

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
Account		Site		GW SubType		Sus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - General	Sub-Area	Initiate PAR- Collision
Address		City	Farmington	Involved Dir	Farnsworth Chevrolet, Inc.	Safety	Yes
State	NY	Con Acct		Source	Phone	Updated	3/6/2009 09:29:24 AM
Serial #/VIN	1G1AK55F067	Model Year	2006	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	05/09/2006	Status	Open	Owner	OGLESBIM
Model	Cobalt	Mileage	35000	Sub-Status		Opened	3/3/2009 10:42:18 AM
Abstract	06 Cobalt-Steering failure					Closed	
Customer Description	This is a BRC PAR Case. Do not assume. Forward any inquiries to Michelle Oglesby at ex. 31394.						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Relative	2/28/2009 10:40:14 PM	Y	0	1	Asphalt	Dry	n/a	sp1e40000346
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'11	2/21/1982	None				
Nash	Sam	Phone #	Insurance Agency					
		(585) 425-8830	Allstate Insurance Company					
Incident Loc	State Route 96, Farmington, NY	Incident Desc	My daughter was driving down the road and came upon a sharp turn. She slowed down to make the turn when all of a sudden the steering wheel locked up and she lost control of the vehicle. She went head on into a dirt embankment, spun sideways, rolled up onto it's right side, and rolled					
Component	Steering	Damage Desc	Front and side of the vehicle all smashed up. Possibly totaled.					
Vehicle Loc	Farnsworth Chevrolet/5853943260	Add'l Info						
Emgcy Svc Names	NY State Police/Michael Dundon	Maint Loc	Farnsworth Chevrolet/5853943260					

PAR Detail

Collision	Y	Non Collision	Property Damage	N	Thermal Evt	N	Spec Equip	None	
Vehicle Speed	50	Weather Condition	dry		Prop Owner	n/a	Property Type	n/a	
Last Service Date		Loc Last Service			Property Location	n/a	Prop Est Repair Cost		
Veh Est Repair Cost	\$0.00	Spec Equip Installer	n/a		Prop Damage Description	n/a			
Primary Veh Use	Personal	Inspection Type			Inspected By		Inspection Date/Time		
Veh Damage Description	Front and side of the vehicle all smashed up. Possibly totaled. No estimate on the damage yet.				Explain Other	n/a			

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Occupant of Owner's Vehicle	Seating Pos	Restraint Type
					Driver	seatbelt
Injury Description			Medical Rpt#	Treatment Location	Treated By	
Bruising all over, pain in her elbow preventing her from using it			unk	F. F. Thompson Hospital	Dr. Tamara Prull	
Street Address		City	State	Zip Code		
		Farmington	NY			

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/6/2009 09:31:07 AM	MARQUEM O	MARQUEMO	BRC PAR	ESIS- Insurance Involvement	Done	3/6/2009 09:31:45 AM	ESIS- Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code
Bonnett	Jane		

Comments
File being forwarded to ESIS due to insurance comp is involved.

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/6/2009 09:29:55 AM	MARQUEM O	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		Assign to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments
Insurance Involvement

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/6/2009 09:07:29 AM	KINZERTH	MARQUEMO	Notify CRM		Done	3/6/2009 09:29:53 AM	ESIS - Insurance Involvement
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/5/2009 11:33:06 AM	MERCADTO	MERCADTO	Outbound Call Dealer	Made Contact	Done	3/5/2009 11:42:18 AM	Farnsworth Chevy @ 585-394-2360
Contact Last Name		Contact First Name		Account		BAC Code	

Crs Spoke w/ Body Shop Manager Charles Hall

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

Dlr sts: I'm the body shop manager and I can pass this message on to Keith. What should we do w/ the vehicle.

Crs 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 customer.

Dlr sts: ok thanks

Tonia Mercado/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/4/2009 06:42:17 PM	OGLESBIM	OGLESBIM	Scheduled Follow-up		Scheduled Alarm		-Check for ESIS pickup
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/4/2009 06:41:16 PM	OGLESBIM	KINZERTH	BRC PAR	ESIS- Insurance Involvement	Done	3/6/2009 09:07:28 AM	Escalating to ESIS, Insurance Involvement
Contact Last Name		Contact First Name		Account	BAC Code		

Vehicle involved in a collision due to alleged steering failure. Insurance company Allstate is involved. Escalating to ESIS.

Michelle Oglesby/ATX/PAR

Received and assigned for ESIS escalation

Thaddeus Kinzer/PAR Workflow/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/4/2009 06:40:16 PM	OGLESBIM	OGLESBIM	Ownership Changed	Ownership Escalated to BRC	Done	3/4/2009 08:40:17 PM	Ownership Escalated to BRC
Contact Last Name		Contact First Name		Account	BAC Code		

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/4/2009 05:59:06 PM	OGLESBIM	OGLESBIM	Scheduled Outbound Call Cust		Done	3/5/2009 11:36:34 AM	Jane Bonnett--Call dlr to let them know case went to central claims
Contact Last Name		Contact First Name		Account	BAC Code		

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/4/2009 05:58:40 PM	OGLESBBI	OGLESBBI	Outbound Call Customer	Left Message	Done	3/4/2009 05:58:54 PM	Called
Contact Last Name		Contact First Name		Account		BAC Code	

CRS left message for cust with SR and phone #. Requesting more info/contact for case.

