sociate Code :	177168			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operati	ion		Part	Auth Code	1	Line Total	
07/17/2009	23	01	#	E7680 - STEERING COLUMN REPLACEMENT			'A	A	N/A	\$ 351.58	
Comments	GOOD AND (	GOODWILL STEERING COLUMN HARD TO TURN REPLACED AND CUSTOMER PAY \$213.55 AND GM PAY DIFERENCE									

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# GM Vehicle Inquiry System Vehicle Build

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

## Help

CENTROPHEN	VIN	1G1AL15F867
*		
		ALLERA ED ADA LE ED

#### VEHICLE BUILD

Merchandising Model :	1AL37 -2006 COBALT 2-DOOR LT COUPE					
Gross Vehicle Weight Rating:	1711 kg (3773 lb)	Order Number :	JRXCRT			
Build Date :	01/30/2006	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
B34 - FLOOR MATS	B35 - REAR FLOOR MATS
C67 - ELECT. FRONT AIR CONDITIONER	DG7 - BODY COLOR POWER MIRRORS
FE1 - SUSPENSION SYSTEM-SOFT RIDE	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	NP5 - LEATHER WRAPPED STEERING WHEEL
NU3 - EMISSIONS SYSTEM CALIFORNIA, SULEV	NW7 - TRACTION CONTROL
PFD - 16" ALUMINUM WHEEL	QQR - P205/55R16 BW TIRES
RE8 - UPGRADE ORNAMENTATION	R6P - PREMIUM PAINT
R8K - *************	SLM - STOCK ORDERS
TV5 - SPORT PACKAGE	T37 - DELUXE FOG LAMPS
T43 - REAR DECK-LID SPOILER	UK3 - LEATHER WRAPPED STEERING WHEEL
UN0 - AM/FM STEREO W/CD & RDS	UQ3 - PIONEER 7 SPKR AMPLIFIED SYSTEM
VK3 - FRONT LICENSE PLATE MOUNT	VY7 - LEATHER SHIFT KNOB
V73 - STATEMENT OF VEHICLE CERT U.S. /CANADA	YF5 - CALIFORNIA EMISSIONS
ISZ - OPTION PACKAGE DISCOUNT	19C - EBONY

19I - EBONY	2LT - 2LT SPORT PACKAGE INCLUDES: *REAR DECKLID SPOILER *16" ALUMINUM WHEELS (REPLACES STD/OPT WHEELS) *P205/55R16 TOURING TIRES *CHROME EXHAUST TIP *LEATHER WRAPPED SHIFT LEVER *LEATHER WRAPPED STEERING WHEEL *WHITE FACED SPORT GAUGES
6AP - FRONT SPRING	7AP - FRONT SPRING
8AB - REAR SPRING	9AB - REAR SPRING
95U - ULTRA SILVER METALLIC	

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## CVWS134462

CHEVROLET WAR

P.O. BOX 758 • UPLAND, CALIF. 91785-0758 1079 W. FOOTHILL BLVD. • UPLAND, CALIFORNIA 91786-3731 PHONE (909) 985-2866 • FAX (909) 985-4370

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

BAR # AC215141 EPA # CAD981969892

040110003						CELL:	
35956	AUVISOR NAME			TAG Ñ		INVOICE DATE	INVOIGE NO.
	LAUGRANTE	JOHNSON IUCEN		128	1681	07/14/09	CVWS134462
A - Angelogopolitic		0.741		macross	47.759	ULTRA SILVE	11361
	YEAR / MAXE /				And Annihim to the second	DELIVERY DATE	DELIVERY MILES
ALTA LOMA, CA	VEHICLE I.O. NO	VROLET/C	DBALT/2D	COBAL.	Γ LS CQU	04/21/06	
· · · · · · · · · · · · · · · · · · ·		, A L 1 5	F 8 6 7			SELLING DEXIEN NO.	PRODUCTION (ATE
	R. T. E. NO.		Ino	NO,		H. O. DAYE	
SESPENCE SHOW	COMMENTS					07/08/09	
	COMMENTS						
JOB# 1 CHARGES	********			* * * * 5 7 7 1			
LARAB							
LABOR	. 1.20 T	FCH(S) · 417			127.55		
CHECK DUTTED STEEDING SYSTEM TO MAD	A TA THOM	AT TIMEC O	1.00 F3867		167.30		
-NG LIGHT NO POWER STEERING COMES WILL START WORKING AFTER RESTARTIN HAD I CODE IN SYSTEM CO475 MOTOR C INTERNAL FAILURE IN EDS REPLACED CO	UP ON DISP	LAY.					<i>i</i>
HAD I CODE IN SYSTEM CO475 MOTOR C	IRCUIT FAT	LURE					
INTERNAL FAILURE IN EDS REPLACED C	OMPLETE ST	EERING COLU	MM				
PARTSOTYFP.NIMBERDESCRIPT	70N			/00 tes			
1 19200751 COLUMN K	i 6.518 CO	312.93	312.93	438.10	438.10		
	CO	ST TOTAL	312.93				
- A			TOTAL - PA	KI\$	438.10		
JOB# 1 TOTALS	********	********	****		·		
***			LABOR PARTE		127.55		A-Company of the Company of the Comp
			PARTS		438.10		
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COMMENTSCUSTOMER PAYS 200.00 DEDUCT PLUS TAX TAX 13.55	P P V V V V V V V V V V V V V V V V V V	* * * * * * * # # # # # #	***********	~ ~ ~ s a			
RECOMMENDATIONS	5 D O O O O O O O O O O O O O O O O O O	* # \$ \$ \$ # # # # # # #	· · · · · · · · · · · · · · · · · · ·	~ ~ * *			
			R/O TAX		0.00		ebrosine.
			R/O TOTALS		0.00 <b>565</b> .65		
WARRANTY CLAIM DETAIL TOTALS		* 8 8 2 2 2 2 2 2 2 2 2 2		* * * * * * * * *	*43081		
CLAIM# TOTAL 351.58			•				Agentalism and a second and a s
CLAIM TOTALS 351.58							
CLAIM TOTALS 351.58							
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APPROVED BY SIGNATURE	and the second second						
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ESIS-GM CLAIMS UNIT

The preliminary review covers about 905,000 Cobalts in the model years from 2005 to 2009.

A majority of the complaints have come in the past six months. Some drivers said they couldn't stay in their traffic lane when steering became difficult.

The Cobalt is made by General Motors.

The company said in a statement that the NHTSA review is the first step in an investigation, and that it will answer questions from the safety agency. After that step, the case will either move to an engineering analysis or it will be closed, GM said.

on the 2015 the Associated Second edictiones are this remains our models are broaderst recognise of

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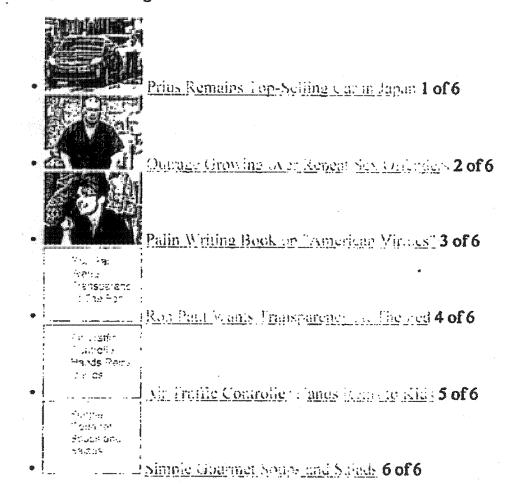
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- 29 Les ) Demonstrates How She Narvived Shork Anack
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- 3 Viewienns se (winter to Avoid DW Is

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## Scroll Left Scroll Right



DETROIT, March 2, 2010

# GM to Recall 1.3M Cars for Steering Fix

U.S. Automaker Says Compact Models' Power Steering Stiffens Up at Low Speed; 14 Accidents, 1 Injury Reported

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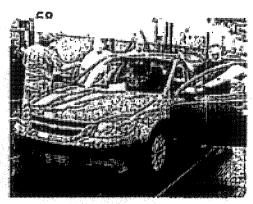
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(AP) General Motors Co. said Monday it will recall 1.3 million Chevrolet and Pontiac compact cars sold in the U.S., Canada and Mexico to fix power steering motors that can fail.

The recall affects 2005 to 2010 Chevrolet Cobalts,



In this Aug. 21, 2008 file photo, auto workers at the Lordstown Assembly Plant work on the Chevy Cobalts in Lordstown, Ohio. (AP Photo/Ron Schwane, File)

2007 to 2010 Pontiac G5s, 2005 and 2006 Pontiac Pursuits sold in Canada, and 2005 and 2006 Pontiac G4s sold in Mexico.

The automaker said the vehicles are still safe to drive and never lose their steering, but it may be harder to steer them when traveling under 15 mph.

GM spokesman Alan Adler said it will take time for the automaker to get 1.3 million new power steering motors from the supplier, JTEKT Corp., and GM will notify car owners when the parts are available.

Adler said the failures are rare and the cars can still be driven until motors can be replaced by dealers. Drivers will see a warning light and hear a chime if the power steering fails, but they could be surprised when the steering becomes more difficult.

GM told the National Highway Traffic Safety Administration about the recall on Monday.

NHTSA began an investigation into 905,000 of the models on Jan. 27 after getting 1,100 complaints that the cars lost their power steering assist. The complaints included 14 crashes and one injury.

The automaker will fix older models first because it usually takes 20,000 to 30,000 miles of driving for the condition to develop, Adler said. GM also will have to repair thousands of vehicles on dealer lots before they can be sold, he said.

- "Recalling these vehicles is the right thing to do for our customers' peace of mind," Jamie Hresko, GM's vice president of quality, said in a statement.
- * Adler said if the power steering assist fails, it usually comes back for a time after the car is shut off and restarted.
- The recall comes at a time of heightened interest in auto safety after sudden acceleration problems experienced in some Toyota Motor Corp. vehicles.

Toyota has had to recall 8.5 million vehicles worldwide to fix problems with sticky gas pedals, floor mats that can snag the gas pedal and cause unintended acceleration, and brake software

iso. Coshier's Check SEPTEMBER 11, 2009 Banking ALTA LONA Center 006200365 0001173 00016 **250.00** Remitter (Purchased By) SONE-NO CIPLED ON-SINIS  $P_{0y}^{\pm\pm TWO}$  hundred fifty dollars and 00 cents** The EXSHARP INAGE COLLISSIONER Order **** Of Bank of America, N.A. San Francisco, CA **VOID AFTER 90 DAYS** THE ORBIGAL DOCUMENT PAS REFLECTIVE WATERWARK ON THE BACK (L. BY THE ORBINAL DISCUMENT HAS REPLYCTIVE WATERMARK ON THE BACK **Bankof America** No. Cashier's Check Notice to Furtheser - In the event this check is lost, mispisced or stolen, a sworm statement and 90-day waiting period will be required prior to replacement. This check should be negotiated within 90 days. SEPTEMBER 11, 1949 11-35/1210 Date NCA Banking 1171 1741. Center ecil'i ecil Sec. boile 05-14-3774B m9-2005 Remitter (Purchased By) **250.00** Pay DESIGN HITT POLLES ARE 00 CARES The **SHARE TOWNS CONTROL OF A Non-Negotiable Authorized Signature Bask of America, N.A. San Francisco, CA **VOID AFTER 90 DAYS Customer Copy** 1397085076 Retain For Your Records

## Sharp Image Collision Centers, Inc.

10833 Edison Court, Rancho Cucamonga, CA 91730

Phone: (909) 481-5004

State ID:

State EPA:

CAL000189741

BAR:

ARD00204035

## Repair Order - Final Bill

RO Number: 10276

Customer:

Insurance:

Adluster:

Estimator:

Michelle Betancourt

Phone:

Claim:

Create Date:

9/2/2009

alta Loma, CA

Loss Date:

Deductible:

້250.CO

48500

Year: Make: 2006 Chevrolet

Style: Cotor:

2D CPE Silver

Auto Club Insurance Association

VIN:

1G1AL15F867

Mileage In: Mileage Out:

Vehicle Out:

Model: COBALT LT

License:

Job Number: Bob

Ver Line Operation Description Qty Extended Type Labor\$ Type **Paint** Price \$ 1 E01 FRONT BUMPER EOI Overhaul Bumper Assy w/fog lamps 2 117.60 Body 3 E01 Sublet Recon Bumper Cover 210.38 Sublet 1 E01 Refinish Labor for Recon Bumper Cover 109.20 5 E01 Remove/Replace Emblem 1 16.63T **OEM** E01 6 Remove/Replace Ucense bracket 1 12.10T OEM E01 License bracket screw Remove/Replace 2 2.927 **OEM** 8 E01 Remove/Replace Lower grille 1 25.33T OEM 9 E01 Remove/Replace RT Outer grille w/fog tamps 30.14T OEM E01 COLOR, SAND & BUFF 11 21.65 12 E01 CLEAR COAT 42.11: 13 EOI COLOR TINT 10.00 Other 13 EOI COLOR TENT 42.10 14 EOI FLEX ADDITIVE 2.50T 1 Other 15 E01 FLEX ADHESION PROMOTER 1 5.000 Other 15 E01 FLEX ADHESION PROMOTER 21.00 Body 16 EOL PAINT MATERIALS Ħ 125.10T Other 17 E01 HAZARDOUS WASTE 1 5.00 Other

Totals	Discount \$	Markup \$	Total s
Parts			446.i.
Labor, Body			138.6c
Labor, Refinish			214.20
Material, Paint			0.00
Subtotal			798.90
Sales Tax			19,31
Total			818.2:

Estimate Version Total \$



# P.O. BOX 758 • UPLAND, CALIF. 91785-0758 1079 W. FOOTHILL BLVD. • UPLAND, CALIFORNIA 91786-3731



BAR # ARD215141 EPA # CAD981969892

				CELL:	
35956	EDWÄRD JOHNSO	N 428	1681	***07/11/09	FMCCVCS134462
		SEIIO.		[∞] ŰĹTRA SILVE	"YY361
ALTA LOMA, CA	06/CHEVROLET/	COBALT/2D CO	BALT LS COU	*04/21/06	
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JOB# 1_CHARGES	CEP BITS	**************************************			
LABOR	**************************************	***	***************************************		
J# 1 06CVZ BRAKES & SUSPENSION CHECK POWER STEERING SYSTEM IS HAI -NG LIGHT NO POWER STEERING COMES WILL START WORKING AFTER RESTARTION	TECH(S):41: 2D TO TURN AT TIMES I UP ON DISPLAY. NG AT TIMES ADVISE.	7 5 MARINT	WARRANTY		Personal Park Andreas
PARTSQTYFP-NUBBERDESCRI 1 19200751 COLUM	KI 0.518	TITIAL - PARTS	WARRANTY		eathin-day, ge consumments
MISC DESCRIPTION	MER PAY T	TROL NO	213,55 WARRANTY 213,55		
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J08# 1	William normy ever	MIX.	213.55	<del>-</del> 9	
ESTIMATE  CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF	*********	*****	<b>C23.55</b>		
RECOMMENDATIONS	P	·	,		energy by the Administration of the Administ

September 1, 2009

**ESIS** 300 Renaissance Center Mail Code 482 C19 B61 Detroit, MI 48265

313-665-3396 tel 313-665-0911 fax

www.esis.com

Paul Olle Claims Administrator

ALTA LOMA, CA

RE:

Claimant:

Our File No.:

Our Client:

Date/Event:

Subject vehicle:

VIN:

General Motors Company

08/04/2009

2006 Chevrolet Cobalt

1G1AL15F867

Dear

A review of your claim regarding a 2006 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 03
Subject Legal
ATT

SR No. Account	71-737536732	Ref No. Site	and the second s	Goodwill GW SubType	No Goodwil	ll Offered	where is defined in . If	BRC Type Bus. Unit	PAR BRC
Last Name		First Name		Approval	Not initiated	green eeste veste jaarneeste L	wayer crosses a construction of	Area	PAR
Daytime #		Evening #		UCC	Steering - (	Seneral	in common region we are	Sub-Area	Initiate PAR- Collision
Address		City Ci	nicago	Involved Dir	Great Chica	igo Auto Sale	s, Inc.	Safety	Yes
State	IL ZipCd	Con Acct		Source	Phone	·		Updated	8/21/2009 03:44:55 PM
ieriai #VIN	1G1AK15F577	Model Year	2007	Priority	Medium	License #	CHEVROL	Owner	STEWARDE
Aake	Chevrolet	Warr. Start	05/26/2007	Status	Open			Opened	And the second control of the second control
Aodel	Cobalt	Mileage	23000	Sub-Status	Dissatisfied			Closed	7/1/2009 03:23:53 PM
Abstract	(ESIS)Steering - General(failure)	and the state of t	o san handagasti, ani mananananananananana ( m. 1997).	Zan a Printer and Company of the Com	Digoditalien	·	est indicates an assessment of the t	Closed	

## Pre-PAR

Owner	11/9/2008 05:40:00 AM N	s # Other veh # People in Veh	Yes 1	wet	J Cond. Fire Report# N/A	. in the second decrease and commentation of the second decidated and the second decrease and and the s	e Reportil /3898
Oriver Last N		er Eirst Name Heig <b>5'9"</b>	10/	13/1980 None			
unknown	Milly	rence agent First Name Phor (312)	666-5323	an an and a sura deconveniente contratações de intraspetares de defini-	se Agenisy Auto Insurance (National Heritage	\	
Incident Loc	Beginning of Lower Wacker Drive nea	r hwy 290	Incident Desc	Raining cor	ming down lower wacker drive, tun	ned veh to the right	and the veh hydroplaned. Hit a
Component	Steering	e de la composition della comp	,,,,,		emander of manifestal and the state of the second of the s	, , , , , , , , , , , , , , , , , , ,	
Vehicle Loc	Chicago IL.		Damage Desc	Left front e	nd damaged. Whole front damang Front bumper came off. Hood dam	ed. Left headlight ca aged; bent up. D	me off. Fender bent. Radiator
Emgcy Svc Names	Chicago Police Department	and the terms to the Approximation promising events and the second secon	Add1 Info		paid for the repair o ph# 312-666-8800	general e servicio de la compansión de la c	tan time a superior
MARIE CONTRACTOR OF THE PROPERTY OF THE PROPER			Maint Lo	c Gillespie Cl	nevrolet or Rogers Auto Group	and the second of the second o	and the second s
PAR De							
Collision	Y Non Collision	Property Y Thermal Evi Damage	N	Spec Equip	remote starter	<del>indigna</del> r is our will be	
Vehicle Speed	25	Weather raining Condition		Prop Owner	N/A	Property Type	N/A
Last Service Date		Loc Last Service		Property Location	N/A.	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$7,000.00	Spec Equip unknown Installer		Prop Damage Description	N/A	A manager starter - mile gar fill &	
Primary Veh Use	Personal	Inspection Steering and Susper Type		Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	Left front end damaged. Whole front of Radiator came out. Front bumper came	lamanged. Left headlight came off. F ne off. Hood damaged; bent up.	ender bent.	Explain Other	forwarded to ESIS	major i irigo	

# Activities

Created 8/25/2009 07:59:05 AM Contact Last Name	Created By STEWARDE	Assigned To STEWARDE Contact Firs	Activity Type Scheduled Follow-up Name	Activity Sub-Type Account	Status Scheduled Alam	Completed BAC Code	Description ESIS
Check to see if ESIS pick	ed up file.				a car car a superior		
Debbie Stewart/PAR/ATX Confidential Comments					100 COM		
A STATE OF THE STA	and a grown quinty or managery or y has I may	intermental property and a second	The second secon		og skriving gjerge som en en en legel til stad for kriveren en en skrive		kan di salah
Created 8/24/2009 01:11:09 PM Contact Last Name	Greated By GARCIAJR	Assigned To ESISBIQU	Activity Type Escalation Name	Activity Sub-Type ESIS - Insurance Involvement Account	Status In Progress	Completed	Description Insurance Involvement - ESIS
				ACCOUNT		BAC Code	
Lincoln Auto Insurance Milly (claim rep) (312) 666-5323 clm i							
Joe G/PAR/ATX			April 1997	akonggongga ing Paliting at tilang sa			
Confidential Comments	100						
Created 8/21/2009 03:52:10 PM	Created By KINZERTH	Assigned to GARCIAJR	Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 8/24/2009 01:11:07 PM	Description ESIS - Insurance Involvement
Contact Last Name	HO-9BSS	Centered Singl	Name	Account		BAC Code	200 C
SALDINING S							
Confidential Comments							
						The state of the s	

# Activities

Preated 1/21/2009 03:45:37 PM Contact Last Name	STEWARDE	Assigned To KINZERTH Contact Fire	Activity Type BRC PAR t Name	Activity Sub-Type ESIS- Insurance Involvement Account	Status Done	Completed 8/21/2009 03:52:09 PM	Description forwarding to ESIS
ust alleging the steering surance involvement	falled and cau					BAC Code	
orwarded to ESIS  bblie Stewart/PAR/ATX  onlidential Comments							
reated 21/2009 02:47:41 PM ontact Last Name	Created By GARCIAIR	Assigned To STEWARDE Contact Firs	Activity Type Notify CRM Name	Activity Sub-Type  Account	Status Done	Completed 8/21/2009 03:43:41 PM BAC Code	Description rejected
namente pase fill out damage det e G/PAR/ATX nfidential Comments	cription on PAI	R detail screen.					
	Created By KINZERTH	Assigned To GARCIAUR	Activity Type Notify ORM Name	Activity Sub-Type  Account	Status Done	Completed 8/21/2009.02:47:40 PM BAC Code	Description ESIS - Insurance Involvement
nfidential Comments							

# Activities

reated /21/2009 01:25:29 PM	Granten EV STEWARDE	Assigned To SYEWARDE	Scheduled Follow-up	Activity Sub-Type	Status Done	Completed 8/25/2009 07:58:57 AM	Description ESIS	
ontact Last Name	e de la companya de	DANKE LAND	***-ne.	Account		BAC Code		
neck to see if ESIS pick	ed up file.			1.44. Capting at 2.5		Element State of the Control of the		
abbie Stewart/PAR/ATX			que que					
eated 21/2009 01:21:10 PM	Created By STEWARDE	Assigned To KINZERTH	Activity Type BRC PAR	Activity Sub-Type ESIS- Insurance Involvement	Status Done	Completed 8/21/2009 01:28:11 PM	Description forwarding ESIS	
ontact Last Name	1 6 6 5	Contact First	<u>(Name</u>	Account		-BAC Code		
ist alleging the steering surance involvement	failed and cau	sed a collision.					[.	
rwarded to ESIS								
bble Stewart/PAR/ATX niidential@amments								
eated 21/2009 01:19:46 PM	Greated By STEWARDE	Assigned To	Activity Type BRC PAR	Activity Sub-Type	Status	Completed	Description	
ntact Last Name		Contact First		Butiness Case Account	In Progress	BAC Code	Business Case	
st alleging the steering surance involvement	failed and caus	sed a collision.		AAR CONTRACTOR OF THE STATE OF				
rwarded to ESIS								4
bble Stewart/PAR/ATX								

## Activities

Created Created B		Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2009 01:07:43 PM STEWARD			Complex Request	Done	8/21/2009 01:18:14 PM	called
Antieci Last Name	Gentard Sho	<u>L.N.</u> rne	Accign		EAG Code	

Cus sts: I have the information you needed.