Michelle Oglesby/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/4/2009 11:30:09 AM	OGLESBBI	OGLESBBI	Scheduled Outbound Call	Cust	Done	3/4/2009 05:51:50 PM	Call for Initial
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/4/2009 10:30:20 AM	ALARINAL	OGLESBBI	Notify CRM	Other	Done	3/4/2009 11:08:26 AM	dealer called in seeking for info
Contact Last Name		Contact First Name		Account		BAC Code	

-assisting only-

Confidential Comments

Service Request Detail

Activities

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

DLR STS:

-this is keith young asst mgr for the body shop
-case number 71-706534701

-Cust had an accident, it was towed into our dr, made us aware that this has something to do w/ the insurance, we just wanna know how to proceed from here

DLR SKS:

-assistance

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/Lv10 emp

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/3/2009 01:33:24 PM	KINZERTH	OGLESBIM	Ownership Changed		Done	3/3/2009 01:33:24 PM	Service Request Ownership has changed FROM: ARRIBAAI TO: OGLESBIM
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/3/2009 01:33:05 PM	KINZERTH	OGLESBBI	BRC PAR	Initial Contact- AVM	Done	3/4/2009 11:27:50 AM	Called DVM Patrick Dubay
Contact Last Name	Contact First Name	Account	BAC Code				

DVM Name: Patrick Dubay
Node/Mailbox: 914055 8134
This is Michelle Oglesby
calling from the GM Product Allegation Dept.
The request number is: 71-706534701
The Customer's name is: [REDACTED]
The dealer involved is: Farnsworth Chevrolet
The vehicle is: 2006 Chevrolet Cobalt
The last 8 digits of the VIN# are: 67 [REDACTED]
This involves: Cust alleges a steering failure caused a collision

Michelle Oglesby/PAR/ATX

Confidential Comments

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

Spoke with Body Shop Personnel 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 Allstate insurance, so we were preparing an estimate. 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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/3/2009 01:32:49 PM	KINZERTH	OGLESBIM	BRC PAR	Initial Contact- Phone	Done	3/4/2009 06:39:40 PM	Called .
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Cust sts: My daughter was driving down the road and came upon a sharp turn. She slowed down to make the turn when all of a sudden the steering wheel locked up and she lost control of the vehicle. She went head on into a dirt embankment, spun sideways, rolled up onto it's right side, and rolled back onto all four wheels. Something similar to this happened about a month ago. I have a claim going with my insurance company and I'm not sure if they're going to total it or not.

CRS sts: Because of the insurance involvement in this case, I will need to escalate your case to Central Claims for further handling. It will take them about 10 business days for them to get in touch with you. If you don't hear from Central claims by that time, call me and I can get you your new agent and file info.

Michelle Oglesby/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/3/2009 01:32:42 PM	KINZERTH	OGLESBIM	BRC PAR	Acknowledgement	Done	3/4/2009 11:30:08 AM	Called
Contact Last Name		Contact First Name		Account		BAC Code	

CRS left message for cust with SR and phone #. Requesting more info/contact for case.

Michelle Oglesby/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/3/2009 01:32:35 PM	KINZERTH	OGLESBIM	Notify CRM		Done	3/3/2009 03:16:44 PM	File Assigned
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/3/2009 01:32:28 PM	KINZERTH	OGLESBBI	Research		Done	3/3/2009 03:15:52 PM	Research VIN

First Name	Account	BAC Code
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Research

Recalls: No open recalls

Related repairs: No related repairs

Previous SRs: No previous SRs

Michelle Oglesby/PA/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/3/2009 01:32:08 PM	KINZERTH	OGLESBBI	BRC PAR	Case Assigned	Done	3/3/2009 03:14:41 PM	Assigned to Michelle Oglesby x31394

First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/3/2009 01:17:12 PM	KINZERTH	ARRIBAAI	SR Opened		Done	3/3/2009 01:17:12 PM	SR in Status of Closed has been Re-

Contact First Name	Contact First Name	Account	BAC Code
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Opened by KINZERTH

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/3/2009 01:17:11 PM	KINZERTH	ARRIBAAI	SR Closed - Satisfied		Done	3/3/2009 01:17:11 PM	Service Request has been Closed Satisfied.
Contact Last Name		Contact First Name		Account		BAC Code	

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/3/2009 12:12:41 PM	KINZERTH	KINZERTH	Escalation	Initiate PAR	Done	3/3/2009 01:17:08 PM	Assigning activity to PAR QUEUE
Contact Last Name		Contact First Name		Account		BAC Code	

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

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/3/2009 11:55:08 AM	ARRIBAAI	ARRIBAAI	Escalation	Initiate PAR	Done	3/3/2009 11:56:22 AM	Assigning activity to PAR QUEUE
Contact Last Name		Contact First Name		Account		BAC Code	

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

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/3/2009 11:38:25 AM	ARRIBAAI	ARRIBAAI	Inbound Call Customer	Complex Request	Done	3/3/2009 12:12:40 PM	Pre Par
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust Sls:

-2006 Cobalt
-my daughter was driving the other night and the tire
-the car is possibly totalled
-she went into a curve and couldn't straight it back

Cust Sics:

-assistance

CRS Advsd:

-advsd cust that will gather add info to better assist her
-gave SR#
-advsd cust that Per dept will contact her after two business days once case will be forwarded to them

Alleen Speed/CAC/Tier1/Mnl/Lvl0

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M01	Misaligned	Steering - General

GM Vehicle Inquiry System

Summary

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VIN :	1G1AK55F067
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VEHICLE INFORMATION

Merchandising Model :	1AK69 -2006 COBALT 4-DOOR LS SEDAN			Warranty Start Date :		05/09/2006	
BARS Order Type :	50 - FLEET						
Delivering Dealer :	DAVID PENSKE CHEVROLET, INC. 100 S MUSEUM ROAD SHILLINGTON, PA 19607 (610) 337-3100			Selling Source :		13 - CHEVROLET	
				Site Code :		15147	
				Business Associate Code :		113831	
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	05/09/2006	10 miles	05/09/2009	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	05/09/2006	10 miles	05/09/2012	100010 miles
48/48000 GM CERTIFIED USED LIMITED WARRANTY	05/09/2006	10 miles	05/09/2010	48010 miles
60/100000 GM CERTIFIED USED POWERTRAIN LIMITED WARRANTY	05/09/2006	10 miles	05/09/2011	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/09/2006	10 miles	05/09/2014	80010 miles
36/36000 FEDERAL EMISSION	05/09/2006	10 miles	05/09/2009	36010 miles