CRS adv: Thank you for getting back to me. Added insurance information, changed incident date and added police report#.

I will be forwarding your file to our Central Claims office for further handling. Someone should be in contact with you within 10 business days. Please let me know if you have not heard from anyone within that time.

Cus sts: OK

Debbie Stewart/PAR/ATX

Confidential Comments

Created Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	
8/21/2009 12:07:19 PM STEWARDE		Scheduled Outbound Call		Done	8/21/2009 01:18:47 PM	Description Called
Contact Last Name		Cust Name	Prior			
		rivanie	Account	and the second	9AC Code	

CRS adv: Were you able to get the insurance claim# and ph#?

Cus sts:

Debbie Stewart/PAR/ATX

Confidential Comments

	To Activity Type	Activity Sub-Type	Status	COTTOlefor	Description
8/21/2009 12:04:36 PM STEWARDE STEWAR	DE Outbound Call Customer		Done	8/21/2009 12:06:54 PM	Called
Confact Last Name Confact	Elist Manne	Account			

left message with contact info and SR#

CRS adv: Were you able to get the insurance claim# and ph#?

Cus sts:

Debbie Stewart/PAR/ATX

Confidential Comments

#### **Activities**

)/2009 02:14:49 PM	STEWARDE		Activity Type Scheduled Outbound Call	Activity Sub-Type Initial Attempt	Status Done	Completed 8/21/2009 12:04:49 PM	Description Called
lact Last Name		Contact	Cust				Trade Series de Later Lean
				Account		BAC Lode	
	445223445660000000000000000000000000000000000	rance claim# and				William Bulletin and the second	

Cus sts:

Debble Stewart/PAR/ATX

Confidential Comments

Creater			The Committee of the Co	ation and manager specific and an admit a small process on the experience of the contract of t	and product and the second second	mana ay ay ay an ang ay ing manananan ay a sang an an an ay ay an ay an ay	سانا والإراميهم والوقية المنادات والإرام	
**************************************		ASSIGNED TO	Activity type	Activity Sub-Type	Status	Completed	Description	
8/20/2009 10:10:22 AM	STEWARDE	STEWARDE	Inbound Call Field	Voicemail Received	Done	8/20/2009 10:13:12 AM	Jim Cocking, DVM called	
	and the second s		Rep/Whisi			and the second s	vor swearing, water comes	)
Contact Last Name	50.00	Contact Suct	Mayrine	Appendix		EAG GOOD		

9:45am est 8/20/09

DVM sts: I got your message regarding file 71-737536732, Timothy Davis and wanted to let you know that as of July of this year, Gillespie Chevrolet is out of business and I do not have access to their service documents. If you call you won't get an answer.

Debbie Stewart/PAR/ATX

Confidential Comments

Created Created Rv	and the second s	the manufacture (EEE) block is been in one of the province of manufacture of manufacture of the control of the	THE RESERVE OF THE PROPERTY OF	ere program (marine) i fort galgarian en en el con-	tagan yan andah sagai magami magami dinter yang datatan beri beri militari magaminan sagai sagai sagai sagai s	the an amountained of a party of the second
	Assigned to A	ctivity Type	Activity Sub-Type	Status	Completed	Description
8/20/2009 09:37:08 AM STEWARDE	STEWARDE S	cheduled Outbound Call	Cancelled - Cust Called	Done	8/20/2009 01:37:28 PM	
그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그		usi .	Prior	DOILG	0/20/2009 01:37:26 PW	Called
Contact Last Name			TIM	Mark to take the property of the	Contraryed Checker 1 - 1 - 1 - 1 - 1 - 1 - 1	
	Barrier of Charles and Charles	NTAO .	Account		37.7	

Continue to INI

If no answer, send 10 day letter.

Debbie Stewart/PAR/ATX

#### **Activities**

Created Created E 8/20/2009 09;34:33 AM STEWAR Contact Last Name Comments Left message with contact info and S	DE STEWARDE	Outbound Call Customer	Activity Sub-Type Left Message Account	Status Done	Completed 8/20/2009 09:37:01 AM BAC Code	Description Called
Continue to INI  Debbie Stewart/PAR/ATX  Confidential Comments						
Created Created B 8/19/2009 01:19:54 PM STEWARI Contact Last Name  Continue to INI	CONTROL OF THE PROPERTY OF THE	Scheduled Outbound Call Cust	Activity Sub-Type Follow-up Attempt Account	Status Done	Completed 8/20/2009 09:35:02 AM BAC Code	Description Called
Debble Stewart/PAR/ATX Confidential Comments						
Created Created B 8/19/2009 01:13:17 PM STEWARD Contact Last Name		Ownership Changed	Activity Sub-Type Ownership Escalated to BRC Account	Status Done	Completed 8/19/2009 01:13:17 PM BAC Code	Description Ownership Escalated to BRC
Confidential Comments						

#### **Activities**

Greated	Constead By	The state of the s	Activity Type	Activity Sub-Type	Status	Completed	Description
8/19/2009 01:03:37 PM	STEWARDE		Outbound Call Dealer	Received No Answer	Done	8/19/2009 01:04:13 PM	Called
Contact Last Name		Contact First	Name	Account		BAC Code	
(V.1111/1911)							
No answer and unable to	leave message	<b>)</b> .					

Debble Stewart/PAR/ATX

Confidential Comments

Created	Created By	The state of the s	Activity Type	The State of the S	entropy (e.g.) - en promonentempo	er englise was englise and artist and analysis for the manager of the second	Community of the Commun
	KINZERTH		Ownership Changed	Activity Sub-Type	Status	Completat	Description
Contact Last Name		Control First			Done	<u> </u>	Service Request Ownership has
				ACCOUNT		GAG-Gode	changed FROM: GUERROER TO: STEWARDE
							20. 1. dail 5. 52. 25. 25. 27. 200

Created Createst Ev	Assigned To	Activity Type	Activity Sub-Type		PRIVATE AND A TOTAL CONTRACTOR OF THE PRIVATE AND A TOTAL CONTRACTOR O	
8/19/2009 08:49:02 AM KINZERTH	STEWARDE	BRC PAR	Initial Contact-AVM	Done	Completed 8/19/2009 12:57:20 PM	Called 20 630092 8159
Contact Last Name	Experience and	<u>L</u> Name	Acceint			Called @ 630092 8159

**DVM Name** 

Node/Mailbox: 630092 8159

This is Debbie Stewart calling from the GM Product Allegation Dept to make you aware of a file that was received in your area.

The request number is: 71-737536732

The Customer's name is:
The dealer involved is: Giffespie Chevrolet

Located in: Chicago, IL

The vehicle is a: 2007 Chevrolet Cobalt

With current mileage: 23,000

The last 8 digits of the VIN# are: 77

This involves: Cus is alleging the the steering concern caused a collision.

We will be fully investigating this incident. This message is for informational purposes only, however if you do have any questions please feel free to give me a

call at 966-790-5600 x31117.

Debbie Stewart/PAR/ATX

#### **Activities**

Greated Created By 8/19/2009 08:48:54 AM KINZERTH		Activity Type	Activity Sub-Type	Status	Completed	Description
Contact Last Name	STEWARDE	BRC PAR	Initial Contact- Dealer	Done	8/20/2009 10:10:02 AM	No call made
			Account		BAC Code	

Per DVM, involved dir is out of business as of 7/2009. He does not have access to service documents.

Debbie Stewart/PAR/ATX

Confidential Comments

Created Greated Ey 8/19/2009 08:48:45 AM KINZERTH	Assigned To - Activity Type	Activity Sub-Type S	tatus Comple	eled Description	Malla La James Golden ye ye estimbiliya
Contact Last Name	STEWARDE BRC PAR		The second secon	09 02:13:39 PM	
	MACO ACCUSA	Account		ode	

CRS adv: I would like to review the information given to the previous agent and I have a few more questions.

Cus sts: This happened in February

exited Lower Wacker Drive and veh started to hydroplane. The veh turned to the rt and hit a concrete structure that holds the stroet up. I think this was caused by the steering issue I've been having. The damage to my car is on the left. The Chicago street sanitation towed the veh.

There were no injuries or other property damage. I can get the insurance information and police report if you need them.

CRS adv: I'm sorry this happened. I will need the insurance information before I can proceed with your file.

Cus sts: OK. I will get that.

CRS adv: Thank you

Debbie Stewart/PAR/ATX

#### Activities

	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Description
8/19/2009 08:48:38 AM KINZERTH	STEWARDE BRC PAR	Acknowledgement	Done	8/19/2009 01:19:37 PM	Called
ontact Last Name	<u>Contact First Name</u>	Account		BAC Code	
	1614 S. Weit				

left message with contact info and SR#

f/u 10am-noon est 8/20/09

Crs Adv: This is Debble Stewart calling from the GM Product Allegation Dept. I have received your file and do require further information.

Debbie Stewart/PAR/ATX

8/19/2009 08:48:30 AM KINZERTH STEWARDE Notify CRM		Account to the contract of the	Description
	Done	8/19/2009 09:22:01 AM	File Assigned
Contact Last Name Account		BAC Gode	
Confidential Comments			

#### **Activities**

	Assigned to Activ	ity Type	Activity Sub-Type	State	Artisan. The artisan was and Completed	Description
8/19/2009 08:48:22 AM KINZERTH	STEWARDE Rese	arch		Done	8/19/2009 12:48:36 PM	Research VIN
Contact Last Name	<u> e de collège de la collège d</u>		Accomi		BAC Code	

VIN scan and Cus scan-

71-632502763, 71-718253654 and 71-750581380 all dir locator files

71-601753680-loose steering and overinflated tires

71-628106212-front strut was replaced, intermittent steering column replaced, loose hug cap fixed, overinflated tires

71-647851120-ADR, AG file, offered extended SP but cust declined.

No open recalls.

One open bulletin:

EI 09110 SIR/AIRBAG LIGHT ILLUMINATED, DTC 80081 SET(REF, TSB 09-09-41-003) 05/05/2009 See Bulletin

Multiple related repairs.

08/13/2008 175946 # E2140 - STABILIZER SHAFT LINK REPLACEMENT 16808 miles

07/23/2008 295180 # S0017 - DRIVETRAIN AND FRONT SUSPENSION FRAME REINFORCEMENT REPAIR 16248 miles

06/03/2008 013737 # E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE 14943 miles

06/03/2008 013737 # E3657 - STRUT ASSEMBLY REPLACEMENT - BOTH SIDES 14943 miles

01/22/2008 281119 # E7680 - STEERING COLUMN REPLACEMENT 10350 miles

01/22/2008 281119 # E5800 - SHOCK ABSORBER, REAR - RIGHT - REPLACE 10350 miles

12/05/2007 161507 # E3850 - STRUT, FRONT - RIGHT - REPLACE 8071 miles

10/15/2007 273656 # J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS 5986 miles

06/07/2007 263270 # J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS 578 miles

Completed research

Debbie Stewart/PAR/ATX

#### **Activities**

Created 8/19/2009 08:48:03 AM Contact Last Name Cumments Received.	Greated By KINZERTH	Assigned To STEWARDE Contact Eur	Activity Type BRC PAR UName	Activity Sub-Type Case Assigned Account	Status Done	Completed 8/19/2009 09:21:56 AM BAC Code	Description Assigned to Deborah Stewart x31117
Debbie Stewart/PAR/AT> Confidential Comments	(						
Created 8/19/2009 08:47:56 AM Contact Last Name Confidential Comments	Created By KINZERTH	Assigned To GUERROER Contact Fire	SR Opened	Activity Sub-Type Account	Status Done	Completed 8/19/2009 08:47:56 AM BAC Code	Description SR in Status of Closed has been Re- Opened by KINZERTH
Created 8/19/2009 08:47:54 AM Contact Last Name	Created By KINZERTH	Assigned To GUERROER Confact First	SR Closed - Satisfied	Activity Sub-Type Account	Status Done	Completed 8/19/2009 08:47:54 AM BAC Code	Description Service Request has been Closed Satisfied.
Created 8/18/2009 01:14:00 PM Contact Last Name Contact Last Name CRS advised that a person	Created By GUERROER  n from the PAR	31	Activity Type Escalation Name contact the customer within	Activity Sub-Type Infliate PAR Account  5* business days	Status Done	Completed 8/19/2009 08:47:49 AM BAC Code	Description Assigning activity to PAR QUEUE
Erica Guerrero/Exec/ATX/							
Received and assigned in Thaddeus Kinzer/PAR Wo Confidential Comments	PAR rkflow/ATX						

#### **Activities**

Created Creater Ru		Activity Type				
		Control of the Contro	Activity Sub-Type	Status	Completed	Description
Contact Last Name	27 7 7 1 1 1 1 1 1 1 1 1	Inbound Call Customer	Complex Request	Done	8/18/2009 12:52:39 PM	Alleged product allegation-Cust sts
	Contact Fire	Name	Assembly		BAC Code	accident occured due to steering
						column.

Customer alleges accident occurred due to steering issues.

Customer seeks coverage of veh under warranty.

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

Erica Guerrero/Exec/ATX/L2

Confidential Comments

Created Created By	Assigned to	Activity Type	Activity Sub-Type	Angele and the control of the contro	energian principalism in the representation to be of the contribution of the contribut	(A) Sandyan and the control of the sandyanda and
8/18/2009 11:35:27 AM PEREZCA	GUERROER		Gustomer Called	Litus		Description
Contact Last Name	Calabia Sisa			Done	8/18/2009 11:55:05 AM	Please see IBCC
			Account		BAC Code	

winnern.

Confidential Comments

Created Greated By Assigned To	Activity Type Activity St	ib-Type Status	A committee of the Comm	weather the Confession of the
8/18/2009 11:29:26 AM PEREZCA PEREZCA	Inbound Call Customer Complex R		Completed	Description
		equest Done	8/18/2009 11:35:22 AM	Returning call
Contact Firs Contact Firs	The second secon		EAC CARE	

Cust sts: in past delt w/ Jody Linquist .... at a Gm Dir and trying to get it serviced. Got an extended warranty. The front end keeps having issues and the veh is going in and out. Took to a Dir and they said it was not something covered under warranty because the parts are different. Was being told that it would not be covered because the veh was in an accident. Ok. (Disconnected)

Exec Asst sts: OK, found the file the cust is stating. Do see the representative the cust was working w/ is Erica Guerrero, and SR# is 71-737536732. Will get the cust to them for further assistance as they would be more familiar to what is going on. Please hold and will transfer to the VM.

Carlos Perez/ATX/EXEC

#### **Activities**

All of a decision of the second			Activity Type	Acti	Aly Sub-Type	Status	Completed	Description
Contract and Name	PEREZCA	GUERROER	SR Opened			Done	8/18/2009 11:29:19 AM	SR in Status of Closed has been Re-
		<u> </u>	^ nine				BAC Code	Opened by PEREZCA
Confidential Comments								

Created	Created By	Assigned to	Activity Type	Activity Sub-Type	AND COMMENT OF STREET AND HELDER PROPERTY.	Completed	
8/17/2009 01:35:35 PM	GUERROER	GUERROER	SR Closed - Satisfied		Done		Description Service Request has been Closed
Contact Last Name		Contraction	Name	Association		BAC Code	Satisfied.
SASTIONE (115							
						ent.	

	LTo Activity Type	Activity Sub-Type		Completed Description
8/17/2009 01:32:51 PM GUERROER GUERRO	ER Inbound Call Customer	Complex Request	Done	8/17/2009 01:35:30 PM
		Account		BAC Code

Executive spoke with

Cust sts: Last time I spoke with you I forgot what the reason I talked to you about was. I need to take my car into the dir. I need a strut put on the car or something. The last time I got something done to the veh it was at an Ind. Then when I actually went to a dir they told me they wouldnt do it.

Exec sts: I do apolgize but I wouldn't know why a dir would refuse svc. They are ind owned and operated and can refuse svc at any time. I can get you in contact with our CAC who will be able to open the lines of communication with a dir to get your veh repaired as its still under warranty. Their number is 800-222-1020. If

Cust sts; Ok.

Exec put cust on hold to xfer cust to CAC but cust disconnected call.

Erica Guerrero/Exec/ATX/L2

#### **Activities**

Created Greated By 8/17/2009 01:30:30 PM GUERROER		ActivityType	Activ	ty Sub-Type	Status	Completed	Description
Contact Last Name		SR Opened			Done	8/17/2009 01:30:30 PM	SR in Status of Closed has been Re-
	<u>Commestical</u>		Accou			BAC Code	Opened by GUERROER
ACMINISTRA							
Confidential Comments							

	Description	Lesc	Completed	Status	Activity Sub-Type	A GIV IV IV pa	Assigned to GUERROER	GUERROER	1/2009 03:53:58 PM
as been Closed	Service Request has	M Servi	7/1/2009 03:53:58 PM	Done		SR Closed - Satisfied			intant aut danse.
	Satisfied.		RAC Code		Account	Name			
									mants
									onments I

		Activity Type	Activity Sub-Type	Status	Completed Des	scription
Contact Last Name	GUERROER	Inbound Call Customer	Complex Request	Done	7/1/2009 03:53:53 PM	
			Account		BAC Code	

Executive spoke with

Cust sts: I just had some questions regarding the trade in of my veh. I want to trade my 07 Cobalt for a used 09 Impala. Can I xfer my Major Guard to the Impala?

Exec sts: GMPP particular to VIN. Cannot change. Warranty on veh would depend on mileage/veh inservice date. If veh still in warranty you'd get the remainder of that warranty plus dir CUV warranty. You'd be better asst by dir sales dept for better answers. I can get you xferred over for further asst. Please hold "*xferred cust to Sales Manager Dominick for further asst. Gave cust SR and contact info for future reference**.

Erica Guerrero, Exec.ATX.L2

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

Help

					3.2	<u>×11</u>					
VIN:		16	HAI	K15F577							
		-		VEHIC	LE IN	FORMATI	ON				
Merc Mode	bandising 1:			K37 -2007 COBALT 2-I DUPE	DOOR	IS	Date: 05/26/2007		2007		
BARS	S Order Ty	pe:	70	- RETAIL - STOCK							
Delive	ering Deale	<b>*</b> *	272	GERS AUTO GROUP 20 S MICHIGAN AVEN IICAGO, IL 60616-28		Selling Source : Site Code :				13 - CHEVROLET	
				2) 225-4300	17					11118	
						,	Business A Code :	ssocia	te	205757	
Serv	/ice Contra	et : T	/es	Branded Title:	No	Warrani	y Block :	No	PDI Sta	tus :	Paid
				REQUIRI	ED FI	ELD ACTIO	ons				
Vehic	le Has No C	urrent	Rec	ord Of Outstanding Ca	mpaig	<u> </u>					
				SERVICE IN	FORM	IATIONAL	ITEMS				
Туре	Number			Desc	ription	1			Posted Date Status		
E	<u>09110</u>	SIR/A 09-09-	IRB 41-(	AG LIGHT ILLUMINA 003)	TED,	DTC B0081	SET(REF. T	SB	05/05/2	2009	See Bulletin
			C	ON STAR AND XM SAT	TELL	ITE RADIO	) INFORMA	OITA	Ţ.		
Vehic	le Has No A	ssociate	ed O	n Star er XM Radie In	forma	tion.					
				APPLICA	BLE	WARRANI	'IES				
		De	seri	ption		Effective Date	Effectiv Odomet		End Date	o	End dometer
	000 BUMPE RANTY	RTOB	UM	PER LIMITED		05/26/2007	10 r	niles	05/26/2010	) 3	6010 miles
72/100 THRO	000 SHEET UGH LIMI	META	L C	OVERAGE RUST LANTY		05/26/2007	10 r	niles	05/26/2013	10	0010 miles
	000 POWE	RTRAIN	4 CC	OVERAGE LIMITED		05/26/2007	10 n	niles	05/26/2012	10	0010 miles
96/800 AND F		AL EMIS	SSIC	ON CATALYTIC CONV	,	05/26/2007	10 n	niles	05/26/2015	8	0010 miles
36/360	00 FEDERA	L EMIS	SSIC	NC		05/26/2007	10 n	niles	05/26/2010	3	6010 miles

#### **CLAIM HISTORY**

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading
07/04/2009	369642	#	Z2082 - ROADSIDE SERVICE (FUEL DELIVERY)	23609 miles
05/27/2009	304851	#	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	22000 miles
04/22/2009	233822	#	Z2081 - ROADSIDE SERVICE (LOCKOUT)	22000 miles
02/23/2009	132558	#	Z2080 - ROADSIDE SERVICE (TOWING)	20000 miles
02/12/2009	097155	#-	Z2080 - ROADSIDE SERVICE (TOWING)	41000 miles
09/26/2008	178404	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	18080 miles
08/13/2008	175946	#	E2140 - STABILIZER SHAFT LINK REPLACEMENT	16808 miles
07/23/2008	295180	#	S0017 - DRIVETRAIN AND FRONT SUSPENSION FRAME REINFORCEMENT REPAIR	16248 miles
07/23/2008	295180	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	16248 miles
06/03/2008	013737	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	14943 miles
06/03/2008	013737	#	E3857 - STRUT ASSEMBLY REPLACEMENT - BOTH SIDES	14943 miles
06/03/2008	013737	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	14943 miles
05/27/2008	290697	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	14703 miles
01/22/2008	281119	#	E7680 - STEERING COLUMN REPLACEMENT	10350 miles
01/22/2008	281119	#	E5800 - SHOCK ABSORBER, REAR - RIGHT - REPLACE	10350 miles
01/22/2008	281119	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	10350 miles
12/05/2007	161507	#	E3850 - STRUT, FRONT - RIGHT - REPLACE	8071 miles
12/05/2007	161507	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	8071 miles
10/15/2007	273656	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	5988 miles
10/15/2007	273656	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	5988 miles
06/16/2007	263958	#	B4379 - FRONT OR REAR SIDE DOOR LATCH STRIKER OR LOCK STRIKER REPL	893 miles
06/07/2007	263270	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	578 miles
10/16/2006	A87960	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

					Helr	2			Income of the second					
VIN:			1G:	IAK15F577										
				CLAIM	HI	STORY			angeres and consequent					
Repair O	der Dat	e: 0	7/04/200	Repair Order Number :		369642	Odem	eter Re	adin	g:		23609 miles		
Serviced By:	ONE	CABOT	'RD	ISTANCE/CCAS 55-5117				_	13 - CHEVROLET					
	IVILADI	OMD, I	VIA UZI	33-3117	-	ite Code : asiness A		Code:		4415 0745				
Cycle Date	Cycle Nbr	G:ss	Туре	Labor Operation			IT!	Auth Code	Pe	rson ode	Line Total	Comments		
07/10/2009	21	01	#	Z2082 - ROADSIDE SERVICE (FUEL DELIVERY)		N/A		С	N	//A	\$ 42.00	N		
Repair Or	der Date	: 05	/27/200	Repair Order Number :	]3	04851	Odome	eter Re		; <b>:</b>		22000 miles		
Serviced By:	GM RC ONE C	ADSI	DE ASSI	STANCE/CCAS	S	elling Sou	rce:		1	13 - CHEVROLET				
23y .			AA 021:	55-5117	Site Code :				34	4415	:			
					B	usiness A	ssociate	Code:	20	207453				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Pa	, i	Auth Code		son de	Line Total	Comments		
06/05/2009	11	01	#	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)		N/A		C	N	A	\$ 42.00	N		
Repair Ord	ler Date	: 04	22/2009	Repair Order Number :	23	33822	Odome	ter Rea	đing	:		22000 miles		
Serviced By:	GM RO ONE CA	ADSID	E ASSI	STANCE/CCAS	Se	lling Sour	rce :		13	- CI	IEVROLI	SI		
-7.	MEDFO			5-5117	Site Code:			34	415					
					Business Associate Code:			20	7453					
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Par	t	Auth Code	Pers Cod		Line Total	Comments		

<b>Marie</b>	ı	1		1		8		1					
05/01/2009	1	01	#	Z2081 - ROADSIDE SERVICE (LOCKOUT	7)	N/A		С		N/A	\$ 44.57	N	
Repair Or	der Date	e: 02	2/23/200	Repair Order Number :		132558 Odometer Read			adi	ding: 20000 miles			
Serviced				ISTANCE/CCAS	T	Selling So	urce:			13 - C	HEVRO	LET	
By:	ONE C MEDF			55-5117		Site Code	:			34415	-		
					Business Associate Code:				1	20745	3		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		P	ari	Auth Code		erson Code	Line Total	Comment	
03/06/2009	984	01	#	Z2080 - ROADSIDE SERVICE (TOWING)		N/A		С		N/A	\$ 69.97	N	
Repair Or	ler Date	: 02	/12/2009	Repair Order Number :		097155 Odometer Read			adii			41000 miles	
Serviced By:	GM RC ONE C	ADSII	DE ASSI	STANCE/CCAS	Selling Source :			Ī	13 - C	HEVROL	ET.		
			KD IA 0215	55-5117	s	Site Code:				34415			
					Business Associate Code:					207453			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		8 8 34 8 8 8		<b>8</b>	erson Code	Line Total	Comments		
02/20/2009	980	01	#	Z2080 - ROADSIDE SERVICE (TOWING)		N/A		С		N/A	\$ 69.97	N	
Repair Ord	er Date	: 09/	26/2008	Repair Order Number :	1	78404	Odome	eter Rea	dia	ding: 18080 mile			
Serviced	GILLES 6633 S V	PIE CI	IEVRO	LET	S	elling Sou	rce:			13 - CI	HEVROL	EJT	
By:	CHICA	30, IL	60636-2	2412	Si	te Code :			Ì	11249			
	(773) 43	4-8200	i	"	В	usiness A	ssociate	Code:		173357	7		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	rt	Auth Code		rson ode	Line Total	Comments	
10/03/2008	940	01	#	Z7901 - 1-DAY COURTESY TRANSPORTATION		N/A		N/A		J/A.	\$ 42.00	Ν	
Repair Ord	er Date :	08/1	13/2008	Repair Order Number :	1	175946 Odometer Read					16808 miles		
	GILLES			ET	Selling Source :			Ti	3 - CH	EVROLI	al.		
	CHICAGO, IL 60636-2412			Site Code:				11249					
	773) 434	1-8200			Business Associate Code:			173357					
									dias				

Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/26/2008	929	01	#	E2140 - STABILIZER SHAFT LINK REPLACEMENT	15782690 - LINK	N/A	Ñ/A	\$ 99.68	N

Repair Ore	Order Date: 07/23/2008 Repair Order Number: 295180 Odometer Re		ading:		16248 miles							
Serviced By:	ROGEN 2720 S CHICA (312) 22	MICHI GO, IL	GAN A 60616-	VENUE	Selling Source : Site Code : Business Associate Code :			1111	13 - CHEVROLET 11118 205757			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par		Auth Code	Person Code	Line Total	Comments		
09/16/2008	935	02	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A		GWP	N/A	\$ 162.50	N		
08/29/2008	930	01	#	S0017 - DRIVETRAIN AND FRONT SUSPENSION FRAME REINFORCEMENT REPAIR	N/A		WP	N/A	\$ 193.00	N		

Repair Or	Order Date: 06/03/2008 Repair Order Number: 013737 Odometer					Read	ling :		14943 miles	
Serviced By ;	7901 W	ROOS TPAR	EVELI K, IL 6	HEVROLET, INC. TRD 0130-2526	Selling Sour Site Code : Business Ass		13 - CHEVROLET 11244 235179			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part	1	T _P	erson Code	Line Total	Comments
06/17/2008	909	01	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	15800140 - SHAFT KI	1 13		N/A	\$ 169.39	N
06/17/2008	909	02	***	E3857 - STRUT ASSEMBLY REPLACEMENT - BOTH SIDES	15876215 - STRUT KI	8 1.2		N/A	\$ 394.66	Ň
06/17/2008	909	03	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	G		N/A	\$ 79.00	Y

Repair Or	der Date :	05/27/2008	Repair Order Number :	290697	Odometer Read	ing :	14703 miles
Serviced	rviced ROGERS AUTO GROUP		Selling Sou	rce:	13 - (	CHEVROLET	

				-								•	
By:	4		IGAN A	VENUE	Ls	Site Code :				11118			
		25-430		-2019	<b>Business Associate Code:</b>					205757			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	rt	Auth Code		Person Code	Line Total	Comment	
06/03/2008	905	01	#	Z7901 - 1-DAY COURTESY TRANSPORTATION		N/A		-N/A		N/A	\$ 42.00	¥.	
Repair Or	der Date	e: 01	/22/200	Repair Order Number :	281119 Odometer Rea							10350 mile	
Serviced	3		ro gro		S	elling Son	rce:			13 - 0	HEVROL	EL	
By:	CHICA	GO, IL	60616-	VENUE -2819	Site Code:					11118			
	(312) 2	25-430	).		Business Associate Code :					20575	7		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Par	t .	Auth Code		erson Code	Line Total	Comments	
02/01/2008	870	01	#	E5800 - SHOCK ABSORBER, REAR - RIGHT - REPLACE		22696400 ABSORE		N/A	A CONTRACTOR OF THE CONTRACTOR	N/A	\$ 78.20	N	
02/01/2008	870	02	#	Z7902 - 2-DAY COURTESY TRANSPORTATION		N/A		G		N/A	\$ 60.00	N.	
01/29/2008	869	01		E7680 - STEERING COLUMN REPLACEMENT		25831501 COL KIT		N/A		N/A	\$ 554.29	Y	
Repair Ore	der Date	: 12	05/2007	Repair Order Number :	1	61507	Odome	eter Re	ad	ing:		8071 miles	
Serviced	GILLES			<b>65</b> 1	St	elling Sou	rce:			13 - C	HEVROL	eat,	
By:	6633 S CHICA	GO, IL	60636-	2412	Si	ite Code :				11249			
	(773) 43	34-8200			B	usiness As	sociate	Code:	7	17335	7		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Par		Auth Code		rson Ode	Line Total	Comments	
12/14/2007	856	01	#	E3850 - STRUT, FRON - RIGHT - REPLACE		15876216 STRUT K		N/A		VA.	\$ 173.09	N	
12/14/2007	856	02	#	Z7901 - 1-DAY COURTESY TRANSPORTATION		N/A N/A			V/A	\$ 30.00	N		
Repair Order Date: 10/15/2007 Repair Order Number:					273656 Odometer Reading :				5988 miles				
	ROGER				Selling Source: 13 - CHEVROLET					r			
Ву:	2720 S N	MICHIC	AN AV	ENUE									

1	1													
	(312)	AGO, II 25-430	. 60616 0	5-2819		Site Code				11118	3			
					L	Business /	Associate	Code:		205757				
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		P	art	Auth Code		erson Code	Line Total	Comments		
10/26/200	7 842	01	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	T	N/A		В		WA	\$ 60.86	N.		
10/19/200	7 840	02	#	Z7901 - 1-DAY COURTESY TRANSPORTATION		N/A		N/A	Annual Lance of Confedence of	N/A	\$ 42.00	N		
Repair O	der Date	: 06	/16/200	Repair Order Number :	263958 Odometer Rea				The second secon	g :		893 miles		
Serviced By:	ROGEI 2720 S	RS AUI	O GRO	OUP VENUE	Selling Source :					13 - CHEVROLET				
*	CHICA (312) 2	GO, IL	60616	2819	Site Code :			1	11118					
					Business Associate Code:			2	0575	7				
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	rt	Auth Code		rson ode	Line Total	Comments		
06/29/2007	808	01	#	B4379 - FRONT OR REAR SIDE DOOR LATCH STRIKER OR LOCK STRIKER REPL		1245155 STKR-D		N/A	AMADAMAN MARIAN PARAMAN MARIAN	I/A	\$ 24.93	¥		
Repair Or	der Date	: 06/	07/2007	Repair Order Number :	2	63270	Odome	ter Rea	ding	3.	578 miles			
Serviced By:	ROGER 2720 S	SAUT	O GRO	UP	Se	lling Sou	rce :		1	3 - CI	HEVROL	EIT		
***	CHICA (312) 22	30, IL	60616-		Si	te Code :			1	1118				
	(312) 22	J-4300			Bı	usiness As	sociate (	Code:	2	05757	7			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	i.	Auth Code		son de	Line Total	Comments		
06/15/2007	804	01	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS		N/A N/A		Mary Commence of the Commence	Ά.	\$ 60.86	Y			
Repair Ord	er Date :	10/1	6/2006	Repair Order Number :	A	87960	Odomei	er Reac	ling	•		0 miles		
	ROGER:									T				
	2720 S N CHICAC	10, IL (	an av 50616-2	ENUE 819	Sit	e Code :			11118					
·	(312) 22:	-4300												

				I	Business Associate	: Code :	2057:	57	
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/20/2006	736	01		Z7000 - PRE- DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 108.95	N

#### **CHECK HISTORY**

- 2		XXIII
- 2	Vehicle Has No Associated Check History.	
- 8	I Y CHICK THIS IND ASSOCIABLE CHARK PHRIDTY.	
- 8		
3		

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## GM Vehicle Inquiry System Vehicle Build

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

#### Help

VIN	1G1AK15F577			
		VEHICLE BUI	LD	
Merchandising Model	<b>:</b>	1AK37 -2007 COBALT	2-DOOR LS COUPE	
Gross Vehicle Weight	Rating:	1674 kg (3691 lb)	Order Number :	KJKBFR
Build Date:		10/16/2006	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.

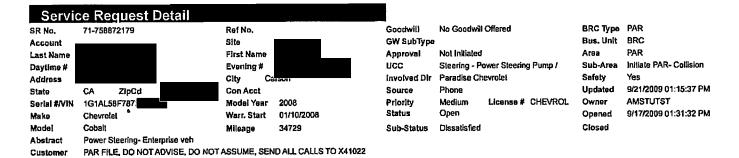
#### **OPTION CODES**

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	ALO - 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
C67 - ELECT. FRONT AIR CONDITIONER	DC8 - MIRROR, O/S MANUAL FLDG, BLK
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	UQ4 - BASE SPEAKER SYSTEM
US8 - AM/FM STEREO, CD PLAYER & MP3 PLAYER (REPLACES STD/OPT RADIO)	VK3 - FRONT LICENSE PLATE BRACKET
VT7 - OWNERS MANUAL ENGLISH	V73 - STATEMENT OF VEHICLE CERT U.S. /CANADA

ILS - ILS BASE PACKAGE	ISZ - OPTION PACKAGE DISCOUNT
14B - GRAY	14I - GRAY
41U - BLACK	6AR - FRONT SPRING
7AR - FRONT SPRING	8AA - REAR SPRING
9AA - REAR SPRING	·

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PE10-005
GM
4/14/2010
ATTACHMENT
Q 03
Subject Legal
ATT



## Description Pre-PAR

LIG-LWI.	•						
PAR Notifier	Incident Date/Time	Injuries #Other Veh #Peo	ole in Veh. Road Surface		Cond. Fire Report#	Police	Report#
nsurance Age	ent 9/12/2009 04:00:00 PM	N 1	2 Asphalt	Dry	none	none	
Driver Last Na		Driver First Name	Height DOI				
cust of Enterp		cust of Enterprise			Enterprise		
Insurance Age	ent Last Name.	Insurance Agent First Name	Phone #		ims- 2nd claim #	at DRU	_
Incident Loc	On 101 S, near Camario CA		incident Desc	was temp ur	n the highway in the middle is table to turn the veh enough, ne, the damaged are unknown	the driver side mirror so	ver steering failed and driver raped against the side of a ve nady web did not stop
Component	power steering		Damage Desc	left side mirr	-	i by all differ of the ord	posty roman not depr
Vehicle Loc	Paradise		Add'i Info	•			
Emgcy Svc Names	none		Maint Lo	c Enterprise			
PAR Det	tail						
Collision	Y Non Collision	Property Y Damage	Thermal Evt N	Spec Equip	none		
Vehicle Speed	70	Weather dry Condition		Prop Owner	unknown	Property Type	3rd party
Last Service Date		Loc Last Service		Property Location	unknown	Prop Est Ropair Cost	
Veh Est Repair Cost	\$215.00	Spec Equip n/a Installer		Prop Damage Description	scraped the side of the veh.	, that driver did not stop	
Primary Veh Use	Fleet	Inspection Steering Type	g and Suspension Sys	Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	left side mirror			Explain Other	sent to ESIS, last date of sv	c unknowa	

Report Generated for toporowm

on 9/21/2009

Page 1 of 10

#### **Activities**

Groated Created By Assigned To Activity Type Activity Sub-Type Status Completed Description
9/21/2009 01:30:40 PM AMSTUTST AMSTUTST Scheduled Follow-up Scheduled Alarm check for ESIS pick up

Contact Last Name Contact First Name Account BAC Code

Comments
check for ESIS pick up, if not done resched for friday

THIS IS NOT A SCHED CALL BACK, DO NOT ADV CUST OF THIS SCHED ACTIVITY, DIRECT ALL INQUIRIES TO OCRS STACY AMSTUTZ @ X41022 Confidential Comments

Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description
9/21/Z009 01:28:34 PM AMSTUTST ESISBIQU Escalation ESIS - Property Damage In Progress assigned to ESIS

Contact First Name Account GAC Code

Created Gy Assigned To Activity Type Activity Sub-Type Status Completed Description
9/21/2009 01:18:36 PM AMSTUTST AMSTUTST Outbound Call Dealer Made Contact Done 9/21/2009 01:24:26 PM Paradise Chav @ 805 642 0111

Contact Last Name Account BAC Cone

Comments
CRS spoke with: Svc Mgr Drew Walts

CRS adV: understand the veh is being held at dir until diagnosis fee is paid for, GM does not charge for diagnoses on PAR cases, is it possible to release the file back to Enterprise/Elco?