3/6/2009

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

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
11/25/2008		#	E7059 - TURN SIGNAL MULTIFUNCTION SWITCH REPLACEMENT	34791 miles
06/20/2008		#	H0122 - FRONT BRAKE ROTOR REFINISHING	34390 miles
05/08/2008		#	Z2080 - ROADSIDE SERVICE (TOWING)	32421 miles
03/10/2008		#	J5650 - FUEL INJECTOR REPLACEMENT	30897 miles
02/20/2008		#	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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3/6/2009

GM Vehicle Inquiry System

Claim History

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VIN :	1G1AK55F06 [REDACTED]
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CLAIM HISTORY

Repair Order Date :		11/25/2008		Repair Order Number :		251500		Odometer Reading :		34791 miles	
Serviced By :		FARNSWORTH CHEVROLET CADILLAC PO BOX 25009 CANANDAIGUA, NY 14425-0009 (585) 394-2360				Selling Source :			13 - CHEVROLET		
						Site Code :			13056		
						Business Associate Code :			115350		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
12/02/2008	957	01	#	E7059 - TURN SIGNAL MULTIFUNCTION SWITCH REPLACEMENT		15915857 - SWITCH		N/A	N/A	\$ 110.53	N

Repair Order Date :		06/20/2008		Repair Order Number :		245336		Odometer Reading :		34390 miles	
Serviced By :		FARNSWORTH CHEVROLET CADILLAC PO BOX 25009 CANANDAIGUA, NY 14425-0009 (585) 394-2360				Selling Source :			13 - CHEVROLET		
						Site Code :			13056		
						Business Associate Code :			115350		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
07/01/2008	913	01	#	H0122 - FRONT BRAKE ROTOR REFINISHING		N/A		N/A	N/A	\$ 144.63	N

Repair Order Date :		05/08/2008		Repair Order Number :		V19957		Odometer Reading :		32421 miles	
Serviced By :		GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117				Selling Source :			13 - CHEVROLET		
						Site Code :			34415		
						Business Associate Code :			207453		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments

3/6/2009

05/20/2008	901	01	#	Z2080 - ROADSIDE SERVICE (TOWING)	N/A	C	N/A	\$ 69.00	N
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Repair Order Date :		03/10/2008		Repair Order Number :		144556		Odometer Reading :		30897 miles	
Serviced By :		CARFAGNO CHEVROLET PO BOX 530 PLYMOUTH MEETING, PA 19462-0530 (610) 275-0507				Selling Source :		13 - CHEVROLET			
						Site Code :		15087			
						Business Associate Code :		113793			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
03/25/2008	885	01	#	J5650 - FUEL INJECTOR REPLACEMENT		12582219 - INJECTOR		N/A	N/A	\$ 122.13	Y

Repair Order Date :		02/20/2008		Repair Order Number :		182749		Odometer Reading :		29993 miles	
Serviced By :		MOORE CHEVROLET-OLDSMOBILE PO BOX 192 CONSHOHOCKEN, PA 19428-0192 (610) 825-5600				Selling Source :		13 - CHEVROLET			
						Site Code :		15426			
						Business Associate Code :		113824			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
02/29/2008	878	01	#	K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE		15926820 - CONTROL	N/A	N/A	\$ 166.06	N	
02/29/2008	878	02	#	N0110 - BATTERY REPLACEMENT		89022163 - BATTERY	N/A	N/A	\$ 175.27	N	

Repair Order Date :		02/19/2008		Repair Order Number :		T52105		Odometer Reading :		23426 miles	
Served By :		GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117				Selling Source :		13 - CHEVROLET			
						Site Code :		34415			
						Business Associate Code :		207453			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
02/29/2008	878	01	#	Z2080 - ROADSIDE SERVICE (TOWING)		N/A		C	N/A	\$ 58.94	N

Repair Order Date :		02/19/2008	Repair Order Number :		T52106	Odometer Reading :		23426 miles	
Served By :	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD				Selling Source :		13 - CHEVROLET		

MEDFORD, MA 02155-5117					Site Code :		34415		
					Business Associate Code :		207453		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
02/29/2008	878	01	#	Z2080 - ROADSIDE SERVICE (TOWING)	N/A	C	N/A	\$ 58.94	N

Repair Order Date :		05/08/2006		Repair Order Number :		A57887		Odometer Reading :		0 miles	
Serviced By :		DAVID PENSKE CHEVROLET, INC. 100 S MUSEUM ROAD SHILLINGTON, PA 19607 (610) 337-3100				Selling Source :		13 - CHEVROLET			
						Site Code :		15147			
						Business Associate Code :		113831			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
05/12/2006	690	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME		N/A		N/A	N/A	\$ 98.72	N

CHECK HISTORY

Vehicle Has No Associated Check History.
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3/6/2009

GM Vehicle Inquiry System

Vehicle Build

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VIN	1G1AK55F06 [REDACTED]
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VEHICLE BUILD

Merchandising Model :	1AK69 -2006 COBALT 4-DOOR LS SEDAN		
Gross Vehicle Weight Rating :	1701 kg (3751 lb)	Order Number :	KBPV5S
Build Date :	05/08/2006	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
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	PG1 - 15" STEEL WHEEL
QTU - P195/60R15 TOURING BW TIRES	R6F - IDENTIFY B-CODE USERS
R6P - PREMIUM PAINT	R8K - *****
UN0 - 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
1LS - 1LS BASE PACKAGE	1SZ - OPTION PACKAGE DISCOUNT
14B - GRAY	14I - GRAY
46U - BLUE GRANITE METALLIC	6AR - FRONT SPRING

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

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

800.888.0164 *tel*
313.665.0911 *fax*

Sean Kelly
Claims Administrator

March 12, 2009

[REDACTED]
Farmington NY [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors Corporation
Date/Event: 2-28-09
Vehicle: 2006 Chevrolet Cobalt

Dear [REDACTED]

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

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

800.888.0164 *tel*
313.665.0911 *fax*

Sean Kelly
Claims Administrator

May 5, 2009

[REDACTED]
Farmington NY [REDACTED]

RE: Claimant: [REDACTED]
 Our File No.:
 Our Client: General Motors Corporation
 Date/Event: 2-28-09
 Vehicle: 2006 Chevrolet Cobalt