Dir adv: no, she can get the veh, we did tell her that there would be a half hour fee, she can come get the veh if she would like to

StacyAmstutz/ATX/PAR

Confidential Comments

Report Generated for toporowm

on 9/21/2009

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 01:09:59 PM	AMSTUTST	AMSTUTST	Ownership Changed	Ownership Escalated to BRC	Done	9/21/2009 01:09:59 PM	Ownership Escalated to BRC
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments						· · · · · · · · · · · · · · · · · · ·	
Comments							•
Confidential Comments							
Created	Created By	Assigned To AMSTUTST	Activity Type Ownership Changed	Activity Sub-Type	Status Done	9/21/2009 08:42:52 AM	Description Service Request Ownership has
9/21/2009 08:42:52 AM Contact Last Name	KINZERTH	Contact First		Account	DONE	BAC Code	changed FROM: BARRIOMA TO:
Confact Last Name		Contact rist	Mente	Account		240 0006	AMSTUTST
Comments					_		<b>!</b>
Confidential Comments							•
Conductival Contraction							
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
9/21/2009 08:42:32 AM	KINZERTH	AMSTUTST	BRC PAR	Initial Contect- AVM	Done	9/21/2009 01:28:14 PM	Called DVM Byrne Paul 80509 58683
Confact Last Name		Contact First	Nanie	Account		BAC Code	I
							•
DVM Byrne Paul 80509	59693				<del></del>		
•							
CRS adv: calling concern the veh belonging to Enter	ing cust, to adv	v that file has bee	m recleved in your area, c vis file to ESIS for further I	ust concern is with the power st	eering, due to 3	id parly properly damage and	
you are not required to re	spond to this n	nsg, however if y	ou do have any questions	or concerns regarding this file,	pls feel free to g	ive me a call,	
1-856-790-5700 x41022 SR#							
GI WI							

StacyAmstutz/ATX/PAR
Confidential Comments

Page 3 of 10 on 9/21/2009 Report Generated for toporowm

#### **Activities**

Contact Last Name Contact First Name Account BAC Code	Greated 9/21/2009 08:42:23 AM	Crealed By KINZERTH	Assigned To AMSTUTST	Activity Typo BRC PAR	Activity Sub-Type Initial Contact- Dealer	Status Done	Completed 9/21/2009 12:16:10 PM	Doscription Called Paradise Chev @ 805 642 0111
	Contact Last Name		Contact First	l Name	Account		BAC Code	

Commenis

CRS spoke with: Svc Mgr Drew Watts

CRS adv: calling about veh, understand that veh was diagnosed at dir, what was dir diagnosis? is veh still at dir? File will be handled by ESIS because the veh is an Enterprise Rental veh, will have the new agent's into in 10 business days

Dir adv: she works for Elco, told her we would look at the veh, we found a power steering code, and there is also a bulletin that addresses that code. Doc 2322970, they did get the power steering to fall. Veh is still at dir

StacyAmstutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
9/21/2009 08:42:14 AM	KINZERTH	AMSTUTST	BRC PAR	Initial Contact- Phone	Done	9/21/2009 01:18:30 PM	Called
Contact Last Name		Contact Firs	Name	Account		BAC Code	

Comments

comments

cust sis: with Elco, representing Enterprise, veh is an Enterprise veh
driver was on the highway in the middle lane, hw veered right, power steering falled and driver was temp unable to turn the veh enough, the driver side mirror
scraped against the side of a veh in the left lane, the damaged are unknown as the driver of the 3rd party veh did not stop.

veh is currently being held at paradise until the diagnosis fee is paid, we would like to move the veh to a safer location, we do not want to pay for the inspection

CRS adv: we will need to forward this tile to ESIS for further handling, someone from that dept will be in contact within 10 business days, will also call the dir to try and get the veh released, can't garuntee anything at this point if there is no contact from ESIS in 10 business days cust can call CRS for new agent info

StacyAmstutz/ATX/PAR

#### Activities

Activities							
reated /21/2009 08:42:05 AM	Created By KINZERTH	Assigned To AMSTUTST	Activity Type BRC PAR	Activity Sub-Type Acknowledgement	Status Done	Completed 9/21/2009 01:03:59 PM	Description Called
ontact Last Name		Conlact First		Account		BAC Code	
RS adv: Calfing to Infon o you have a few mome			our file concerning your	2008 Chev Cobalt,			
si sis: yes							
Continued in initial activi	ily						
tacyAmstutz/ATX/PAR profidential Comments							l
onted 21/2009 08:41:56 AM	Created By KINZERTH	Assigned To	Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 9/21/2009 01:28:28 PM	Doscription File Assigned
milant Last Name		Contact First	Name	Account		BAC Code	
amaterus						-	
onfidential Comments		<u></u>					
eated 21/2009 08:41:48 AM	Created By KINZERTH	Assigned To	Activity Type Research	Activity Sub-Type	Status Done	Completed 9/21/2009 10:49:24 AM	Description Research VIN
ntact Last Name		Contact First		Account		BAC Code	
open recalls retated repairs other files							
acyAmstutz/ATX/PAR							

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#### **Activities**

Croated 9/21/2009 08:41:33 AM Contact Last Name Control of Companies	Created By KINZERTH	Assigned To AMSTUTST Contact Firs	BRC PAR	Activity Sub-Type Case Assigned Account	Status Done	Completed 9/21/2009 10:42:10 AM BAC Code	Description Assigned to Stacy Amstutz x41022
Confidential Comments  Created 9/21/2009 08:41:23 AM  Contact Last Name  Comments	Created By KINZERTH	Assigned To BARRIOMA Contact Firs	SR Opened	Activity Sub-Type Account	Status Done	Completed 9/21/2009 08:41:23 AM 6AC Code	Description SR in Status of Closed has been Re- Opened by KINZERTH
Confidential Comments  Created 9/21/2009 08:41:22 AM Contact Last Name Comments	Created By KINZERTH	Assigned To BARRIOMA Contact Firs	SR Closed - Satisfied	Activity Sub-Type Account	Status Done	Completed 9/21/2009 08:41:22 AM BAC Code	Doscription Service Request has been Closed Satisfied.
Confidential Commercis  Croated 9/18/2009 03:16:09 PM Contact Last Name	Created By BARRIOMA	Assigned To KINZERTH Contact Firs	Escalation	Activity Sub-Typo Initiate PAR Account	Status Done	Completed 9/21/2009 08:41:16 AM BAC Code	Description Assigning activity to PAR QUEUE
CRS advised that a pers Maria Kemp /BA/CAC Til Received and assigned i Thaddeus Kinzer/PAR W Gost dental Comments	er 1 Lvl 1 n PAR	R Department wi	I contact the customer with	in 2 business days			

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Stalus	Completed	Description
9/18/2009 02:49:04 PM	BARRIOMA	BARRIOMA	Outbound Call Customer	Left Message	Done	9/18/2009 02:51:03 PM	Case information.
Contact Last Name		Contact Firs	Name	Account		BAC Code	
							•
Comments							

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

Cust is an Enterprise representatative that wanted to start a claim. Cust stated a cust was involved in a collision. Cust that was driving the veh did not intended to stert a claim, however Enterprise wanted to state if product was faulty.

Maria Kemp /BA/CAC Tier 1 Lvl 1

Confidential Comments

Created By Assigned To Activity Type Activity Sub-Type Status Completed Description Croated Outbound Call Dealer 9/18/2009 02:38:30 PM 9/18/2009 02:30:10 PM BARRIOMA BARRIOMA Made Contact Done Contact First Nan BAC Code Contact Last Name

SVM Drew

Power steering message came on, code C0475. There is a document that addresses this, 2322970. This document describes steering hard to turn, was issued on aug 6 of 2009.

Cust was charged for that inspection.

Marta Kemp /BA/CAC Tier 1 Lvl 1 Confidential Comments

Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 9/18/2009 01:13:44 PM Inbound Call Customer 9/18/2009 01:07:26 PM BARRIOMA BARRIOMA Done Customer called. Contact First Name BAC Code Contact Last Name

Comments

Customer wanted to know if they would have to pay for the inspection fee. CRS told cust unless weh has insurance that would cover that, they will need to pay for insurance.

Maria Kemp /BA/CAC Tier 1 Lvl 1

Confidential Comments

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#### **Activities**

Activities							
Created	Crealed By		Activity Type	Activity Sub-Type	Status	Completed	Description
3/18/2009 06:44:59 AM	ALEJANRH	BARRIOMA	Notify CRM		Done	9/18/2009 11:40:28 AM	Letter received
Pantant Lant Mama		Contact Evel	^k lame	Account		BAC Code	
omments							
onfidential Comments							
reated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Doscription
/18/2009 06:42:31 AM	SADMIN	BARRIOMA	Inbound White Mail	Company	Done	9/18/2009 06:44:57 AM	REQUEST FOR ASSISTANCE
onlact Last Name		Contact First	t Name	Account		BAC Code	Scanned: 2009-09-17-15.20.47.000000 MSXDocNum: 000195E7
etter from Enterprise re	p (Katrina Berg	strom)				,	
RS action plan:							
Attach and notify	T1//Mla /Emp L	vi 1					
Attach and nothy Reggie Alejandnho/CAC	T1//Mia /Emp L	vł 1					ı
Attach and notify Reggie Alejandrino/CAC	T1 <i>II</i> MIa /Emp L	vi 1					I
attach and notify teggie Alejandrino/CAC confidential Comments			Activity Typo	Activity Sub-Type	Status	Completed	Description
atlach and notify teggie Alejandrino/CAC confidential Comments	T1//Mia /Emp L Created By RAMIREAR		Activity Typo Notify CRM	Activity Sub-Typo Customer Called	Status Done	Completed 9/17/2009 03:12:06 PM	Description informing of libec
Attach and notify Reggie Alejandrino/CAC Confidential Comments Fronted W17/2009 02:30:53 PM	Created By	Assigned To	Notify CRM				
ttach and notify teggie Alejandrino/CAC confidential Comments treated H7/2009 02:30:53 PM	Created By	Assigned To BARRIOMA	Notify CRM	Customer Called		9/17/2009 03:12:06 PM	
Attach and notify Reggie Alejandrino/CAC Zenfidential Comments Groated J47/2009 02:30:53 PM Contact Last Name	Created By	Assigned To BARRIOMA	Notify CRM	Customer Called		9/17/2009 03:12:06 PM	
Attach and notify	Created By	Assigned To BARRIOMA	Notify CRM	Customer Called		9/17/2009 03:12:06 PM	
tach and notify teggie Alejandrino/CAC confidential Comments froated //17/2009 02:30:53 PM confact Last Name see foce confidential Comments	Created By RAMIREAR	Assigned To BARRIOMA Contact First	Notify CRM Name	Customer Called Account	Done	9/17/2009 03:12:06 PM BAC Code	informing of lbcc
teggie Alejandrino/CAC confidential Comments reated //7/2009 02:30:53 PM confact Last Name see focc confidential Comments	Created By RAMIREAR	Assigned To BARRIOMA Contact First	Notify CRM Name Activity Type	Customer Called Account  Account	Done Status	9/17/2009 03:12:06 PM BAC Code Completed	informing of lbcc  Doscription
itach and notify teggie Alejandrino/CAC confidential Comments reated M7/2009 02:30:53 PM aniaci Last Name se foce confidential Comments reated M7/2009 02:29:59 PM	Created By RAMIREAR	Assigned To BARRIOMA Contact First Assigned To BARRIOMA	Notify CRM Name Activity Typo Outbound Call Customer	Customer Called Account  Account  Activity Sub-Typo Made Contact	Done	9/17/2009 03:12:06 PM BAC Code Completed 9/17/2009 02:30:35 PM	informing of lbcc
itach and notify teggie Alejandrino/CAC confidential Comments reated M7/2009 02:30:53 PM aniaci Last Name se foce confidential Comments reated M7/2009 02:29:59 PM	Created By RAMIREAR	Assigned To BARRIOMA Contact First	Notify CRM Name Activity Typo Outbound Call Customer	Customer Called Account  Account	Done Status	9/17/2009 03:12:06 PM BAC Code Completed	informing of ibcc  Doscription
Attach and notify Reggie Alejandrino/CAC Confidential Comments  Froated M7/2009 02:30:53 PM Contact Last Name  ee foce Confidential Coarments  Fronted M7/2009 02:29:59 PM Contact Last Name	Created By RAMIREAR	Assigned To BARRIOMA Contact First Assigned To BARRIOMA	Notify CRM Name Activity Typo Outbound Call Customer	Customer Called Account  Account  Activity Sub-Typo Made Contact	Done Status	9/17/2009 03:12:06 PM BAC Code Completed 9/17/2009 02:30:35 PM	informing of lbcc  Doscription
tach and notify teggie Alejandrino/CAC confidential Comments froated //17/2009 02:30:53 PM contact Last Name see face confidential Comments froated //17/2009 02:29:59 PM contact Last Name	Created By RAMIREAR Created By BARRIOMA	Assigned To BARRIOMA Contact First Assigned To BARRIOMA Contact First	Notify CRM Name  Activity Type Outbound Cell Customer Name	Customer Called Account  Account  Activity Sub-Typo Made Contact	Done Status	9/17/2009 03:12:06 PM BAC Code Completed 9/17/2009 02:30:35 PM	informing of ibcc  Doscription
tatech and notify teggie Alejandrino/CAC confidential Comments treated /17/2009 02:30:53 PM confidential Comments confidential Comments tranted /17/2009 02:29:59 PM confidential Cast Name comments tust stated she talked to	Created By RAMIREAR Created By BARRIOMA	Assigned To BARRIOMA Contact First  Assigned To BARRIOMA Contact First	Notify CRM Name  Activity Type Outbound Cell Customer Name	Customer Called Account  Account  Activity Sub-Typo Made Contact	Done Status	9/17/2009 03:12:06 PM BAC Code Completed 9/17/2009 02:30:35 PM	informing of lbcc  Doscription
Attach and notify Reggie Alejandrino/CAC Confidential Comments Froated 1/17/2009 02:30:53 PM Contact Last Name	Created By RAMIREAR Created By BARRIOMA anotehr CRs with to desier on the	Assigned To BARRIOMA Contact First  Assigned To BARRIOMA Contact First	Notify CRM Name  Activity Type Outbound Cell Customer Name	Customer Called Account  Account  Activity Sub-Typo Made Contact	Done Status	9/17/2009 03:12:06 PM BAC Code Completed 9/17/2009 02:30:35 PM	informing of lbcc  Doscription

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#### **Activities**

ACHAIRES							
Croated 9/17/2009 02:27:56 PM Contact Last Name	Greated By BARRIOMA	Assigned To BARRIOMA Contact Firs	Inbound Voice Mail	Activity Sub-Type Service Request Update Account	Status Done	Completed 9/17/2009 02:29:57 PM BAC Code	Description Customer called.
Cust requested divisiona	l address and f	ax number.					I
Maria Kemp /BA/CAC Tie Confidential Comments	er 1 Lvl 1						ı
Greated 9/17/2009 02:27:42 PM	Created By RAMIREAR	RAMIREAR	Activity Type Inbound Call Customer	Activity Sub-Type Complex Request	Status Don <del>a</del>	Completed 9/17/2009 02:30:39 PM	Description ***Assisting Only***
Contact Last Name Comments		Contact First	Name	Account		BAC Code	
Cust sts: - provided sR 71-758872 - spoke to a rep earlier							•
<ul> <li>forgot to get mailing add</li> <li>Cust sks:</li> <li>divisional address for ct</li> <li>CRS Advsd:</li> </ul>							
<ul> <li>Chevrolet</li> <li>P.O. Box 33170 Detroit,</li> <li>Fax: 866-962-2868</li> <li>ArthurRamirez/CAC T1/N</li> </ul>							
Confidential Comments							I
<u>Created</u> 9/17/2009 02:16:18 PM	Greated By BARRIOMA	Assigned To BARRIOMA	Activity Typo Scheduled Outbound Call Cust	Activity Sub-Type Follow-up Attempt	Status Done	Completed 9/18/2009 02:48:48 PM	Doscription FU
Contact Last Name  Comments		Contact First	Name	Account		BAC Code	•
Check diagnose. Contact customer.							ı
							•

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
9/17/2009 01:39:48 PM	BARRIOMA	BARRIOMA	Inbound Call Customer	Complex Request	Done	9/17/2008 02:10:36 PM	Complaint veh.	
Contact Last Name		Contact Firs	Name	Account		BAC Code		

Cust states im calling on behalf of Enterpise. A custoemr that rented a car had an accident that we believed it was caused by product failure.

Description
THE DRIVER OF THE CHEVROLET WAS IN THE MIDDLE LANE, THERE WAS A TURN RIGHT, POWER STEERING WENT OUT, HE WASN'T ABLE TO TURN WITH THE ROAD SO HE ENDED UP IN THE OTHER LANE (LEFT ONE). HE HIT ANOTHER CAR.

DAMAGE DESCRIPTION BROKEN SIDE MIRROR ON THE DRIVER'S SIDE

Customer did not care about making actaim against GM, im just calling because we need to verify if the veh is defective or not.

CRS informed cust she will need to have the veh diagnosed by a GM dealer in order to state if the veh has a defect or not. Cust said she would take veh to dealer PARADISE CHEVROLET 6350 LELAND ST VENTURA CA 93003-8585 805-642-0111

CRS scheduled caliback.

Maria Kemp /BA/CAC Tier 1 Lvl 1 Confidential Comments

#### **UCC** Information

•		
UCC Code	Symptom	Dascription
M30	Inoperative	Steering - Power Steering Pump / Brackets

on 9/21/2009 Page 10 of 10 Report Generated for toporowm

### Received from BRC

P.O. BOX 5015 CARSON, CA 90749-5015 310-817-7901

September 17, 2009

Via Fax & Certified Mail 866.962.2868 / 7009 0820 0001 7272 9965

Chevrolet Motor Company

Attn: Maria, svc request #71758872179

PO Box 33170

Detroit MI 48232-5170

RE:

Vehicle

: 2008 Chevy Cobalt

VIN

: 1G1AL58F787

Date of Loss : 9/12/2009

Our File No. :

Your File No.: 71758872179

ESIS-GM CLAIMS UNIT

RECEIVED

SEP 2 3 2009

Dear Maria:

Please be advised this office handles claims for Enterprise Rent-A-Car Company of Los Angeles, LLC (hereinafter "Enterprise").

Per our conversation today, the driver of the above listed vehicle alleged an accident occurred as a result of a mechanical defect involving the power steering. Also per our conversation today, I have arranged for an inspection of the vehicle tomorrow at 10:00 am at Paradise Chevrolet in Ventura, Calfornia.

Enterprise reserves all rights of recovery relating to inspection costs, loss of use and storage fees which continue to increase each day the vehicle is held.

I look forward to hearing from you following the inspection. Please contact me at 310.817.7928 to discuss.

Sincerely,

Katrina Bergstrom

Liability Claims Representative

310-817-7928

### **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:	1G1AL	1G1AL58F787							
		VEHIC	LE INF	ORMATI	ON				
Merchandising Model:		IAL69 -2008 COBALT 4-DOOR LT SEDAN			Warranty Start Date :			01/10/2008	
BARS Order Type:	50 -	50 - FLEET							
Delivering Dealer:	PO	RYDELL AUTOMOTIVE GROUP PO BOX 2189			Selling Source : Site Code :		13 - CHEVROLET		
VAN NUYS , CA 91404-2 (818) 838-1700		-2189					20070		
					Business A Code :	ssocia	te	164285	
Service Contract:	No	Branded Title:	No	Warran	ty Block :	No	PDI S	Status :	Paid

#### REQUIRED FIELD ACTIONS

#### Vehicle Has No Current Record Of Outstanding Campaigns

Vehicle Has No Associated On Star or XM Radio Information.

#### SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	08224	2.0L, 2.2L, 2.4L ENGINE OIL LEAK - REF. TSB 08-06-01-017.	07/18/2008	See Bulletin
Ei	09110	SIR/AIRBAG LIGHT ILLUMINATED, DTC B0081 SET(REF. TSB 09-09-41-003)	05/05/2009	See Bulletin
EI	09116	INSUFF A/C COOLING, A/C COMPRESSOR NOISE/REFRIG/OIL LEAK (TSB 09-01-39-006)	05/13/2009	See Bulletin

#### **APPLICABLE WARRANTIES**

ON STAR AND XM SATELLITE RADIO INFORMATION

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	01/10/2008	I0 miles	01/10/2011	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	01/10/2008	10 miles	01/10/2014	100010 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	01/10/2008	10 miles	01/10/2013	100010 miles

96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	01/10/2008	10 miles	01/10/2016	80010 miles
180/150000 CALIFORNIA SELECT COMPONENT	01/10/2008	I0 miles	01/10/2023	150010 miles
180/150000 CALIFORNIA EMISSIONS	01/10/2008	10 miles	01/10/2023	150010 miles

#### **CLAIM HISTORY**

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading
01/31/2008	E15064	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	1 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

Help

VIN:			1G1.	AL58F787				,,		
				CLAIM I	HISTORY	·				
Repair Ord	ler Date	: 01	/31/2008	Repair Order Number :	E15064	Odom	eter Re	ading:		1 miles
Serviced By:	RYDELL AUTOMOTIVE GROUP PO BOX 2189 VAN NUYS, CA 91404-2189 (818) 838-1700			Selling Sol Site Code Business A	:	c Code :	2007		ET	
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Pa	rt	Auth Code	Person Code	Line Total	Comments
02/19/2008	875	01	I	Z7000 - PRE- DELIVERY INSPECTION - BASE TIME	N/A		N/A	N/A	\$ 110.67	N

#### **CHECK HISTORY**

Vehicle Has No Associated Check History.

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## GM Vehicle Inquiry System Vehicle Build

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

#### Help

- 1		
	VIN	1G1AL58F787
	` <b>~•</b> `	

#### VEHICLE BUILD

Merchandising Model:	1AL69 -2008 COBALT 4-DOOR LT SEDAN				
Gross Vehicle Weight Rating:	1736 kg (3828 lb)	Order Number:	MMXPP4		
Build Date:	01/09/2008	Build Plant :	187A		

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**

	<del></del>
AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	ALO - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR
AP9 - CONVENIENCE NET, CARGO	AR9 - DELUXE FRONT BUCKET SEAT
ASF - HEAD CURTAIN SIDE AIRBAGS, FRONT/REAR	AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
AU0 - REMOTE KEYLESS ENTRY	AU3 - POWER DOOR LOCKS W/REMOTE KEYLESS ENTRY
B34 - FLOOR MATS, FRONT/REAR	B35 - REAR FLOOR MATS
B8N - GM PRODUCTION WEEK #02	B84 - BODY COLOR, BODYSIDE MOLDINGS
CIU - ENTERPRISE RENT A CAR	C67 - ELECT. FRONT AIR CONDITIONER
DG7 - BODY COLOR POWER MIRRORS	D36 - MIRROR I/S R/V TILT
FEI - SUSPENSION SYSTEM-SOFT RIDE	FLT - FLEET PROCESSING OPTION
FY1 - TRANS/AXLE 3.63 RATIO	IPC - INTERIOR TRIM DESIGN
JM4 - ANTILOCK BRAKE SYSTEM	K34 - CRUISE CONTROL
K64 - 115 AMP GENERATOR	LOD - ASSEMBLY PLANT - LORDSTOWN,OHIO
L61 - 2.2L DOHC 4 CYL ENGINE	MN5 - 4 SPEED AUTO TRANSMISSION
MX0 - TRANSMISSION, 4 SPD AUTOMATIC	NU6 - EMISSION SYSTEM CALIFORNIA, PZEV
NW7 - TRACTION CONTROL	NZ6 - 16" HIGH-VENT STEEL WHEELS
N45 - 3 SPOKE STEERING WHEEL	QLG - TIRE ALL P205/55R16-89H BW
R6F - IDENTIFY B-CODE USERS	R9N - PROCESSING CODE - SEAT

UE0 - ONSTAR DELETE	UJ6 - TIRE PRESS INDICATOR
UQ4 - BASE SPEAKER SYSTEM	US8 - AM/FM STEREO, CD PLAYER & MP3 FORMAT
U2J - DELETE XM SATELLITE RADIO AM/FM STEREO, CD PLAYER (REPLACES STD/OPT RADIO)	VK3 - FRONT LICENSE PLATE BRACKET
VQ2 - FLEET ORDERING AND ASSISTANCE	VT7 - OWNERS MANUAL ENGLISH
VX7 - LONG TERM DAILY RENTAL PROGRAM	V2G - FULL FUEL FILL CREDIT
V73 - STATEMENT OF VEHICLE CERT U.S. /CANADA	YF5 - CALIFORNIA EMISSIONS
ISZ - OPTION PACKAGE DISCOUNT	14C - GRAY
14I - GRAY	2LT - 2LT TRIM PACKAGE *WHEELS, 16" STYLED STEEL (REPLACES STD/OPT WHEELS) *ANTILOCK BRAKE SYSTEM *CONVENIENCE NET, CARGO *CRUISE CONTROL *BODY COLOR, BODYSIDE MOLDINGS
6AP - FRONT SPRING	7AP - FRONT SPRING
74U - VICTORY RED	8AB - REAR SPRING
9AB - REAR SPRING	

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ESIS/GM Central Claims Unit P.O. Box 300 Mail Code 482 C19 B61 Detroit. M1 48265-3000 800.888.0164 tel 313.665.0911 fax

September 29, 2009

Joshua Preister
Claims Administrator

ELCO ADMINISTRATIVE SERVICES ATTN: KATRINA BERGSTROM PO BOX 5015 CARSON, CA 90749-5015

RE: Claimant: Enterprise Rent-A-Car Company

Our File No.:

Our Client: General Motors Company

Date/Event: 09/12/2009

Subject vehicle: 2008 Chevrolet Cobalt

VIN: 1G1AL58F787

# Dear Ms. Bergstrom:

We are the third-party administrators on behalf of General Motors Company (GM) 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 GM 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.
- 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.

# 5

- 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.
- 12. Advise if there is any property damage other then the subject vehicle.
- 13. Advise the mileage for the subject vehicle.

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.

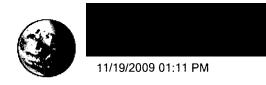
Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. If you choose to dispose of the salvage, it will be to your own 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,

Joshua Preister Claims Administrator

-contra (1217)		LIFORMIA COLO	AMERIKAN CHINESELE	V., 3 - 3 - 1,3 - 8, -5,					
Admin Data									
Owner			Insured						
Address			Address						
Address									
Home Phone		111-111-1111	Home Phone						
Work Phone		111-111-1111	Work Phone						
Insurance Compa									
ENTERPRISE	пу		Adjuster						
Address			Adjuster						
			Phone						
Phone			Email						
Fax			Inspection Lo	cation					
			Address						
			, louic 33						
			Phone						
			Fax						
Repair Facility			Estimator Info	ormation					
Repair Facility	CALIFORNIA COLLIS	SION	Estimator					S1	
Name	SPECIALISTS,LL		Office					01	
Address	1649 Palma Dr. Unit A	7	Address						
Phone	Ventura, CA 93003 805-650-7506								
Fax	805-650-7583		Email						
Federal Tax ID	003-030-7363		Phone						
State			Fax						
BAR									
Estimate Informat	ion		<b>.</b>						
File ID	11236 Sup N	o. 0	Claim Informa	ition	_				
Platform		nit Date 9/14/2009	Claim # Deductible	\$0.00		Policy N			
oss Assignment D	ate 9/14/2009 Inspec		Loss Type	<b>\$</b> 0.00	ı	Deductib	ne Paid	f Unk	nown
ehicle Data	M		,,,						
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ne Items ine Operation Remove/Repi	•		OR	Price \$180.23	1				
ne Items ine Operation Remove/Repi Refinish	ece L FRT DOOI L FRT DOOI	R REAR VIEW MIRRO	OR	\$180.23	1	1* B	0.7 R		
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New Parts	\$180.23	-30.00 %		\$54.07)	\$126.16
Parts Total					\$126.16
l = h =					
Labor					
	AdditionalLabor	Rate	Hours	R*H	Sub Total
	0.00	\$25.00	1.4	\$35.00	\$35.00
Paint §	0.00	\$25.00	0.8	\$20.00	\$20.00
Labor Total					\$55.00
Materials					
Paint Materials					\$19.20
Hazardous Wa	·				\$5.60
Materials Total	al				\$24.80
				-	
Miscellaneou	s				
Other					\$10.00
Miscellaneou	s Total				\$10.00
Adjustments					
Deductible					\$0.00
Sales Tax					\$0.00
Orig Total					\$215.96
1 - 3					Q= 10.00



To "joshua.preister@gm.com" <joshua.preister@gm.com>

bcc

Subject Esis/GM #678697 / ELCO #395586

Hi Josh,

Per our conversation today, please find attached the estimate and pictures of the Enterprise damage. Below, please find my notes from my conversation with the person who reported the alleged vehicle defect with the power steering. And to talk to the Chevy dealership who inspected the vehicle, please call:

Paradise Chevy @ 805.656.7011 6350 Leland St., Ventura CA 93003

- service mgr: William Drew Watts (goes by Drew)
- paperwork was drawn up by Jim Ismay in service
- inspection was done by Dave Melton on

Thanks, Josh! Feel free to call me with any questions at 310.817.7928.

Facts of loss per Enterprise driver: One adult passenger in addition to Enterprise driver in Enterprise car. He was driving on the 101 s/b in the Camarillo, CA area. He was on the way from Santa Barbara to L.A. for the weekend. He had rented the Enterprise car that same day, a few hours before. Traffic was moving around the speed limit, but all lanes were full. Enterprise car was in the middle lane. A red vehicle was in lane to the Enterprise car's left. The freeway was turning to the right, and the power steering went out. This was the first time the power steering went out on him. The Enterprise driver attempted to turn the wheel to the right but the wheel didn't turn for a couple of seconds, and as a result, the Enterprise car merged into the left lane, where its driver's side mirror bumped the red car. Point of impact on the red car unknown. The Enterprise driver was able to get back into the middle lane, and then he made his way to the shoulder. The Enterprise driver isn't sure about damage to the red car, but the driver of the red car was making hand motions and yelling, and appeared angry. The Enterprise driver expected the driver of the red car to stop, but instead he kept driving. After pulling over, the Enterprise driver noticed the power steering light on the dashboard, and a beeping sound. Enterprise driver believes he didn't hear the beeping sound earlier because he and his passenger had the music on and were talking to each other. After the Enterprise driver turned the Enterprise car off and then on, the power steering came back, so he completed the drive to L.A. However, the problem recurred, and every time the power steering went out, the Enterprise driver had to turn the vehicle off and on again. He kept the car until Monday because he wasn't familiar with the Los Angeles area and wanted to just return the vehicle back in Santa Monica at the end of the weekend, which he did. Damage to the Enterprise car from the accident was to the side mirror only. No injuries, no witnesses, no police report.



Katrina Bergstrom

Liability Claims Representative ELCO 310-817-7928 direct 310-817-8928 fax e342cm@erac.com ELCO P.O. Box 5015 Carson, CA 90749 USA

From:

Sent: Wednesday, November 11, 2009 1:03 PM

To:

**Subject:** 395586

v1

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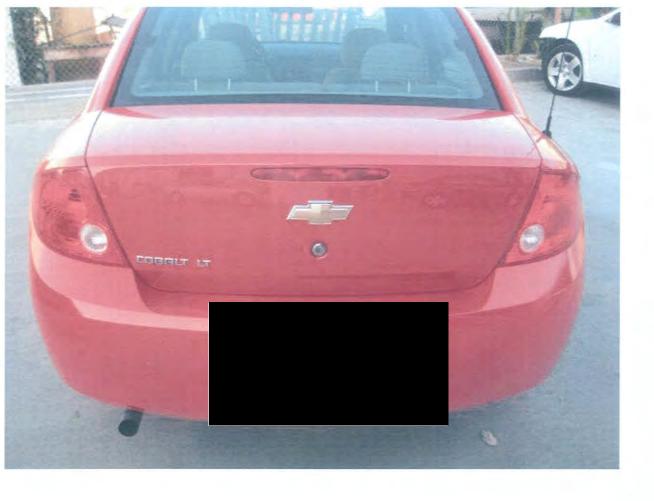


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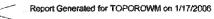
PE10-005
GM
4/14/2010
ATTACHMENT
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SUBJECT LEGAL
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	e Request									
SR No.	1-387239743		Ref No.		Goodwill				BRC Type	PAR
<b>\ccount</b>			Site		GW SubType	!			Bus. Unit	BRÇ
.ast Name			First Name		Approval	Not Initiate	d		Area	PAR
aytime#		4	Evening #		UCC	Steering -	General		Sub-Area	Initiate PAR- Collision
\ddress			City Co	ld Spring	Involved Dir	Florence C	hevrolet, Inc.		Safety	Yes
State	KY ZipCd		Con Acct		Source	Phone		······································	Updated	1/17/2006 2:18:03 PM
NIV# Ishei	1G1AL12F657		Model Year	2005	Priority	Medium	License #	CHEVROL	Owner	DUBOSE
Aake	Chevrolet		Warr. Start	05/21/2005	Status	Open			Opened	1/14/2006 4:01:54 PM
Aodel	Cobalt	25	Mileage	4879	Sub-Status	Satisfied			Closed	
bstract	Steering - Genera									
Customer Description	"PAR File" Do not	assume. Forwar	d calls to Lori Dubo	se @ 58606			And the second s		are and the second seco	

# Pre-PAR

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		<del>sujance A</del> gent First Na	Anna Carlo Car	CONTRACTOR OF THE PARTY OF THE	AND RESIDENCE OF THE PROPERTY	ce Agency	
regory	K	evin	(888) 8	98-6710	State Fa	arm Insurance Agency	
ncident .oc	Upper Tugford Rd Alexandria, KY	3		Inciden Desc		ner son driving the vehicle, the po off the road and hit a tree.	power steering went out on the vehicle causing th
omponent	Steering System and Airbags						
•				Damag	e Complete f	ront end and the driver side is	Jamaged
ehicle Loc	Cobart Salvage Yard - State Farm			Desc D	•		
	1051 Industrial Rd	. 1		Add'i In	fo Insurance	scent does not have all the info	rmation, can contact state farm and s peak with
mgcy Svc	Alexandria	Maria de la composición del composición de la co		***			e insurance agent has no further information
iames	L sachably self ser			Maint L	oc Tom Gill		
		*	* * * * * * * * * * * * * * * * * * * *	satching #			
AR Det	all				_		
Collision	Y Nen Collision	Property N Damage	Thermal Evt	N	Spec Equip	none	* 2 × 1
f - h - t - 1 -					D		
ehicle peed		Weather Condition			Prop Owner	none	Property Type
ast Service late		Loc Last To Service	m Gill Chevy	*	Property Location		Prop Est Repair Cost
eh Est		Spec Equip	<del>,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,</del>	K	Prop Damage		
lepair Cost		Installer			Description		
rimary eh Use	Personal	Inspection Type			Inspected By	Inspection Not Performed	Inspection Date/Time
eh Damage escription	Complete front end and the driver	side is damaged	MODELLE TO COMPANY TO ANALOS TO LABORITO PARAMETER CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR CONT	***************************************	Explain Other		PROPERTY OF THE PROPERTY OF TH



# PAR Injuries

ist Name First Name DC	)B	Location	Phone #	Seating Pos	Restraint Type	
05	/23/89	Occupant of Owner's Vehicle		Driver	Seat Belt	
jury Description		Medical Rpt#		Treatment Location	Treated By	
ervical strain,bruise to left side	of head	unknown		St Elizabeth Hospital Fort Thomas, KY	unknown	
treet Address		City		State Zip Code		
						***************************************
						***************************************

## **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2006 2:50:04 PM	DUBOSE	DUBOSE	BRC PAR	Close	Done	1/17/2008 3:13:52 PM	CLOSING PAR FILE
Contact Last Name		Contact First	Name	Account		BAC Code	

BUSINESS SUMMARY: COLLSION OCCURED DUE TO ALLEGED STEERING CONCERN. FORWARDING TO ESIS DUE TO INSURANCE INVOLVEMENT AND CLOSING PAR FILE. LARA DUBOSE/BRC/PAR 58606

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2006 2:49:06 PM	DUBOSE	ESISBIQU	Escalation		in Progress		INSURANCE INVOLVEMENT
Contact Last Name		Contact First	Name	Account		BAC Code	
			and the second second				

Created by	ASSIGNED I	3 Activity type	Activity Sub-Type	Status	Completed	Description
DUBOSE	DUBOSE	BRC PAR	ESIS- Insurance Involvement	Done	1/17/2008 2:49:05 PM	ESIS ESCALATION
	Contact Fir	st Name	Account		BAC Code	
						an individual to
S						
	DUBOSE S	DUBOSE DUBOSE  Contact Fit	DUBOSE DUBOSE BRC PAR  Contact First Name S	DUBOSE DUBOSE BRC PAR ESIS-Insurance Involvement  Contact First Name Account  S	DUBOSE DUBOSE BRC PAR ESIS- Insurance Done Involvement  Contact First Name Account  S	DUBOSE DUBOSE BRC PAR ESIS-Insurance Done 1/17/2008 2:49:05 PM Involvement BAC Code  S

Report Generated for TOPOROWM on 1/17/2006

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# Activities

Greated 1/17/2006 2:47:50 PM	Created By DUBOSE	Assigned To	o Aglivity Type BRC PAR	Activity Sub-Type Inspection Not Required	Status Done	Completed 1/17/2006 2:48:37 PM	Description Type of Inspection
Contact Last Name		Contact Fi	rst Name	Account		BAC Code	
Comments			10 N N N N N N N N N N N N N N N N N N N				
NONE REQUIRED. LARA DUBOSE/BRC/P/	AR SAAAA						
Confidential Comments				and the second s			
Greated 1/17/2006 2:47:50 PM	Greated By DUBOSE	Assigned To DUBOSE	o Activity Type Scheduled Outbound Call	Activity Sub-Type Cancelled	Status Done	Completed 1/17/2006 2:48:43 PM	Description Reason for the call
Contact Last Name		Contact Fil	Cust	Account		BAC Code	
Contact Cast Maine			33 N 3 II -		e de la companya de	ENC COLE	
Comments  Date and Time ESTCa	allback Phone	Number					
Confidential Comments					- Angel		
Created 1/17/2006 2:47:49 PM	Greated By DUBOSE	DUBOSE	o Activity Type PAR Case Assessment	Activity Sub-Type Collision	Status Done	Completed 1/17/2006 2:48:27 PM	Description STEERING
Contact Last Name		Contact Fi	rst Name	Account		BAC Code	
Comments			The state of the s				
STEERING CONCERN.	NO INSPECT	TON					
Confidential Comments							ř
Created	Created By	Assigned T	o Activity Type	Activity Sub-Type	Status	Campleted	Description
1/17/2006 2:47:46 PM					Done	1/17/2006 2:48:04 PM	1-387239743, BRC PAR Case Assess
Contact Last Name		Contact Fi	rst Name	Account		BAC Code	Collision
Comments							
Confidential Comments							
					~~~		
		-					

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2006 12:21:51 PM	ABBOTTF	ABBOTTF	Outbound Call Customer	Left Message	Done	1/17/2008 12:22:54 PM	Called customer
Contact Last Name		Contact First	Name	Account		BAC Code	
Stoleting in State							
@ 800-838-9727 x24325	5 Leaving custo	mer a vme that	cm would callback.				

FREDERICK A. ABBOTT SR/ PAR / Ext. 58199

for Lori Dubose 58606

Confidential Comments

Preated /17/2006 12:19:07 PM	Created By ABBOTTF	Assigned To ABBOTTF	Activity Type Outbound Call Customer	Activity Sub-Type Received No Answer	Sfatus Done	Completed 1/17/2006 12:19:30 PM	Description Called customer
Contact Last Name		Contact Fire	st Name	Account		BAC Code	I
						A. S	I
FREDERICK A. ABBOT Sonidenial Compenie	TSR/PAR/E	d. 58199					I
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description

1/17/2006 11:23:24 AM DUBOSE DUBOSE Inbound Voice Mail Service Request Update Done 1/17/2006 11:24:01 AM MESSAGE FROM CUSTOMER BAC Code

CRM RECEIVED 2 VOICE MAILS FROM THE CUSTOMER REQUESTING A CALL BACK. CRM WILL CONTACT THE CUSTOMER.LARA DUBOSE/PAR/BRC 58606

Confidential Comments

∠reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2006 7:40:27 AM	ABBOTTF	ABBOTTF	Ownership Changed	Ownership Escalated to	Done	1/17/2006 7:40:28 AM	Ownership Escalated to BRC
		4.2	and the second s	BRC	and the state of the state of		
Contact Last Name		Contact First	Name	Account		BAC Code	
		La.		a.	William National Control		
Comments							
	1.1						
Confidential Comments							
	·				***************************************		

Report Generated for TOPOROWM on 1/17/2006

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Activities

Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description

1/16/2006 10:24:29 AM VASQUEZ DUBOSE Ownership Changed Done 1/16/2006 10:24:29 AM Service Request Ownership has changed FROM: VARGASID TO: DUBOSE

Contact Last Name Account BAC Code DUBOSE

Done 1/16/2006 10:24:29 AM Service Request Ownership has changed FROM: VARGASID TO: DUBOSE

Confidential Comments

 Greated
 Created By
 Assigned To
 Activity Type
 Activity Sub-Type
 Status
 Completed
 Description

 1/16/2008 10:23:55 AM
 VASQUEZ
 DUBOSE
 BRC PAR
 Acknowledgement
 Done
 1/17/2008 8:08:26 AM
 Called Customer...

 Contact Last Name
 Contact First Name
 Account
 BAC Code

CRM MADE ACKNOWLEDGEMENT CALL TO SELECT AND LEFT CONTACT INFORMATION, WITH SR#, PHONE # AND HOURS OF WORK ON CUSTOMERS VME REQUESTING THAT CUSTOMER CALL WORKING CRM.

FREDERICK A. ABBOTT SR/ PAR / Ext. 58199 for Lori Dubose EXT.58606

Confidential Comments

Created By	Assigned To Act	tivity Type A	Activity Sub-Type	Status	Completed	Description
1/16/2006 10:23:55 AM VASQUEZ	DUBOSE BRO	C PAR II	nitial Contact- Phone	Done	1/17/2006 2:34:57 PM	Call from customer
Contact Last Name	Contact First New	AC	and the state of t		DAC CAR	

ommente

Confidential Comments

Veh mileage is approx 4879. Purch from Tom Gill, owned since May 05. Last date of svc unknown. Cust states that her son was driving the veh, travelling at approx 35 mph when the steering went out and began to spin, veh struck some trees and the veh. Cust states that the veh had damage to the front bumper, ont tire and rear quarter panels. Veh was totalled, no repair estimate made. No fire report made, police report number unknown, no property damage. Oriver was injured and has cervical strain, bruise to left side of head, dr names and med report numbers unknown. Cust states there had been concerns with the steering before as well. Cust pad a ded of 250.00. Crm advised insurance notified gm of the incident, concerns notes. Forwarding to esis due to insurance involvement and closing par file LARA DUBOSE/BRC/PAR 58606

Report Generated for TOPOROWM on 1/17/2006

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Activities

Created By Assigned To Activity Type VASQUEZ DUBOSE BRC PAR Activity Sub-Type Status 1/16/2006 10:23:54 AM VASQUEZ Initial Contact- AVM Done 1/17/2006 2:37:46 PM Called FAVM 630092 8182 Contact Last Name BAC Code

Summary:Called FAVM

630092 B182 provided the cust name, last 8 of the vin, ar and crm contact number and advised of the collision that occurred due to steering concern. Crm advised file will be sent to esis due to insurance co involvement. LARA DUBOSE/BRC/PAR 58606

Confidential Comments

Created Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/16/2006 10:23:54 AM VASQUEZ	DUBOSE	BRC PAR	Initial Contact- Dealer	Done	1/17/2006 7:58:10 AM	Called Dir@ (859) 371-7566
Contact Last Name	Contact First	Name	Account		BAC Code	
			Florence Chevrolet, Inc.	***************************************	158996	

And spoke w/Asst Srv. Mgr. advising dealer of customer ellegation. Dir states that he would put notes in his system, and thanked crm. Dir also states that due to weather it has been slipery there resently.