Dear [REDACTED]

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 [REDACTED]
User	John Keher
Case Number	668168
EDR Data Imaging Date	Tuesday, March 24 2009
Crash Date	Saturday, February 28 2009
Filename	1G1AK55F06 [REDACTED].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 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-modding 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 [REDACTED]

-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

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

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

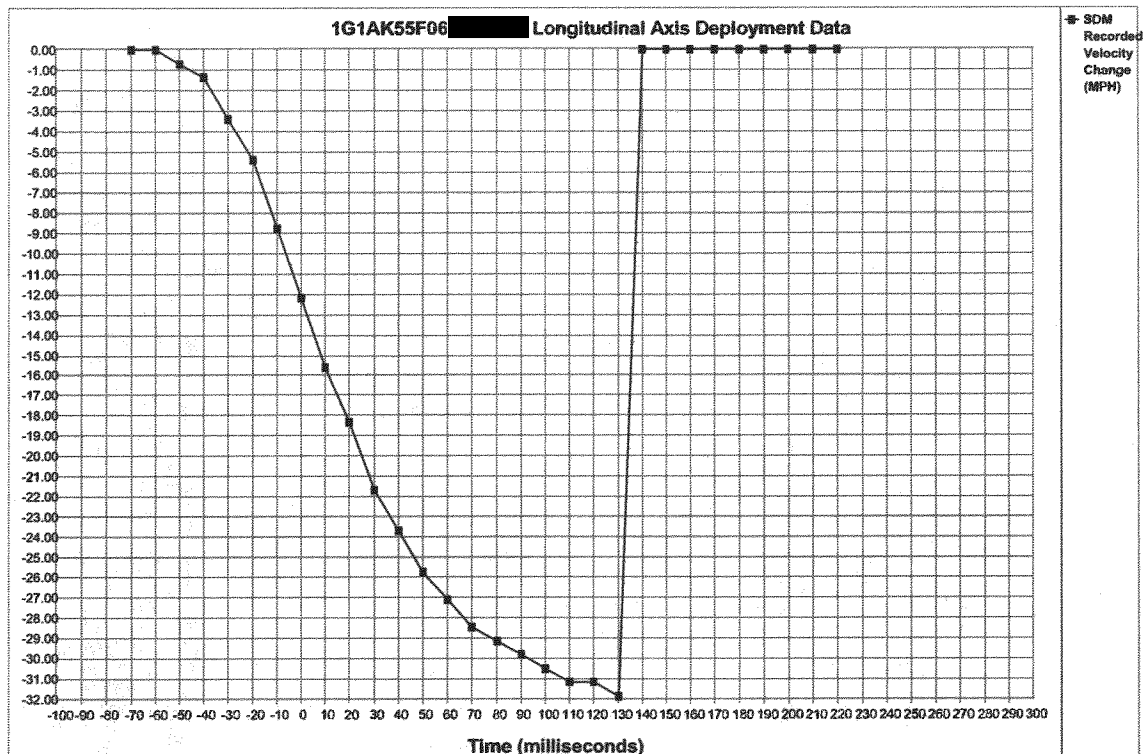
Pre-Crash Data

Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	58	58	58	56	56
Engine Speed (RPM)	2048	1984	2880	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/s ²) (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

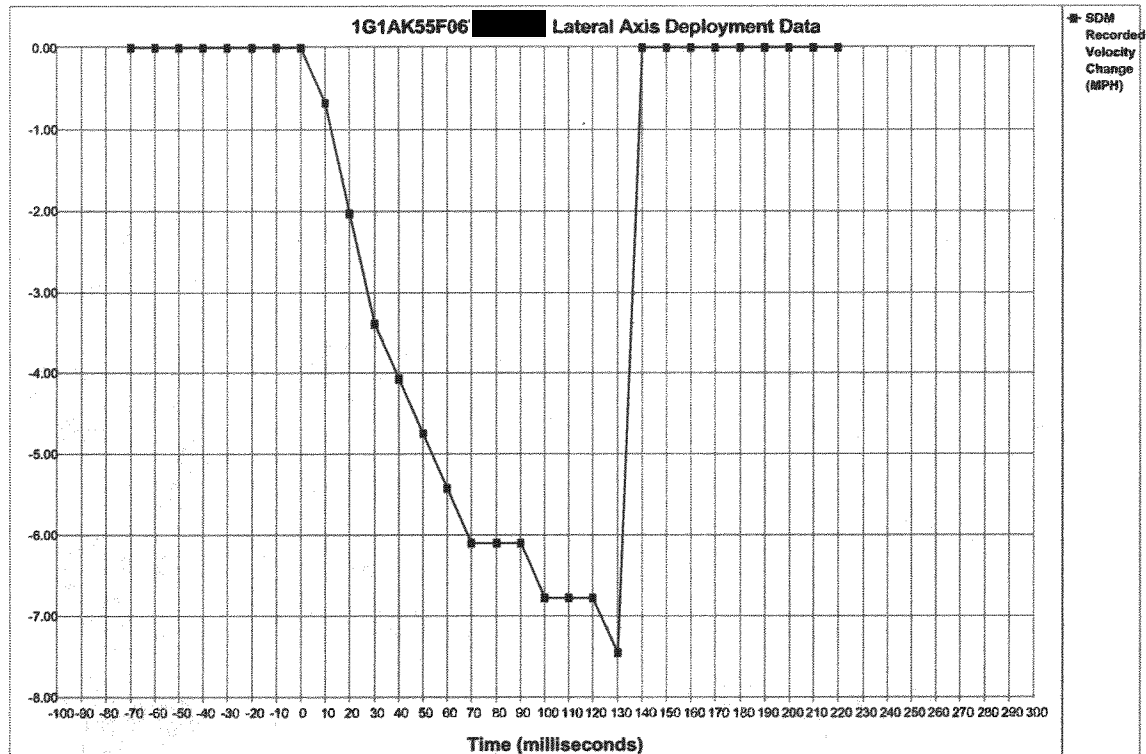
Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Dynamics Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid

System Status At Deployment

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	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
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



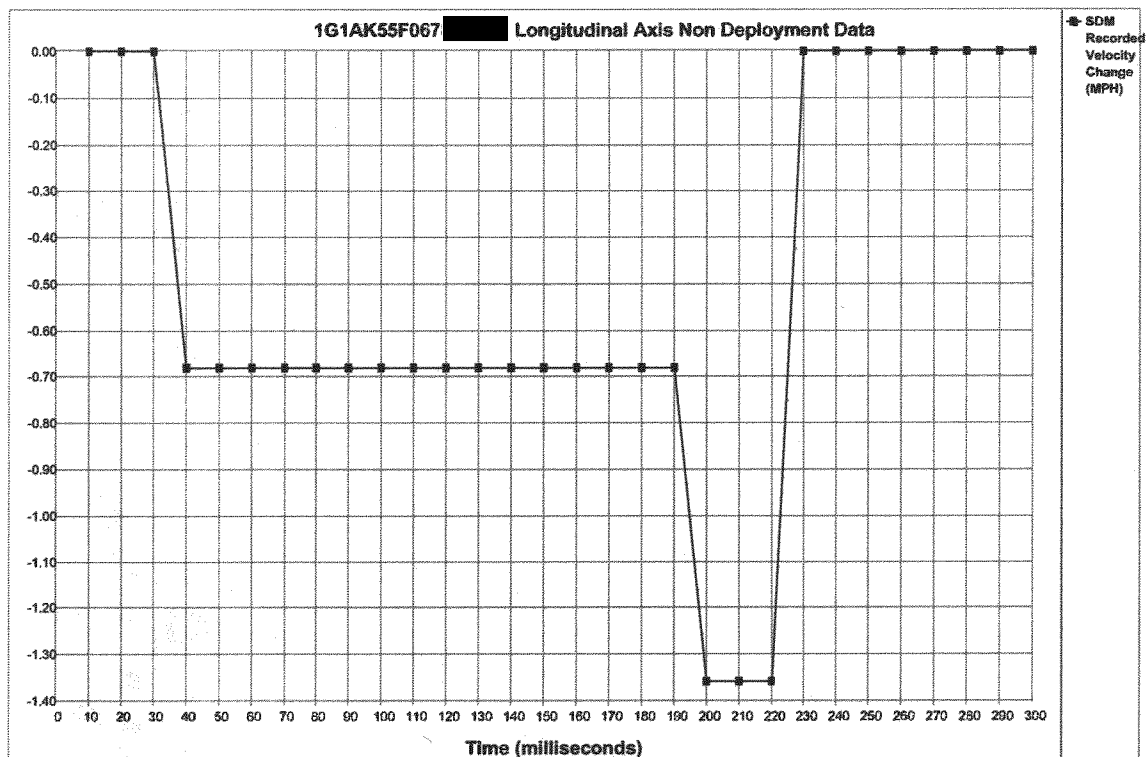
Time (milliseconds)	-70	-60	-50	-40	-30	-20	-10	0	10	20	30	40	50	60	70
SDM Longitudinal Axis Recorded Velocity Change (MPH)	0.00	0.00	-0.68	-1.36	-3.39	-5.42	-8.81	-12.20	-15.59	-18.30	-21.69	-23.72	-25.76	-27.11	-28.47
Time (milliseconds)	80	90	100	110	120	130	140	150	160	170	180	190	200	210	220
SDM Longitudinal Axis Recorded Velocity Change (MPH)	-29.15	-29.82	-30.50	-31.18	-31.18	-31.88	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
SDM Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	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

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
Automatic Passenger SIR Suppression System Status	Air Bag 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.

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\$B0 58
\$B1 FD FE 00
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\$B4 41 53 39 30 31 31 32 31 36 39 43 34 20 20 20 20
\$B7 50 AA 04 0F 03
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\$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 Farnsworth Chevrolet
Vehicle has 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 [REDACTED]
User	John Keher
Case Number	[REDACTED]
EDR Data Imaging Date	Tuesday, March 24 2009
Crash Date	Saturday, February 28 2009
Filename	ESIS AIR BAG DATA (CDR) - [REDACTED] 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 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.

-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
DPID Pack \$31 Byte 2	\$A0	Accelerator Pedal Position (-2 sec)	63	% full throttle
DPID Pack \$31 Byte 3	\$98	Accelerator Pedal Position (-3 sec)	60	% full throttle
DPID Pack \$31 Byte 4	\$22	Accelerator Pedal Position (-4 sec)	13	% full throttle
DPID Pack \$31 Byte 5	\$22	Accelerator Pedal Position (-5 sec)	13	% full throttle
DPID \$31 Byte 6 bit 7	\$00	Accelerator Pedal Position Validity Status	Valid	
DPID \$32 Byte 1 bit 7	\$00	Brake Switch State (-1 sec)	OFF	
DPID \$32 Byte 1 bit 6	\$00	Brake Switch State (-2 sec)	OFF	
DPID \$32 Byte 1 bit 5	\$00	Brake Switch State (-3 sec)	OFF	
DPID \$32 Byte 1 bit 4	\$00	Brake Switch State (-4 sec)	OFF	
DPID \$32 Byte 1 bit 3	\$00	Brake Switch State (-5 sec)	OFF	
DPID \$32 Byte 2 bit 7	\$00	Brake Switch State Validity Status	Valid	
DPID \$32 Byte 3 bit 7	\$00	Cruise Control Active (-1 sec) If Equipped	No	
DPID \$32 Byte 3 bit 6	\$00	Cruise Control Active (-2 sec) If Equipped	No	
DPID \$32 Byte 3 bit 5	\$00	Cruise Control Resume Switch Active (-1 sec) If Equipped	No	
DPID \$32 Byte 3 bit 4	\$00	Cruise Control Resume Switch Active (-2 sec) If Equipped	No	
DPID \$32 Byte 3 bit 3	\$00	Cruise Control Set Switch Active (-1 sec) If Equipped	No	
DPID \$32 Byte 3 bit 2	\$00	Cruise Control Set Switch Active (-2 sec) If Equipped	No	
DPID \$32 Byte 3 bit 1	\$00	Reduced Engine Power Mode (-1sec)	OFF	
DPID \$32 Byte 3 bit 0	\$00	Reduced Engine Power Mode (-2sec)	OFF	
DPID \$32 Byte 4 bit 7	\$80	Cruise Control Active Validity Status If Equipped	Invalid	
DPID \$33 Byte 1	\$E1	Throttle Position (-1 sec)	88	% full throttle
DPID \$33 Byte 2	\$9C	Throttle Position (-2 sec)	61	% full throttle
DPID \$33 Byte 3	\$99	Throttle Position (-3 sec)	60	% full throttle
DPID \$33 Byte 4	\$5F	Throttle Position (-4 sec)	37	% full throttle
DPID \$33 Byte 5	\$5E	Throttle Position (-5 sec)	37	% full throttle
DPID \$33 Byte 6 bit 7	\$00	Throttle Position Validity Status	Valid	