Frederick A Abbott / Par / 58199 for Lori Dubose

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
	VASQUEZ	DUBOSE	Notify CRM		Done	1/17/2008 2:23:27 PM	File Assigned
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
Confidential Comments							

Report Generated for TOPOROWM on 1/17/2006

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Activities

Created Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/16/2006 10:23:53 AM VASQUEZ	DUBOSE	Research		Done	1/17/2006 7:48:57 AM	Researched VIN
Contact Last Name	Contact Firs	Name	Account		BAC Code	
C						

Completed in Siebel only and no other files were located. No open campaigns found. 04/01/2005 RO# 016286 COLUMN ASSEMBLY, STEERING - REPLACE @ 31 miles

FREDERICK A ABBOTT/PAR/58199

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/16/2006 10:23:52 AM	VASQUEZ	DUBOSE	BRC PAR	Case Assigned	Done	1/17/2006 2:23:24 PM	Assigned File to Lara Dubose an Ext.
Contact Last Name		Contact First	Name	Account		BAC Code	58606
Comments							
Confidental Comments							

Contact Last Name Contact First Name Account BAC Co	
	ode
Comments Confidential Comments	



Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/14/2006 4:19:19 PM	VARGASID	VASQUEZ	Escalation	Initiate PAR	Done	1/16/2006 8:54:50 AM	Assigning activity to PAR QUEUE
Contact Last Name		Contact First	Name	Account		BAC Code	

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

Idelis Vargas/CAC/Tampa

Received and assigned in PAR. MYRNA V. HAWPARWorkflow

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/14/2006 4:02:51 PM	VARGASID	VARGASID	Inbound Call Third Party	Complex Request	Done	1/14/2006 4:18:57 PM	Car Collision
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
				State Farm Insurance Co			
Comments							

Third Party Sts: Told to contact GM, customer son was involved in a collision due to the power steering failing on the vehicle. Believes it was a defect in the vehicle, wanted to start a case with GM

CRM ADV: Will document file, will forward file to PAR, a representative from PAR will contact the customer within 2 business days.

Third party sts: that would be fine,

CRM ADV: also provided the third party with the SR#

Idelis Vargas/CAC/tampa

Confidential Comments

UCC Information

UCC Code	Symptom	Description
C46	SIR - Did Not Deploy	Restraints - (SIR) - Driver Front
M01	Power - Lack of	Steering - General

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R.O

Number

Type

R.O Date

VIN:

1G1AL12F657

GM Vehicle Inquiry System Summary

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

<u>Help</u>

		VEHIC	LE IN	FORMATIO	ON				
Merchandising Model :		L37 -2005 COBALT 2-E UPE	OOR	LS	Warranty	Start 1	Date:)5/21/2	2005
BARS Order Type:	70	- RETAIL - STOCK							
Delivering Dealer:	783	M GILL CHEVROLET 30 COMMERCE D			Selling Sou		13 - CHEVROLET		
÷.		ORENCE, KY 41042- 9) 371-7566	1268		Site Code :)9498	
.:					Business A Code:	ssocia	te	158996	
Service Contract :	No	Branded Title :	No	Warran	ty Block :	No	PDI Sta	tus :	Paid
		REQUIR	ED FI	ELD ACTI	ONS				
Vehicle Has No Curre	nt Rec	ord Of Outstanding Ca	mpaig	ms					
		SERVICE IN	FORM	IATIONAL	. ITEMS				
Vehicle Has No Curre	nt Rec	ord Of Outstanding Se	rvice I	nformation					
	(ON STAR AND XM SA	TELL	ITE RADIO	INFORM.	ATIO	N		
Vehicle Has No Associ	ated (n Star or XM Radio In	forma	tion.					
		APPLICA	BLE '	WARRAN]	TIES				
	Descri	ption		Effective Date	Effecti- Odome		End Date		End Odometer
36/36000 BUMPER TO	BUM	PER		05/21/2005	159	miles	05/21/2008	3	36159 miles
72/100000 SHEET MET THROUGH	ral c	OVERAGE RUST	:	05/21/2005	159 :	miles	05/21/2011	10	00159 miles
96/80000 FEDERAL EN AND PCM	7.	05/21/2005	159 1	niles	05/21/2013		80159 miles		
36/36000 FEDERAL EN	MISSI	ON		05/21/2005	159 1	niles	05/21/2008		36159 miles
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		CLA	AIM H	ISTORY		anne de la companya d	***************************************	ation bearing to the second	

Labor Operation

Odometer

Reading

10/27/2005	245838	#	J9995 - CUSTOMER CONCERN NOT DUPLICATED	3609	miles
08/20/2005	241756	#	B0762 - SHIELD AND/OR LINER - REAR WHEELHOUSE PANEL - RIGHT - REPL	3120	miles
07/11/2005	239108	#	J9991 - CUSTOMER CONCERN NOT DUPLICATED	2070	miles
07/11/2005	239108	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	2070	miles
04/01/2005	016286	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE Dig Digo	18 See	miles
04/01/2005	016286	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	31	miles
03/23/2005	016082	1	Z6999 - PDI RELATED FLUID ADDS	5	miles
03/16/2005	A92708	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

Help

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VIN:			1G1	AL12F657					nicopii di Gare						
				CLAIM I	HI:	STORY			CRASHINISHA						
Repair Or	der Date	: 10	/27/200:	Repair Order Number :		245838	Odom	ing: 3609 mile							
Serviced			HEVRO	LET	S	Selling Sou	irce :			13 - CHEVROLET					
Ву:	FLORE	NCE,	RCE D KY 410	42-1568	S	ite Code :				09498					
	(859) 3	71-756	Ď.		E	Business A	ssociate	Code:		158996	5				
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	Auth Code		erson Code	Line Total	Comment				
11/11/2005	638	01	#	J9995 - CUSTOMER CONCERN NOT DUPLICATED		N/A		N/A	Wittensonsonsonsonsonsonsonsonsonsonsonsonson	N/A	\$ 20.03	N			
Repair Ord	der Date	: 08	/20/2005	Repair Order Number :	I	241756	Odome	eter Re	adiı	ng:		3120 mile			
Serviced			LET	s	elling Sou	rce:			13 - CI	HEVROL	ET				
By:	FLORE	NCE, I	CY 410	42-1568	Site Code :					09498					
	(859) 3	71-7560	5		Business Associate Code:					158996					
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Part		Auti Code	- 8	Person Code	Line Total	Comment			
10/18/2005	631	01	#	B0762 - SHIELD AND/OR LINER - REA WHEELHOUSE PANE RIGHT - REPL				G		N/A	\$ 8.10	N			
					-										
Repair Ord	Repair Order Date : 07/11/2005 Repair Or Number :		Repair Order Number :	2	39108	Odome	ter Res	dir	ng:		2070 mile				
Serviced By:			Selling Source:					13 - CF	I EVROL	ET					
Бу:	FLORE	NCE, K	Y 41042-1568		S	ite Code :				09498					
	(859) 37	1-/300			В	usiness A:	sociate	Code:		158996					
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	rt	Auth Code			Line Comm				

07/15/2005	604	01	#	J9991 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	\$ 20.03	Y
07/15/2005	604	02	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	N/A	N/A	N/A	\$ 10.00	N

Repair Ord	Repair Order Date :			Repair Order Number :	016286 Odometer Readi			ading :	31 miles				
Serviced By:	JACK E PO BOX		RD CH	•	Selling Sou		_	CHEVROLET					
	RICHM (859) 62			76-0450	Site Code : Business A		Code :	2504: 1129:					
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part		Auth Code	Person Code	Line Total	Comments			
04/08/2005	576	01	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	15232432 COLUM	- N/Δ I		N/A	\$ 663.01	N			
04/08/2005	576	02	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	N/A		N/A	N/A	\$ 20.30	N			

Repair Ord	ler Date	: 03/	23/2005	Repair Order Number :	016082	Odome	ter Read	ling:	: 5 miles				
Serviced			RD CHI	EVROLET,INC.	Selling So	urce :		13 - CH	13 - CHEVROLET				
By: PO BOX 450 RICHMOND, KY 40476-0450				Site Code	p 2		25045	25045					
	(859) 623-3350				Business	Associate	Code:	112998	112998				
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	4	Part	Auth Code	Person Code	Line Total	Comments			
03/29/2005	573	01	I	Z6999 - PDI RELATED FLUID ADDS	N/A		N/A	N/A	\$ 4.19	N			

Repair Ord	ler Date	: 03/	/16/2005	Repair Order Number :	A92708	Odome	ter Rea	ding:	ng: 0 miles				
Serviced			RD CHI	EVROLET,INC.	Selling Sou	rce :		13 - C	13 - CHEVROLET				
By:	By: PO BOX 450 RICHMOND, KY 40476-0450 (859) 623-3350							25045	25045				
						ssociate	Code:	11299	112998				
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part		Auth Code	Person Code	Line Total	Comments			
03/22/2005	571	01	The control of the co	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A		N/A	N/A	\$ 71.36	N			

GM Vehicle Inquiry System Vehicle Build

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

Help

000000000000000000000000000000000000000	VIN	1G1AL12F657		
			VEHICLE BUILD	
Opposite Company	Merchandising Model:	1AL37	-2005 COBALT 2-DOOR LS COUPE	

Merchandising Model:	1AL37 -2005 COBALT 2-DOOR LS COUPE							
Gross Vehicle Weight Rating:	1693 kg (3733 lb)	Order Number :	HWJN56					
Build Date :	03/16/2005	Build Plant :	157A					

OPTION CODES

AR9 - DELUXE FRONT BUCKET SEAT
DG7 - ELEC TWIN REMOTE SPORT MIRRORS
FE9 - 50-STATE EMISSIONS
IPC - INTERIOR TRIM DESIGN
K64 - 115 AMP GENERATOR
L61 - 2.2L DOHC 4 CYL ENGINE
MX0 - 4-SPD. AUTO. TRANS. W/OVERDRIVE
NW7 - TRACTION CONTROL
PF7 - 15" ALUMINUM WHEELS
R9U - GM ACCESS - AUTOBOOK IDENTIFIER
T43 - REAR DECK-LID SPOILER
UQ4 - BASE SPEAKER SYSTEM
V73 - STATEMENT OF VEHICLE CERT U.S. /CANADA
1SZ - OPTION PACKAGE DISCOUNT
19I - EBONY
6AR - FRONT SPRING
8AA - REAR SPRING

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CHECK HISTORY

Vehicle Has No Associated Check History.

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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

Jan. 2, 2006

Tiffini Hails
Claims Administrator

Cold Springs, KY

RE:

Claimant:

Our File No.:

Our Client:

General Motors Corporation December 27, 2006

Date/Event:
Subject vehicle:

2005 Chevrolet Cobolt

VIN:

1G1AL12F657

Dear

ESIS provides administrative claims handling services to General Motors (GM) in connection with product liability claims against GM. They have referred your claim to our office for further handling. Please address all future correspondence to my attention.

I am writing as a follow up to our conversation of January 25, 2006. So we may further investigate your son's claim, we request that you provide us with the following information:

- 1. Proof of defect in your vehicle, including expert's reports, mechanic statements, or other supporting documentation;
- All medical records concerning the injuries suffered as a result of this accident; An Authorization for Use and/or Disclosure of Confidential Medical Information form is enclosed to assist our office in obtaining these records. Please provide the names and complete addresses for all medical providers who treated the injuries sustained in the above incident;
- 3. Original photographs (or color copies) taken by you, or someone on your behalf, of the vehicle that is the basis of your claim;
- Documentation to substantiate the type and amount of damages claimed (medical bills and any out of pocket expenses);

ESIS Field Investigator, Dan Derrick has been assigned to assist me in the investigation of this claim. He will contact you to schedule an appointment to interview Ryne in the presence of you and/or husband.

When we have received this information, we will be in a better position to consider your claim. 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, 8:00 a.m. to 4:00 p.m., EST

Sincerely,

Tiffini Hails

Enclosure

A Risk Management Services Company- One of the ACE Group of Companies

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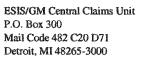
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1 OF 3

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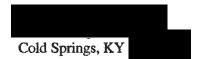
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800.888.0164 tel 313.665.0911 fax



August 4, 2006



RE:

Claimant:

Date of Event: December 27, 2005

File Number:

Client:

General Motors Corporation



As you know, ESIS provides claims handling services to General Motors involving product liability claims.

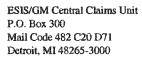
Thank you for your patience during the course of our investigation. I apologize for the extended delay.

I have reviewed your son's claim with the appropriate individuals at General Motors and I am writing to extend an offer to you in the amount of Five Hundred and Fifty dollars (\$550.00) to settle the bodily injury claim.

Once you have received this letter, please contact me to discuss. I can be reached at 313.665.3401, between 8:00 a.m. to 4:00 p.m., Eastern Time.

Sincerely,

Tiffini Hails



800.888.0164 tel 313.665.0911 fax



September 12, 2006



RE:

Claimant:

Date of Event: December 27, 2005

File Number:

Client:

General Motors Corporation

Dear

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

I am writing to obtain a status on the above-referenced file and the offer in the amount of Five Hundred and Fifty dollars (\$550.00) to settle the bodily injury claim.

Once you have received this letter, please contact me to discuss. I can be reached directly at 313.665.3401, between 8:00 a.m. to 4:00 p.m., Eastern Time.

Sincerely,

Tiffini Hails

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OUR SERVICE TEAM'S GOAL IS FOR YOU. OUR CUST	<i>nur</i> n			· · · · · · · · · · · · · · · · · · ·		
TO BE COMPLETELY SATISFIED JE FOR ANY REASON NOT COMPLETELY SATISFIED PLEASE CONTACT ME AT OR BY EMAIL AT JSHROUTSTONGILL.COM	UNICK YOU ARE					
NO COMPLETELY SATISFIED PLEASE CONTACT ME AT	859/342-2805					
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PAGE 1 OF 1 ACCOUNTING COPY				1		-
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State Farm Insurance Companies®



September 15, 2006

GM Central Claims Attn: Tiffany Hayles 300 Renaissance Center Detroit, MI 48265 PO Box 20707 2500 Memorial Boulevard Murfreesboro, TN 37131-0001



SEP ? 3006

ESIS-GM CLAIMS UNIT

RE:

Claim Number:

Insured:

Your File Number:

Date of Loss: December 27, 2005

Dear

Please accept this letter as a notice of our subrogation rights, and communicate with us your position concerning the matter.

If you have any additional questions, please feel free to contact me at anytime.

Sincerely,

Gentry Belew

Claim Representative

(800) 266-5820 Ext 3602

State Farm Mutual Automobile Insurance Company



ESIS/GM Central Claims Unit P.O. Box 300

800.888.0164 tel 313.665.0911 fax

esis

Mail Code 482 C20 D71 Detroit, MI 48265-3000

> Tiffini Hails Claims Administrator

February 14, 2006

Lawrence Levine

Attention: Medical Records Department

St. Elizabeth Hospital 1 Medical Village Drive Edgewood, KY 41017

RE:

Our File No.:

Our Client:

General Motors Corporation

Patient Name:

Date/Event:

December 27, 2005

Date of Birth:

May 23, 1989

RECEIVED ESIS-GM CLAIMS UNIT

Dear

ESIS is the third party administrator handling claims on behalf of General Motors Corporation.

Please provide me with a complete copy of incident.

medical records and medical bills for the above

Enclosed please find the Authorization for Use and/or Disclosure of Confidential Medical Information form for your file. If there is a copying charge for these records, please forward the records along with your invoice and your Tax Identification Number.

Thank you for your cooperation.

Claims Administrator

Enclosure

A Risk Management Services Company- One of the ACE Group of Companies

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.

State Farm Insurance Companies



October 11, 2006

State Farm Insurance Subragation Services PO Box 2371 Bloomington, IL 61702-2371

Certified Mail-Return Receipt Requested

Esis/General Motors Central Claims 300 Renaissance Ctr Detroit. MI 58265

RECEIVED

OCI 18 2006

ESIS-GM CLAIMS UNTI

RE: Claim Number:

Date of Loss: December 27, 2005 Our Insured:

Vehicle: VIN:

Chevrolet, Cobalt 1G1AL12F65

Mileage:

Your File Number: Insured's Deductible: 505870

\$250.00

Dear Sir/Madam:

This notice is to advise of a loss that occurred to our insured's vehicle. The damage was caused by defective power steering system.

Our investigation indicates that Esis/General Motors Central Claims is responsible for this loss. By virtue of our payment, we are entitled to recover from the responsible party. Please consider this letter as our demand to Esis/General Motors Central Claims for reimbursement of \$15,985.25.

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

To assist you in your review, here is a breakdown of the amounts State Farm paid by Cause of Loss:

041/045 - Uninsured Motorist BI 042 - Uninsured Motorist PD

300 series/400 - Comp/Collision

501 - Rental

600/050 - Med Pay/PIP

Other

\$14,944.50

\$790.75

HOME OFFICES: BLOOMINGTON, ILLINDIS 61710-0001

Page 2 October 11, 2006

Salvage Recovery \$
Amount State Farm Paid \$15,735.25
Insured Deductible \$250.00
Total Claim Amount \$15,985.25

State Farm is seeking 100% of the total claim Amount Payable to State Farm \$15,985.25

Your cooperation is appreciated. If you should have any questions, or would like to set up and appointment to inspect the evidence/salvage, please feel free to contact me at (877) 457-8276.

In order to assist you in evaluating and processing the 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 nay purpose other than to evaluate and process the subrogation claim.