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	0	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	
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 Soon Lamp Validity Status	Valid	
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/sec ²
DPID \$39 Byte 2	\$00	Lateral Acceleration (-2 sec) If Equipped	0	feet/sec ²
DPID \$39 Byte 3	\$00	Lateral Acceleration (-3 sec) If Equipped	0	feet/sec ²
DPID \$39 Byte 4	\$00	Lateral Acceleration (-4 sec) If Equipped	0	feet/sec ²
DPID \$39 Byte 5	\$00	Lateral Acceleration (-5 sec) If Equipped	0	feet/sec ²
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 Continuously	0	cycles
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	\$00	
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 event enable or 70 ms before deployment)	0.00	MPH
DPID \$47 Byte 3	\$01	SDM Recorded Vehicle Velocity Change for Axis #1 (20 ms after event enable or 60 ms before deployment)	0.68	MPH
DPID \$47 Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (20 ms after event enable or 60 ms before deployment)	0.00	MPH
DPID \$47 Byte 5	\$02	SDM Recorded Vehicle Velocity Change for Axis #1 (30 ms after event enable or 50 ms before deployment)	1.36	MPH
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 event enable or 40 ms before deployment)	-0.68	MPH
DPID \$48 Byte 3	\$03	SDM Recorded Vehicle Velocity Change for Axis #1 (50 ms after event enable or 30 ms before deployment)	2.03	MPH
DPID \$48 Byte 4	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (50 ms after event enable or 30 ms before deployment)	-0.68	MPH
DPID \$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 event enable or 20 ms before deployment)	-0.68	MPH
DPID \$49 Byte 1	\$04	SDM Recorded Vehicle Velocity Change for Axis #1 (70 ms after event enable or 10 ms before deployment)	2.71	MPH
DPID \$49 Byte 2	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (70 ms after event enable or 10 ms before deployment)	-0.68	MPH
DPID \$49 Byte 3	\$05	SDM Recorded Vehicle Velocity Change for Axis #1 (80 ms after event enable or at deployment)	3.39	MPH
DPID \$49 Byte 4	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (80 ms after event enable or at deployment)	-0.68	MPH
DPID \$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	Units
DPID \$49 Byte 6	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (90 ms after event enable or 10 ms after deployment)	-0.68	MPH
DPID \$4A Byte 1	\$06	SDM Recorded Vehicle Velocity Change for Axis #1 (100 ms after event enable or 20 ms after deployment)	4.07	MPH
DPID \$4A Byte 2	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (100 ms after event enable or 20 ms after deployment)	-0.68	MPH
DPID \$4A Byte 3	\$07	SDM Recorded Vehicle Velocity Change for Axis #1 (110 ms after event enable or 30 ms after deployment)	4.74	MPH
DPID \$4A Byte 4	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (110 ms after event enable or 30 ms after deployment)	-0.68	MPH
DPID \$4A Byte 5	\$08	SDM Recorded Vehicle Velocity Change for Axis #1 (120 ms after event enable or 40 ms after deployment)	5.42	MPH
DPID \$4A Byte 6	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (120 ms after event enable or 40 ms after deployment)	-0.68	MPH
DPID \$4B Byte 1	\$09	SDM Recorded Vehicle Velocity Change for Axis #1 (130 ms after event enable or 50 ms after deployment)	6.10	MPH
DPID \$4B Byte 2	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (130 ms after event enable or 50 ms after deployment)	-0.68	MPH
DPID \$4B Byte 3	\$0A	SDM Recorded Vehicle Velocity Change for Axis #1 (140 ms after event enable or 60 ms after deployment)	6.78	MPH
DPID \$4B Byte 4	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (140 ms after event enable or 60 ms after deployment)	-0.68	MPH
DPID \$4B Byte 5	\$0B	SDM Recorded Vehicle Velocity Change for Axis #1 (150 ms after event enable or 70 ms after deployment)	7.46	MPH
DPID \$4B Byte 6	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (150 ms after event enable or 70 ms after deployment)	-0.68	MPH
DPID \$4C Byte 1	\$0C	SDM Recorded Vehicle Velocity Change for Axis #1 (160 ms after event enable or 80 ms after deployment)	8.13	MPH
DPID \$4C Byte 2	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (160 ms after event enable or 80 ms after deployment)	-0.68	MPH
DPID \$4C Byte 3	\$0C	SDM Recorded Vehicle Velocity Change for Axis #1 (170 ms after event enable or 90 ms after deployment)	8.13	MPH
DPID \$4C Byte 4	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (170 ms after event enable or 90 ms after deployment)	-0.68	MPH
DPID \$4C Byte 5	\$0D	SDM Recorded Vehicle Velocity Change for Axis #1 (180 ms after event enable or 100 ms after deployment)	8.81	MPH
DPID \$4C Byte 6	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (180 ms after event enable or 100 ms after deployment)	-0.68	MPH
DPID \$4D Byte 1	\$0D	SDM Recorded Vehicle Velocity Change for Axis #1 (190 ms after event enable or 110 ms after deployment)	8.81	MPH