Sincerely,

Sheryl A. Taylor Claim Processor

(877) 457-8276, Team 60

State Farm Mutual Automobile Insurance Company

Enclosure

CUSTOMER No	ADVISOR		PERSONAL DISCONSISTE STATE OF THE STATE OF T	TAG No	I INVOICE DATE	INVOICE No
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PAGE 1 OF 1 ACCOUNTING COPY		(END (OF INVOICE) 09 59am		9

7830 COMMERCE DRIVE / FLORENCE, KY 41045 PHONE (859) 371-7586 FAX (859) 371-5110 www.tomgell.com

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Copyright © 1806 Iba Hayoulda and Rayoulda Company EPANITIVO					Million	· *		Ÿ.	
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Measured thickness AFTER refinish Leftinch/mm Right inch/mm	OFF
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GM Vehicle Inquiry System Summary

Home -

- <u>Claim History</u> - <u>Vehicle Build</u> - <u>Vehicle Component</u> - <u>Delivery Information</u> - <u>Dealer Information</u> - <u>Service Contract</u> - <u>Warranty Block</u> - <u>Branded Title</u>

<u>Help</u>

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07/11/2005	239108	#	J9991 - CUSTOMER CONCERN NOT DUPLICATED	2070	miles
07/11/2005	239108	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	2070	miles
04/01/2005	016286	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	31	mıles
04/01/2005	016286	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	31	miles
03/23/2005	016082	1	Z6999 - PDI RELATED FLUID ADDS	5	miles
03/16/2005	A92708	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0	miles

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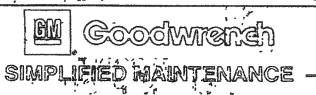




MULTI-POINT VEHICLE INSPECTION

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<u> </u>	Wear Pattern/Damage	AF RA] Windshie	ld condition (Cracks	Chips	- promocondulate

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Power steering Windshield w			B			205 ph 15		
C C Transplace W			LR			山(6/32)[]。5-	8	AR
	CHECK BATHERY				3 mm	(¥32)/geless*		
Battery condi			Lowest F	ront Lining		Lower	r/Rear-Lining	
LU LU Battery cable	s and connections			Brake sys	tem (also includi	ng lines, hose	land parking brak	9) .
	ADDITIONAL GUEGKS						105 X	
Inspect for y	Isible leaks:			L A	manufacture and particular and an extension of the same of the sam	MMENUS		
☐ ☐ Fuel system (also including gas cap seatir	10)	30ps[6/57592	<u>2/08-</u>		
PEngine, transi	mission, drive axle, transfer o	286	· 'n ot/	HARS			. 4	-
Engine cooling system					31	A6: 1	**** *** *	
☑ ☐ Shocks and s	truts + also check operation		Consultar	nt		74-	7	*
Inspect vieus	il cordition:		Technicia	n	1.7			***************************************
Belts engine,	accessory, serpentine, and/o	or V-drive		The second secon	INVENANCE VI	367 (2136) (2137)	NA STATE	
Hoses engine	o, power steering and HVAC					and the second s	Name and Administration of the Control of the Contr	- 25
ments and approved only 15613 total order 652505	er and cabin air filters		Date		*	Time		
TOTAL CONTRACTOR OF THE PARTY O	conerts and steering linkage	•	Reason fe	or Maintena	nco			
The same of the sa	boots or driveshafts and U-k	ants	***************************************	- Martin American Services	*		-	<u> </u>
<u> 日 日 Exhaust syste</u>	m components							
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i ay	449 pm	IMPLIFIED M	TRIVA		NGE			
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arthon Soon	Ecodwighth	•
Service Performs Checked and OK May Require Atte	— simplifiéd maintenance —	, , , , , , , , , , , , , , , , , , ,
	Al dans stores and	*
in addition to	inspections noted on the frontiside of this form, also complete the following for MI:	** * *** *** *** *** *** *** *** *** *
	Change engine oil and filter Reset oil life system	
	Rotate and inspect tires. Check inflation pressures and wear	" · · · · · · · · · · · · · · · · · · ·
	Trucks lubricate front suspension, ball joints, steering linkage, and parking brake cable	
	Trucks with Alison Transmission only inspect external control – main filter, replace if necessary	
	Perform any additional services See "Additional Required Services" in Owner's Manual	
	ME WANDEMEND MENU	
In addition to	o listed MI menu, also complete the following for MII:	
	Clean outside of radiator and condenser, pressure-check cooling system and cap	Salker C.
	Inspect radiator and heater hoses for cracks, swelling, or deterioration	eral of the
الالالالالا	Lubricate suspension, steering linkage, and transaxle shift linkage	
	inspect safety belts, buckles, latch plates, retractors, anchorages, and safety belt reminder light for damage or loose parts	District Co.
	Lubricate key lock cylinders, body door hinges, hood, door, and trunk hinges	3. 10 LC
.471717	Inspect throttle linkage and ignition wires	
1	Inspect steering system and suspension for damage, loose, or missing parts	
		* **
	Inspect power steering lines and hoses for leaks or damage	* · · · · · · · · · · · · · · · · · · ·
	Inspect brake-transaxle shift interlock for correct operation	* ** **
	Trucks check ransmission fluid level, add fluid if necessary	i 'C'M' E
	Trucks without a filter restriction indicator replace engine air cleaning filter	noises.
Lancer American	Perform any additional services See "Additional Required Services" in Owner's Manual	w't - \$
<u> </u>	ADDITIONAL REQUIRED SERVICES (800 service menural for militage intervals)	
	Inspect fuel system for damage or leaks	, me
	Replace engine air cleaner titter, An emission-control service	into fr
	Supercharger service (if equipped) An emission-control service	-
	Change automatic transaxle fluid and titter (severe service)	
	Change automatic transaxle fluid and filter (normal-service)	f
	Replace spark plugs, inspect spark plug wires. An emission-control service	
	Engine cooling system service (every 150,000 miles or every 5 years, whichever occurs first). An emission-control service.	* *
	inspect accessory drive belt. An emission-control service	5. °.
	COMMENTS	description of the second of t
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	and the state of t	
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Consultant 36	Technician Lecrici 9 Technician Lecrici 9 Sentential	

- DTC C0176 54 does not indicate that a malfunction has occurred. Rather that the PSCM had to limit current to the power steering motor to avoid thermal damage to the Power Steering System components.
- Inspect the under dash area around the steering column assembly. Ensure that no other components have come in contact with the power steering motor and module assembly, such as under dash insulation, or other electrical components.
 - Ensure that no steering components down stream of the power steering column assembly, such as ball joints, tie rod ends, universal joints, or the steering gear assembly, are mechanically binding.

Test Description

The number below refers to the step number on the diagnostic table.

2. This step tests if the high system temperature is driving condition related

Step	Action	Yes	No
1	Did you perform the Diagnostic System Check - Vehicle?	Go to Step 2	Go to <u>Diagnostic</u> <u>System Check -</u> <u>Vehicle</u> in Vehicle DTC Information
2	Since most occurrences of the DTC are caused by excessive static steering, such as parking maneuvers and high ambient temperatures, review the Power Steering System with the customer to determine the conditions under which the DTC set. Did steering conditions and/or high ambient temperatures cause the DTC to set?		Go to Diagnostic Aids
3	Use the scan tool in order to clear the DTCs Operate the vehicle within normal conditions. Does the DTC reset?	Go to Step 2	System OK

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Feedback Print

False DTC U2105 in EPS Module - kw code communications ECM module no on PCM steering #PIC3292 - (Dec 14, 2004)

False DTC U2105 In EPS Module

The following diagnosis might be helpful if the vehicle exhibits the symptom described in the PI.

Condition/Concern:

False DTC U2105 In EPS Module.

Recommendation/Instructions:

A U2105 code may be stored in the Electric Power Steering (EPS) module. The code will NOT cause the SVS/MIL lamp to illuminate. If it is in HISTORY only, simply clear the code and check that it does not return after a couple of ignition cycles. If the code is CURRENT, it indicates that the EPS module cannot communicate with the ECM properly, and the source of the communication fault should be investigated. This code may set at the assembly plant or during service procedures where normal mode communications may be interrupted.

Please follow this diagnosis process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed. If these steps do not resolve the condition, please contact GM TAC for further diagnostic assistance.

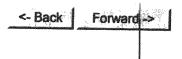
Models:

(2005 Chevrolet Cobalt) and (2005 Pontiac Pursuit)

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



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DTC U2105-U2199

Circuit Description

Modules connected to the GMLAN serial data circuits monitor for serial data communications, during normal vehicle operation. Operating information and commands are exchanged among the modules. The modules have programmed information about what messages are needed to be exchanged on the serial data circuits, for each virtual network. The messages are also supervised and some periodic messages are used by the receiver module as an availability indication of the transmitter module. The supervision time-out period is 250 ms. Each message contains the identification number of the transmitter module. When a message that indicates the availability of the transmitter module is not received, the receiver module sets a DTC 21xx where xx is equal to the 2-digit identification number of the transmitter module.

The DTC descriptors listed below provide a method for determining which module is not communicating. A module with a GMLAN serial data circuit malfunction or which loses power during the current ignition cycle will have a Loss of Communication DTC set by other modules that depend on information from that failed module. The modules that can communicate will set a DTC indicating the module that cannot communicate.

DTC Descriptors

This diagnostic procedure supports the following DTCs:

- DTC U2105 Lost Communications With Engine Control System
- DTC U2106 Lost Communications With Transmission Control System
- DTC U2107 Lost Communications With Body Control System
- DTC U2108 Lost Communications With ABS/TCS Control System
- DTC U2109 Lost Communications With Powertrain Multiple Control System
- DTC U2111 Lost Communications With Steering Control System
- DTC U2113 Lost Communications With Sensing Diagnostic Module (SDM)
- DTC U2116 Lost Communications With Instrument Panel Cluster (IPC)
- DTC U2122 Lost Communications With Radio
- DTC U2125 Lost Communication With Mobile Communications Control Systems
- DTC U2127 Lost Communications With Front HVAC
- DTC U2137 Lost Communications With Vehicle Theft Deterrent (VTD)
- DTC U2171 Lost Communications With DVD Player
- DTC U2172 Lost Communications With Digital Radio Receiver

When more than one Loss of Communication DTC is set in either one module or in several modules, diagnose the DTCs in the following order:

- 1. Current DTCs before history DTCs unless told otherwise in the diagnostic table.
- 2. The DTC which is reported the most times.

This vehicle has DTCs which include DTC Symptoms. For more information on DTC Symptoms, refer to <u>DTC Symptom Description</u> in Vehicle DTC Information.

DTC Symptom	DTC Symptom Descriptor
00	No Additional Information

Conditions for Running the DTCs

- Voltage supplied to the modules is in the normal operating voltage range.
- · The vehicle power mode requires serial data communication to occur.
- DTC U2100 does not have a current status.

Conditions for Setting the DTC

A supervised periodic message that includes the transmitter module availability has not been received.

Action Taken When the DTC Sets

The module uses a default value for the missing parameter.

Conditions for Clearing the DTC

- · A current DTC clears when the malfunction is no longer present.
- A history DTC clears when the module ignition cycle counter reaches the reset threshold, without a repeat of the malfunction.

Diagnostic Aids

- · A poor connection at the inoperative module may cause this code to set.
- · An improperly powered module may cause this code to set.

Test Description

The numbers below refer to the step numbers on the diagnostic table:

- 3. Non ABS equipped vehicles may set a DTC U2108 falsely. If this is the case there is no malfunction with this system.
- 5. If the body control module (BCM) will not power up, the vehicle cannot establish the correct power mode. This step test for the correct power supply conditions for the BCM.
- If DTC U2105 to U2177 are set as history and you can communicate with the suspect module, the malfunction is an intermittent communication buss, power supply, ground or internal module connection.
- 7. This step tests for the correct power supply conditions of the suspect module or modules.
- 8. This step identifies which of the GMLAN busses the module or modules use for communication.
- 13. The module which was not communicating due to an open in the GMLAN serial data circuits may have set Loss of Communication DTCs for those modules that it was monitoring.
- 14. The modules which can communicate indicate the module which cannot communicate. You must clear the DTC from these modules to avoid future misdiagnosis.

Step		Action	Ves	No
Scher	matic Reference: <u>Data I</u>	ink Connector (DLC) Schematics		
	and the second s			
Conn	ector End View Referer	ace: Master Electrical Component List in Wiring Systems		
	Appendix			
1	Did you perform the D	iagnostic System Check - Vehicle?		Go to <u>Diagnostic System</u> Check - Vehicle in
틎				Vehicle DTC Information
	is U2108 the only DT(Set between the range of U2105 through U2199?	Go to Step 3	Go to Step 4
3	Is the vehicle equipped	with ABS?		
	Install a scan to		Go to Step 4	Go to Step 14
	i ii megni a scan (X),		

4	Turn ON the ignition, with the engine OFF. Attempt to communicate with the body control module (BCM).		All control of the co
	Were you able to communicate with the BCM?	Go to Step 6	Go to Step 5
5	Turn the ignition OFF. Disconnect the harness connectors from the BCM. Test the following circuits of the BCM harness connector for the indicated condition. Refer to Circuit Testing and Wiring Repairs in Wiring Systems. Switched and constant B+ supply circuits, for power Ground circuits, for continuity All communications circuits, for continuity		an and plants
	Did you find and correct the condition?	Go to Step 11	Go to Step 10
6	Attempt to communicate with all of the modules on the vehicle.	Go to Testing for Intermittent Conditions and Poor	
	Were you able to communicate with all of the modules?	Connections in Wiring Systems	Go to Step 7
NACOTO DE LA COLONIA DE LA COL	Test the following circuits of the modules that do not communicate:		
	Switched B+ supply circuits		
7	Constant B+ supply circuits	Tallet Angele Grant Control of the C	
	Ground circuits		
	Did you find and correct the condition?	Go to Step 11	Go to Step 8
8	 Refer to Data Link References to identify the GMLAN buss or busses that the modules use to communicate and make a note. If more than one module is not communicating, use the data link connector (DLC) schematic to determine which module is closest to the DLC. Start the analysis at that module. Refer to Data Link Connector (DLC) Schematics. Disconnect the harness connectors from the non-communicating modules. Test for an open circuit in the appropriate buss between the GMLAN terminals of the disconnected harness connector and the DLC. Use the note from item one for buss identification. 		
	Did you find and correct the condition?	Go to Step 11	Go to Step 9
9	Inspect for poor connections at the harness connector of the non-communicating module. Refer to Testing for Intermittent Conditions and Poor Connections and Connector Repairs in Wiring Systems.		- Managemen
	Did you find and correct the condition?	Go to Step 11	Go to Step 10
10	Replace the non-communicating module. Refer to <u>Control Module References</u> in Computer/Integrating Systems for replacement, setup, and programming.	-	PERF. IX
	Did you complete the replacement?	Go to Step 11	
proof (Make sure that the scan tool has been cycled OFF for at least 15 seconds in order to reset it. Install the scan tool, if necessary. Turn ON the ignition, with the engine OFF. Retrieve DTCs from the module that was not communicating. Does the scan tool display any DTCs which do not begin with a "U"?	Go to <u>Diagnostic System</u> <u>Check - Vehicle</u> in Vehicle DTC Information	Go to Step 12
12	Use the scan tool to clear the DTCs that begin with a "U".		00 to <u>step 12</u>
1 11	Did you complete the action?	Go to Step 13	Abor

13	Retrieve DTCs from the modules which had the Loss of Communications DTC set. Does the scan tool display any DTCs which do not begin with a "U"?	Go to <u>Diagnostic System</u> <u>Check - Vehicle</u> in Vehicle DTC Information	Go to <u>Step 14</u>
14	Important: DTC U2108 may set in a non ABS equipped vehicle. If U2108 sets in a non ABS equipped vehicle the system is OK. 1. Attempt to communicate with all the modules on the vehicle. 2. Continue diagnosing or clearing the DTCs until all the modules have been diagnosed and all the DTCs have been cleared.		The second secon
	Does DTC U2105-U2177 set in any module?	Go to Step 4	System OK

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Info - Normal Operating Characteristics of Electric Power Steering (EPS) System During Extneded Lock-to-Lock and/or DTCs C0176 and C0476 Set (Maximum Steering Wheel Rotation) Usage #06-02-32-002A - (Jan 26, 2006)

Normal Operating Characteristics of Electric Power Steering (EPS) System During Extended Lock-to-Lock and/or DTCs C0176 and C0476 Set (Maximum Steering Wheel Rotation) Usage

2004-2006 Chevrolet Malibu, Malibu Maxx (except SS models)

2005-2006 Chevrolet Cobalt, Equinox

2006 Chevrolet HHR

2005-2006 Pontiac G6 (except GTP models), Pursuit (Canada Only)

2006 Pontiac Torrent

2002-2006 Saturn VUE

2003-2006 Saturn ION

This bulletin is being updated with an additional DTC. Please discard Corporate Bulletin Number 06-02-32-002 (Section 02 - Steering).

The purpose of this bulletin is to inform technicians of normal operating characteristics of the electric power steering system (EPS) when the steering wheel is turned in either direction for an extended period of time.

When the steering wheel is turned to its maximum rotation, the power steering control module (PSCM) will command the maximum amount of current to the EPS motor. If the steering wheel is held in this position for an extended period of time, the PSCM will go into overload protection mode to avoid system thermal damage. In this mode, the PSCM will limit the amount of current commanded to the EPS motor, which reduces steering assist levels.

If the PSCM detects a high system temperature and the overload protection mode is invoked, DTC C0176 "System Thermal Error" may be set. On some models, DTC C0476 "Electric Steering Motor Circuit Range/Performance" may also be set. These DTCs indicate normal PSCM action (reduced steering assist) to prevent thermal damage to power steering system components.

Refer to Power Steering System Description and Operation in SI or the appropriate Service Manual for more information about this and other vehicle-specific information pn electric power steering systems.

For customer inquiries regarding this characteristic, please refer to the Steering section under Driving Your Vehicle in the appropriate Owner Manual (reproduced below for reference).

Owner Manual Information

If you turn the steering wheel in either direction several times until it stops, or hold the steering wheel in the stopped position for an extended amount of time, you may notice a reduced amount of power steering assist. The normal amount of power steering assist should return shortly after a few normal steering movements.

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occar on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safety. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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Feedback

Print

11:00:53

CUSTOMER NAME :

SERIAL NO. : 1G1AL12F657

R.O NO. :

R.O DATE : 10/27/2005

R.O TYPE : S

MILEAGE : 3609

ADVISOR NO. : 78460

JOB NUMBER : 1 OPERATION 04CVZZMISC

OP. DESC. MISC STEERING

SALE TYPE : W TECHNICIAN NO(S). 71776 RD00 79543 75962 80665

COMPLAINT : CUSTOMER STATES

WHILE SON IS TRYING TO PARAELL PARK STEERING GETTING REALLY

STIFF.

LIKE ALL ASSIST IS GONE

WENT OUT FOR COUPLE MINS.

CAUSE

: DIAG AND FOUND DTC CODE C0176 54 . THIS CODE DOES NOT INDICATE THAT A MALFUNCTION HAS ACCURED. THIS IS A CODE THAT STATES THAT THE POWER STYEERING HAS SHUT DOWN DUE TO OVER-HEATING. CONTINUOUSE USE OF THE STEEING WILL CAUSE THE MOTOR TO BECOME HOT. THIS IS A NMORMAL CONDITION AND THERE IS NOP

FIX FOR THIS CONCERN.

CORRECTION : CHJAECK TIE RODS, STEERING, INT STEERING. NO PROBKLEM POUND

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

J9995

JOB NUMBER : 2 OPERATION 09CVZZMISC

OP. DESC. MISC TIRE

SALE TYPE : W TECHNICIAN NO(S). RD00

COMPLAINT : CUSTOMER STATES DOSEN'T KNOW HOW MUCH AIR TO PUT IN TIRES

LABEL MISSING IN DOOR JAM. CHK AND SET TIRE PRESSURE

CORRECTION : THE LABLE IS THERE . IT IS ION THE INSIDE OF THE DOOR

YELLOW LABLE

COMMENTS : WAIT

R.O NO. :

R.O DATE : 08/20/2005 R.O TYPE : S

MILEAGE : 3120

ADVISOR NO. : 72505

JOB NUMBER : 1 OPERATION OICVEZOIL

OP. DESC. OIL SERVICE

SALE TYPE : C TECHNICIAN NO(S). 79543 RD00 75962 71776 80665 77171

COMPLAINT : CUSTOMER REQUESTS LUBE, OIL & FILTER CHANGE

CAUSE

: NORMAL MAINTENANCE

CORRECTION : REPLACE OIL & FILTER, LUBE AS NEEDED

PERFORM VEHICLE INSPECTION

JOB NUMBER : 2 OPERATION 20CVZZINLOOSE

op. desc. interior trim loose

SALE TYPE : W TECHNICIAN NO(S). 79543 RD00

COMPLAINT : CUSTOMER STATES INTERIOR TRIM LOOSE DR PANEL WINDOW CONTROL PIECE COMING LOOSE.

PASS SIDE 2

NO FIX AT THIS TIME

CORRECTION : NO REAPAIR MADE AT THIS TIME

11:00:53

PAGE 2

JOB NUMBER : 3 OPERATION 20CVZZEXMISC OP. DESC. EXTERIOR TRIM MISC

SALE TYPE : W TECHNICIAN NO(8). 79543 RD00 75962 71776 80665 77171

COMPLAINT : CUSTOMER STATES EXTERIOR TRIM

BOLT FOR LEFT REAR MUD FLEP MISSING. PASS REAR WHEEL WELL MISSING RIBOT

CORRECTION : REINSTALLED MUDFLAP

ORIGINAL : REINSTALLED MUDFLAP

CORRECTION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO. B0762

JOB NUMBER : 4 OPERATION 02CVZ OP. DESC. ELECTRICAL

SALE TYPE : W TECHNICIAN NO(S). 79543 RD00

COMPLAINT : CUSTOMER STATES THAT PASSENGER SIDE WINDOW SOUNDS LIKE

SOMETHING CAUGHT IN IT.

NO PROBLEM FOUND AT TIME OF WRITE UP

CORRECTION : NO PROBLEM FOUND

JOB NUMBER : 5 OPERATION 01CVZZWASH OP. DESC. WASH VEHICLE

SALE TYPE : W TECHNICIAN NO(S). RD00 79543

COMPLAINT : CUSTOMER REQUESTS VEHICLE WASHED

TOW GILL IS NOT RESPONSIBLE FOR DAMAGE CAUSED BY WASH

CORRECTION : WASH VEHICLE

JOB NUMBER : 6 OPERATION 12CVZZMISC OP. DESC. MISC ACCSYS

SALE TYPE : C TECHNICIAN NO(S). RD00 79543

COMPLAINT : CUSTOMER STATE

ORDERD TOUCH UP PAINT SOP IF NECESS

CAUSE : . CORRECTION : .

COMMENTS : WAIT

R.O NO. : R.O DATE : 07/11/2005

MILEAGE : 2070

R.O TYPE : S

ADVISOR NO. : 78460

JOB NUMBER : 1 OPERATION 11CVZZSES

OP. DESC. SES LAMP ON SALE TYPE : W TECHNICIAN EO(S). 79543 ED00 476 75962 71776 77171

COMPLAINT : CUSTOMER STATES SES LAMP IS ON

STATED FRELS SLIGHT LOSSOF POWER

CAUSE : FOUND FALSE CODE U2105.LOOKED UP DOCUMENT ID#15778775.

ORIGINAL : FOUND FALSE CODE U2105.LOOKED UP DOCUMENT ID#15778775.

CAUSE

CORRECTION : CLEARED CODE AND TEST DROVE PER DOCUMENT NO PROBLEMS ORIGINAL : CLEARED CODE AND TEST DROVE PER DOCUMENT NO PROBLEMS

CORRECTION

02/14/2006 11:00:53

HISTORY LISTING

3062

PAGE 3

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

J9991

JOB NUMBER : 2 OPERATION 30CVZZSHUTTLE OP. DESC. SHUTTLE RIDE

SALE TYPE : W TECHNICIAN NO(5). 76601

COMPLAINT : CUSTOMER REQUESTS SHUTTLE RIDE

CAUSE : COURTESY TRANSPORTATION

CORRECTION : PROVIDED SHUTTLE RIDE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

Z7911

COMMENTS : 1100 SHUTTLE-3RD & VINE DOWNTOWN

JASON SPOKE W/ MS HECK AT 2:50/7-11, READY, CUST IS ON 5:00 SHUTTLE

LIST

7830 COMMERCE DRIVE / FLORENCE; KY 4,1042 PHONE (859) 371-7566 FAX (859) 371-5110 www.tomgill.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	мо/мі	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	l total	
01CVZZINTERBES	OIL SERVICE K FRONT END CHECK IT BEST INT SERVICE STBEST MAJOR SERVICE	MI MI MI MI	24 90 27 50 397.00 807 00		FRONT END ALIGN FOUR WHEEL ALIGN ETR BETTER INT SERVICE' BETBETTER MAJOR SERVICE	MI MI MI MI	55 0 83 0 286 0 526 4	

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239108

Front Rotor (required when front labor operation is used): Thickness Specification (Min Thickness/Discard Stamped on Rotor/St)	
Front Rotor (required when front labor operation is used): Thickness Specification (Min Thickness/Diseard Stamped on Rotor/SI)	TIME CLOCK
Front Rotor (required when front labor operation is used): Thickness Specification (Min Thickness/Discard Stamped on Rotor/SI)	OFF
Front Rotor (required when front labor operation is used): Thickness Specification (Min Thickness/Discard Stamped on Rotor/SI)	ON
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Front Rotor (required when front labor operation is used): Thickness Specification (Min Thickness/Discard Stamped on Rotor/SI)	OFF
Front Rotor (required when front labor operation is used): Thickness Specification (Min Thickness/Discard Stamped on Rotor/SI)	ON
Thickness Specification (Min Thickness/Discard Stamped on Rotor/Si)	OFF
Thickness Specification (Min Thickness/Discard Stamped on Rotor/SI)	ON
Measured thickness BEFORE refinish Leftinch/mm Rightinch/mm Measured thickness AFTER refinish Leftinch/mm Rightinch/mm Rear Rotor/Drum (required when rear labor operation is used): Thickness Specification (Min Thickness/Discard Stamped on Rotor/Drum/SI)inch/mm (Circle One) Measured thickness BEFORE refinish Leftinch/mm Rightinch/mm Measured thickness AFTER refinish Leftinch/mm Rightinch/mm LATERAL RUN OUT (LRO) DOCUMENTATION Front Rotor (required when front rotor labor operation is used): LRO measurement after rotor refinish/replace Leftinch Rightinch If above LRO greater than 0 050 mm (0 002 in), document correction plate part number used Left Rightinch/mm	OFF
Measured thickness AFTER refinish Left	ON
Rear Rotor/Drum (required when rear labor operation is used): Thickness Specification (Min Thickness/Discard Stamped on Rotor/Drum/SI)	OFF
Thickness Specification (Min Thickness/Discard Stamped on Rotor/Drum/Si)	ON
(Min Thickness/Discard Stamped on Rotor/Drum/Si)	OFF
Measured thickness BEFORE refinish Left	ON
Measured thickness AFTER refinish Left	OFF
LATERAL RUN OUT (LRO) DOCUMENTATION Front Rotor (required when front rotor labor operation is used): • LRO measurement after rotor refinish/replace Left inch Right inch • If above LRO greater than 0 050 mm (0 002 in), document correction plate part number used Left Right	ON
Front Rotor (required when front rotor labor operation is used): • LRO measurement after rotor refinish/replace Left inch	OFF
LRO measurement after rotor refinish/replace Left inch	ON
If above LRO greater than 0 050 mm (0 002 in), document correction plate part number used Left	OFF
Left Right	ON
Left Right	OFF
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real rede (required when real loter land operation is used);	OFF
LRO measurement after rotor refinish/replace Left inch Right inch	ON 3 3
If above LRO greater than 0 050 mm (0 002 in), document correction plate part number used.	- 125

GM Vehicle Inquiry System Summary

Home -

- <u>Claim History</u> - <u>Vehicle Build</u> - <u>Vehicle Component</u> - <u>Delivery Information</u> - <u>Dealer Information</u> - <u>Service Contract</u> - <u>Warranty Block</u> - <u>Branded Title</u>

Help

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		(85	9) 371-7566	1300		Site Code :			09498		
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03/23/2005	016082	1	Z6999 - PDI RELATED FLUID ADDS	5	miles
03/16/2005	A92708	ī	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0	miles

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VEHICLE INSPLCTION SHILLS

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Document ID# 1577875 2005 Chevrolet Cobalt

Feedback

Pnnit'

False DTC U2105 in EPS Module - kw code communications ECM module no on PCM - steering #PIC3292 - (Dec 14, 2004)

False DTC U2105 In EPS Module

The following diagnosis might be helpful if the vehicle exhibits the symptom described in the Pl

Condition/Concern:

False DTC U2105 In EPS Module

Recommendation/Instructions:

A U2105 code may be stored in the Electric Power Steering (EPS) module. The code will NOT cause the SVS/MIL lamp to illuminate. If it is in HISTORY only, simply clear the code and check that it does not return after a couple of ignition cycles. If the code is CURRENT, it indicates that the EPS module cannot communicate with the ECM properly, and the source of the communication fault should be investigated. This code may set at the assembly plant or during service procedures where normal mode communications may be interrupted.

Please follow this diagnosis process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed. If these steps do not resolve the condition, please contact GM TAC for further diagnostic assistance.

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Models:

(2005 Chevrolet Cobalt) and (2005 Pontiac Pursuit)

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

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Feedback Print

DTC U2105-U2199

Circuit Description

Modules connected to the GMLAN serial data circuits monitor for serial data communications, during normal vehicle operation. Operating information and commands are exchanged among the modules. The modules have programmed information about what messages are needed to be exchanged on the serial data circuits, for each virtual network. The messages are also supervised and some periodic messages are used by the receiver module as an availability indication of the transmitter module. The supervision time-out period is 250 ms. Each message contains the identification number of the transmitter module. When a message that indicates the availability of the transmitter module is not received, the receiver module sets a DTC 21xx where xx is equal to the 2-digit identification number of the transmitter module.

The DTC descriptors listed below provide a method for determining which module is not communicating. A module with a GMLAN serial data circuit malfunction or which loses power during the current ignition cycle will have a Loss of Communication DTC set by other modules that depend on information from that failed module. The modules that can communicate will set a DTC indicating the module that cannot communicate.

DJC Descriptors

This diagnostic procedure supports the following DTCs:

- DTC U2105 Lost Communications With Engine Control System
- DTC U2106 Lost Communications With Transmission Control System
- DTC U2107 Lost Communications With Body Control System
- DTC U2108 Lost Communications With ABS/TCS Control System
- DTC U2109 Lost Communications With Powertrain Multiple Control System
- DTC U21 11 Lost Communications With Steering Control System
- DTC U21 13 Lost Communications With Sensing Diagnostic Module (SDM)
- DTC U21 6 Lost Communications With Instrument Panel Cluster (IPC)
- DTC U2122 Lost Communications With Radio
- DTC U2125 Lost Communication With Mobile Communications Control Systems
- DTC U2127 Lost Communications With Front HVAC
- DTC U2137 Lost Communications With Vehicle Theft Deterrent (VTD)
- • DTC U2171 Lost Communications With DVD Player
 - DTC U2172 Lost Communications With Digital Radio Receiver

vehicle may benefit from the information



CERTIFICATION

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<- Back

Forward ->

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Print

6	the vehicle. Were you able to communicate with all of the modules?	Intermittent Conditions and Poor Connections in Wiring Systems	Go to Step 7
7.	Test the following circuits of the modules that do not communicate: • Switched B+ supply circuits • Constant B+ supply circuits • Ground circuits Did you find and correct the condition?	Go to Step 11	
8	1. Refer to Data Link References to identify the GMLAN buss or busses that the modules use to communicate and make a note 2. If more than one module is not communicating, use the data link connector (DLC) schematic to determine which module is closest to the DLC Start the analysis at that module. Refer to Data Link Connector (DLC) Schematics. 3. Disconnect the harness connectors from the non-communicating modules 4. Test for an open circuit in the appropriate buss between the GMLAN terminals of the disconnected harness connector and the DLC Use the note from item one for buss identification. Did you find and correct the condition?		Go to Step 8
9	Inspect for poor connections at the harness connector of the non-communicating module Refer to Testing for Intermittent Conditions and Poor Connections and Connector Repairs in Wiring Systems Did you find and correct the condition?	Go to Step 11	Go to Step 9
10	Replace the non-communicating module. Refer to Control Module References in Computer/Integrating Systems for replacement, setup, and programming Did you complete the replacement?		Go to Step [()
e e e e e e e e e e e e e e e e e e e	1 Make sure that the scan tool has been cycled OFF for at least 15 seconds in order to reset it 2. Install the scan tool, if necessary Turn ON the ignition, with the engine OFF Retrieve DTCs from the module that was not	Go to Step 11 Go to Diagnostic System Check -	

	Does the scan tool display any DTCs which do not begin with a "U"?	Vehicle in Vehicle DTC Information	Go to Step 12
12	Use the scan tool to clear the DTCs that begin with a "U".		49-10-
	Did you complete the action?	Go to Step 13	
13	Retrieve DTCs from the modules which had the Loss of Communications DTC set Does the scan tool display any DTCs which do not begin with a "U"?	Go to Diagnostic System Check - Vehicle in Vehicle DTC Information	Go to Step 14
	Important: DTC U2108 may set in a non ABS equipped vehicle If U2108 sets in a non ABS equipped vehicle the system is OK 1. Attempt to communicate with all the modules on the vehicle. 2. Continue diagnosing or clearing the DTCs until all the modules have been diagnosed and all the DTCs have been cleared		
	Does DTC U2105-U2177 set in any module?	Go to Step 4	System OK

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	2003 Chevrolet Cobalt	

- 6. If DTC U2105 to U2177 are set as history and you can communicate with the suspect module, the malfunction is an intermittent communication buss, power supply, ground or internal module connection.
- 7 This step tests for the correct power supply conditions of the suspect module or modules
- 8. This step identifies which of the GMLAN busses the module or modules use for communication
- 13. The module which was not communicating due to an open in the GMLAN serial data circuits may have set Loss of Communication DTCs for those modules that it was monitoring
- 14. The modules which can communicate indicate the module which cannot communicate You must clear the DTC from these modules to avoid future misdiagnosis

Step		Yes	No			
Schematic Reference Data Link Connector (DLC) Schematics						
Connector End View Reference Master Electrical Component List in Wiring Systems						
Quant	Did you perform the Diagnostic System Check - Vehicle?	Go to Step_2	Go to <u>Diagnostic</u> System Check - Vchicle in Vehicle DTC Information			
2	Is U2108 the only DTC set between the range of U2105 through U2199?	Go to Step 3	Go to Step_4			
3	Is the vehicle equipped with ABS?	Go to Step 4	Go to Step 14			
4	Install a scan tool. Turn ON the ignition, with the engine OFF. Attempt to communicate with the body control module (BCM) Were you able to communicate with the DCM.					
	Were you able to communicate with the BCM?	Go to Step 6	Go to Step 5			
5	 Turn the ignition OFF. Disconnect the harness connectors from the BCM Test the following circuits of the BCM harness connector for the indicated condition. Refer to Circuit Testing and Wiring Repairs in Wiring Systems. Switched and constant B+ supply circuits, for power Ground circuits, for continuity All communications circuits, for continuity 					
	Did you find and correct the condition?	Go to Step 11	Go to Step 10			
	Attempt to communicate with all of the modules on	Go to Testing for				

When more than one Loss of Communication DTC is set in either one module or in several modules, diagnose the DTCs in the following order:

- 1. Current DTCs before history DTCs unless told otherwise in the diagnostic table.
- 2. The DTC which is reported the most times.

This vehicle has DTCs which include DTC Symptoms. For more information on DTC Symptoms, refer to DTC Symptom Description in Vehicle DTC Information

DTC Symptom	DTC Symptom Descriptor
00	No Additional Information

Conditions for Running the DTCs

- · Voltage supplied to the modules is in the normal operating voltage range
- The vehicle power mode requires serial data communication to occur
- DTC U2100 does not have a current status

Conditions for Setting the DTC

A supervised periodic message that includes the transmitter module availability has not been received.

Action Taken When the DTC Sets

The module uses a default value for the missing parameter

Conditions for Clearing the DTC

- · A current DTC clears when the malfunction is no longer present
- A history DTC clears when the module ignition cycle counter reaches the reset threshold, without a repeat of the malfunction.

Diagnostic Aids

- A poor connection at the inoperative module may cause this code to set.
- · An improperly powered module may cause this code to set

Test Description

The numbers below refer to the step numbers on the diagnostic table:

- 3 Non ABS equipped vehicles may set a DTC U2108 falsely If this is the case there is no malfunction with this system
- 5. If the body control module (BCM) will not power up, the vehicle cannot establish the correct power mode. This step test for the correct power supply conditions for the BCM.

http://service.gm.com/servlets/BlobShtml?ShtmlFile=1530314&psdid=1042&evc=sm

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HIGHLAND HEIGHTS, KY

MICHAEL RONNEBAUM

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CVCS239108

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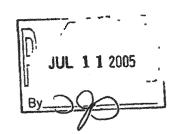
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LABOR & PARTS

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TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE
NOT COMPLETELY SATISFIED PLEASE CONTACT ME AT 859/342-2805
BE BY EMAIL AT JSHROUTBE-PULSETRAK COM
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PAGE 1 OF 1

[END OF INVOICE 10156pm

Floor Plan Swap

Sold To: Tom Gill Chevrolet Address: 7830 Commerce Dr

City: Florence

State: Ky

Zip: 41041

Dealer Code: 0.09498

BAC: 158996

Dealer #:

GMAC Branch #:

Phone Number: 919-528-1519

#8805

169 mile

Vehicle Sold

Vehicle 2005 Chevrolet Cobalt

VIN 1G1AL12F657

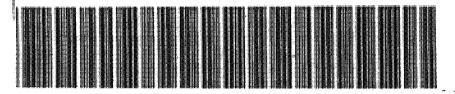
310 Amount	\$16,718.38	
Less H/Back 261	\$0.00	
Write Check for 261	\$0.00	
Write Check for 65A	\$0.00	
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Vehicle Purchased

Vehicle 2005 Chevrolet Cobalt

VIN 1G1AK12F257

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Next Service JUL '05 Lube-Oil-Filter Disclaimer of Warranties Any warranties on the product sold hereby are those made by the manufacture. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of filtness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability monnection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. X CUSTOMER SIGNATURE	97.31 565.70 20.30 .00 .00 683.31	.00	Labor Parts Sublet Shop Supplie Oil/Grease Total	.00 .00 .00 .00
Page 1 of 1 Job 16286 16286 File Copy	683.31	.00	Total	.00



819 Eastern By-Pass P.O. Box 450 Richmond, KY 40476 In Richmond 859-623-3350 In Lexington 859-255-3164 Toll Free 1-80Q-336-8583

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	JASON TO STATE OF THE PARTY OF	TECH. NO. 4-05	TIP TON	have used on your vehicle. A towels & etc. Storage of \$10.0 after 48 hours from completion	oplicable items are rags. I De per day will be chamed it
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16082D 03/24/2		W ADD WASHE	ER FLUID	made by the manufacturer. To disclaims all warrenties with	ct sold hereby are those no seller hereby expressly
16082C 03/24/2 16082B 03/24/2		I CLEAN UP	AS	fitness for a particular purpose authorizes any nerson to see	my of merchantability of , and neither assumes nor
16082A 03/24/2		N COBALT PI	17	sold by the seller "As is" and t and performance of the arodu	products. The product is the entire risk as to quality at its with the business and/or
				manufacturer. If the product p purchase, the buyer end/or m shall assume the entire cost of	FOVES to be defective after
•		i hereby authorize agree that you are	TERMS: STRICTLY CASH UNLES the repair work herein set forth to be done by you along not responsible for loss or damage to vehicle or articles	S ARRANGED OTHERWISE with the necessary parts and materials to left in vehicle in case of first that	o be furnished by you and
	**************************************	assume any liabilit described on street	not responsible for loss or damage to vehicle or articles eleve caused by unavailability of parts or materials for y in connection with such repair. I hereby grant you s, highways or elsewhere for the purpose of lesting and	arry reason and that you neither assum and/or your employees permission to o	e nor authorize anyone to perate the vehicle herein
Da	_ & 4	on the vehicle to se	y in connection with such repair. I hereby grant you s, highways or elsewhere for the purpose of testing and/ zure the amount of repairs thereto.	- Popolari. Pu capress mechanic's la	n is nereby acknowledged ()
Page 1	of 1				
16286	Job 1628	6 I V			

CUSTOMER'S SIGNATURE

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9-1	-03		PTRISSEDM/WHITE-LANG	L				9	7 5	14 [2]	u)	
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5400-5400-5405-5405-5405-5405-5405-5405				ITEMS TO	O PERFORM	****				WORK TY	/PE	
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VEHICLE INVOICE 2113.05

MAY 2 5 2005

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3/13.03)		Nat 2 2	ZUD)			
MILEAGE: ADDRESS	Tom Gill 7830 Comme	rce Drive				^{ATE} 5/20/200	
YEAR MAKE	Florence,	KY A1041- BODY STYLE	NEW OR USED	KEY NO.			
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FORM SA-3501 (1/95)		and Reynolds					PRINTED IN US

PARENTAL RELEASE AND INDEMNIFICATION OF ALL CLAIMS

FILE NUMBER: 8213-259-505870

Claims Administrator: Tiffini Hails

RECENTED MAR 19 2007 ESIS-GW CLEIMS UNITS

KNOW ALL MEN BY THESE PRESENTS:

That I, the undersigned, being of lawful age, and the lawful representative on behalf of the minor child whose name and date of birth is May 23, 1989, does individually and on my child's behalf and for our heirs, executors, administrators, successors and assigns, hereby release, acquit and forever discharge General Motors Corporation, ESIS, Inc., and Tom Gill Chevrolet, and their agents, servants, successors, heirs, executors, administrators and all other persons, firms, suppliers, corporations, associations, and partnerships, the "Releasees", of and from any and all claims, causes of actions, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which I and my son now have or which may hereafter accrue on account of, or in any way growing out of, any and all known and unknown, foreseen and unforeseen bodily injury, personal injury or property damage and the consequences thereof, resulting to or resulting from the accident, casualty or event which occurred on or about December 27, 2005 at or near Alexandria, KY for the sole consideration of FIVE HUNDRED and FIFTY dollars (\$550.00), to the undersigned in hand paid, receipt of which is hereby acknowledged.

It is understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said Releasees deny liability therefore and intend merely to avoid litigation and buy their peace.

The undersigned hereby declare(s) and represent(s) that the injuries sustained by the minor child, as identified above are, or may be, permanent and progressive and that recovery therefrom is uncertain and indefinite, and in making this Release, it is understood and agreed, that the undersigned relies wholly upon their own judgment, belief and knowledge of the nature, extent, affect and duration of said injuries and liability therefore, and it is made independent of, and without reliance upon, any statement or representation of the party or parties hereby released, or their representative, or by any physician or surgeon by them employed.

It is understood and agreed that the undersigned, individually and on behalf of the minor chiid, shall comply with any and all laws, regulations and other statutes which may exist and dictate, regulate and otherwise control the manner and method of disbursement of the funds referred to herein. The undersigned, individually, and on behalf of the minor child, does understand and agree to indemnify, save harmless and defend the Releasees from any and all claims and demands regarding compliance with such regulations, statutes or local laws.

It is further understood that this settlement is a confidential settlement, the terms of which will not be disclosed to any third person except as required by law.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital.

Initial!

FILE NUMBER: 8213-259-5050870

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT, IS GUILTY OF INSURANCE FRAUD.

THE UNDERSIGNED HAS READ THE FOREGOING RELEASE AND FULLY UNDERSTANDS IT.
Signed, scaled and delivered this 15 day of Murch , 2017.
CAUTION: READ BEFORE SIGNING
LSLS
WITNESS J PARENT U A LS LS LS VARENT
State of Ohio County of Hamilton
On the 15 day of March .2007, before me personally appeared to me known
to be the person(s) named herein and who executed the foregoing Release and _/w/emailscaff(M) acknowledged to me thatunive/ they
My term expires Oct. 18 20 10 Michael - Hilly protection Michael F. Tussey
Cor on one