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

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 event enable or 210 ms after deployment)	0.00	MPH
DPID \$50 Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (300 ms after event enable or 220 ms after deployment)	0.00	MPH
DPID \$50 Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (300 ms after event enable or 220 ms after deployment)	0.00	MPH
DPID \$51 Byte 1 bit 7	\$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	
DPID \$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	\$D0	Front Center Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 2 bit 7	\$00	Second Row Left Belt Switch Circuit Status	UNBUCKLED	
DPID \$51 Byte 2 bit 6	\$00	Second Row Left Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 2 bit 5	\$00	Second Row Center Belt Switch Circuit Status	UNBUCKLED	
DPID \$51 Byte 2 bit 4	\$00	Second Row Center Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 2 bit 3	\$00	Second Row Right Belt Switch Circuit Status	UNBUCKLED	
DPID \$51 Byte 2 bit 2	\$00	Second Row Right Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 3 bit 7	\$00	Third Row Left Belt Switch Circuit Status	UNBUCKLED	
DPID \$51 Byte 3 bit 6	\$00	Third Row Left Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 3 bit 5	\$00	Third Row Center Belt Switch Circuit Status	UNBUCKLED	
DPID \$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	
DPID \$51 Byte 3 bit 2	\$00	Third Row Right Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 4 bit 7	\$00	Driver Seat Position Status	Rearward	
DPID \$51 Byte 4 bit 6	\$00	Driver Seat Position Status Monitored	No	
DPID \$51 Byte 4 bit 5	\$00	Passenger Seat Position Status	Rearward	
DPID \$51 Byte 4 bit 4	\$00	Passenger Seat Position Status Monitored	No	
DPID \$52 Byte 1 bit 7	\$00	Automatic Passenger SIR Suppression System Validity Status / Passenger SIR Suppression Switch Circuit Status Validity Status	Valid	
DPID \$52 Byte 1 bit 0	\$00	Automatic Passenger SIR Suppression System Status / Passenger SIR Suppression Switch Circuit Status	Air Bag Suppressed	
DPID \$52 Bytes 2-3	\$0000	SDM Synchronization Counter	0	
DPID \$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 Impact Event	No	
DPID \$52 Byte 4 bit 4	\$08	Side Air Bag(s) Were First Commanded to Deploy Due to Rollover Event	No	

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	0	msec
DPID \$55 Byte 1	\$00	Driver 1st Stage Time From Algorithm Enable to Deployment Command Criteria Met	0	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	
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 Continuously	413	cycles
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	
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	\$FE	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	\$EE	SDM Recorded Vehicle Velocity Change for Axis #2 (0 msec)	-12.20	MPH
DPID \$70 Byte 5	\$FF	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

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	\$F5	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	

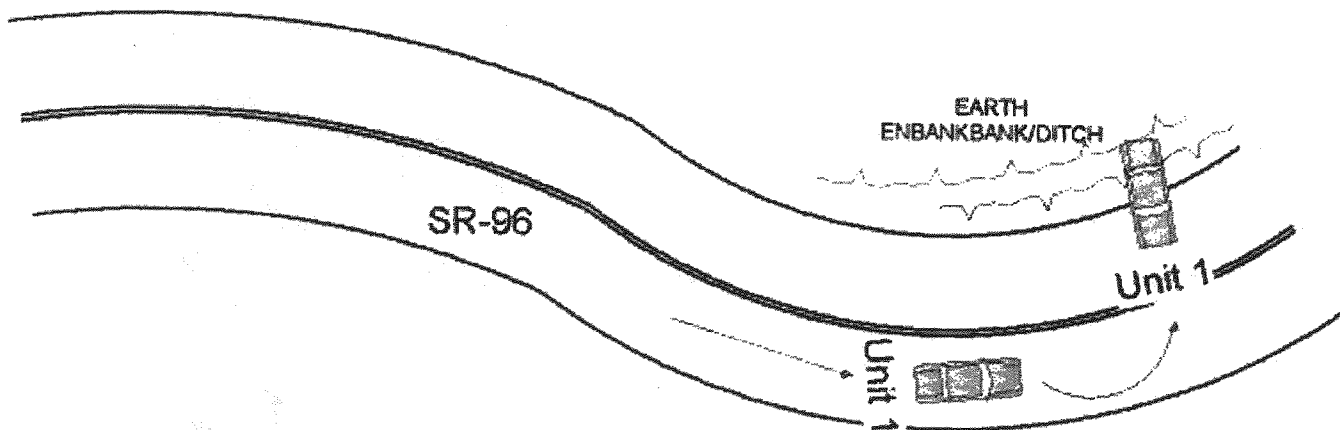
Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$78 Byte 3 bit 6	\$00	Third Row Left Belt Switch Circuit Status Monitored	No	
DPID \$78 Byte 3 bit 5	\$00	Third Row Center Belt Switch Circuit Status	UNBUCKLED	
DPID \$78 Byte 3 bit 4	\$00	Third Row Center Belt Switch Circuit 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 / Passenger SIR Suppression Switch Circuit Status Validity Status at AE	Air Bag 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 Circuit Status Validity Status at First Deployment Command	Valid	
DPID \$7A Byte 1 bit 1	\$00	Automatic Passenger SIR Suppression System Status at First Deployment Command / Passenger SIR Suppression Switch Circuit Status at First Deployment Command	Air Bag Suppressed	
DPID \$79 Bytes 2-3	\$0000	SDM Synchronization Counter	0	
DPID \$79 Byte 4 bits 7-6	\$00	Rollover Sensor Message Status	No Rollover	
DPID \$79 Byte 4 bit 5	\$00	Side Air Bag(s) Were First Commanded to Deploy Due to Side Impact Event	No	
DPID \$79 Byte 4 bit 4	\$00	Side Air Bag(s) Were First Commanded to Deploy Due to Rollover Event	No	
DPID \$79 Byte 4 bits 3-0	\$00	Rollover Sensor Status	Last message received contained errors	
DPID \$7A Byte 1 bit 7	\$00	Automatic Passenger SIR Suppression System Validity Status / Passenger SIR Suppression Switch Circuit Validity Status	Valid	
DPID \$7A Byte 1 bit 1	\$00	Automatic Passenger SIR Suppression System Status / Passenger SIR Suppression Switch Circuit Status	Air Bag Suppressed	
DPID \$7A Byte 2	\$00	Rollover Sensor - Time Between Successive Side Deploys	0	msec
DPID \$7A Byte 3	\$00	Rollover Sensor - Time From Rollover Enable to Deploy	0	msec
DPID \$7B Byte 1	\$16	Driver 1st Stage Time From Algorithm Enable to Deployment Command Criteria Met	44	msec
DPID \$7B Byte 2	\$48	Driver 2nd Stage Time From Algorithm Enable to Deployment Command Criteria Met	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

ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED

COMMISSIONER OF MOTOR VEHICLES

NOT TO SCALE



PEDESTRIAN/BICYCLIST/OTHER PEDESTRIAN LOCATION

1. Pedestrian/Bicyclist/Other Pedestrian at Intersection
2. Pedestrian/Bicyclist/Other Pedestrian Not at Intersection

PEDESTRIAN/BICYCLIST/OTHER PEDESTRIAN ACTION

1. Crossing, With Signal
2. Crossing, Against Signal
3. Crossing, No Signal, Marked Crosswalk
4. Crossing, No Signal or Crosswalk
5. Riding/Walking/Skating Along Highway With Traffic
6. Riding/Walking/Skating Along Highway Against Traffic
7. Emerging from in Front of/Behind Parked Vehicle
8. Going to/From Stopped School Bus
9. Getting On/Off Vehicle Other Than School Bus
10. Working in Roadway
11. Playing in Roadway
12. Other Actions in Roadway *
13. Not in Roadway (Indicate) *
14. Not in Roadway (Indicate) *

TRAFFIC CONTROL

1. None
2. Traffic Signal
3. Stop Sign
4. Flashing Light
5. Yield Sign
6. Officer/Guard
7. No Passing Zone
8. RR Crossing Sign
9. RR Crossing Flashing Light
10. RR Crossing Gates
11. Stopped School Bus-Red Lights Flashing
12. Construction Work Area
13. Maintenance Work Area
14. Utility Work Area
15. Police/Fire Emergency
16. School Zone
17. Other *

LIGHT CONDITIONS

1. Daylight
2. Dawn
3. Dusk
4. Dark-Road Lighted
5. Dark-Road Unlighted

ROADWAY CHARACTER

1. Straight and Level
2. Straight and Grade
3. Straight at Hillcrest
4. Curve and Level
5. Curve and Grade
6. Curve at Hillcrest

ROADWAY SURFACE CONDITION

1. Dry
2. Wet
3. Muddy
4. Snow/Ice
5. Slush
6. Flooded
7. Other *

WEATHER

1. Clear
2. Cloudy
3. Rain
4. Snow
5. Sleet/Hail/Freezing Rain
6. Fog/Smog/Smoke
7. Other *

WHICH VEHICLE OCCUPIED

1. Vehicle No. 1
2. Vehicle No. 2
3. A. All-Terrain Vehicle (ATV)
4. B. Bicyclist
5. C. In-Line Skater
6. D. Other *
7. E. Pedestrian
8. F. Snowmobiler

POSITION IN/ON VEHICLE

1. Driver
- 2-7. Passengers
8. Riding/Hanging on Outside

SAFETY EQUIPMENT USED

1. None
2. Lap Belt
3. Harness
4. Lap Belt/Harness
5. Child Restraint Only
6. Helmet (Motorcycle Only)
7. Air Bag Deployed
8. Air Bag Deployed/Lap Belt
9. Air Bag Deployed/Harness
10. Air Bag Deployed/Lap Belt/Harness
11. Air Bag Deployed/Child Restraint

In-Line Skater/Bicyclist

1. C. Helmet Only
2. D. Helmet/Other
3. E. Pads Only
4. F. Stoppers Only
5. Other *

EJECTION FROM VEHICLE

1. Not Ejected
2. Partially Ejected
3. Ejected

AGE

SEX

M/F

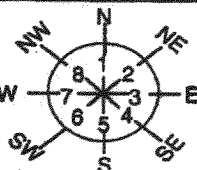
APPARENT CONTRIBUTING FACTORS

- Human
2. Alcohol Involvement
3. Backing Unsafely
4. Driver Inattention/Distracted*
5. Driver Inexperience*
6. Drugs (Illegal)
7. Failure to Yield Right-of-Way
8. Failure to Keep Right
9. Fatigued/Drowsy
10. Fell Asleep
11. Following Too Closely
12. Illness
13. Lost Consciousness
14. Passenger Distraction
15. Passing or Lane Usage Improper
16. Pedestrian/Bicyclist/Other Pedestrian Error/Confusion
17. Physical Disability
18. Prescription Medication
19. Traffic Control Disregarded
20. Turning Improperly
21. Unsafe Speed
22. Unsafe Lane Changing
23. Cell Phone (hand-held)
24. Cell Phone (hands-free)
25. Other Electronic Device*
26. Outside Car Distraction*
27. Reaction to Other Uninvolved Vehicle
28. Aggressive Driving/Road Rage

Vehicular

41. Accelerator Defective
42. Brakes Defective
43. Backing Defective
44. Headlights Defective
45. Other Lighting Defects
46. Oversized Vehicle
47. Steering Failure
48. Tire Failure/Inadequate
49. Tow Hitch Defective
50. Windshield Inadequate
51. Driverless/Runaway Vehicle
52. Other Vehicular*
- Environmental
61. Animal's Action
62. Glare
63. Lane Marking Improper/Inadequate
64. Obstruction/Debris
65. Pavement Defective
66. Pavement Slippery
67. Shoulders Defective/Improper
68. Traffic Control Device Improper/Non-Working
69. View Obstructed/Limited

DIRECTION OF VEHICLE:



PRE-ACCIDENT VEHICLE ACTION

1. Going Straight Ahead
2. Making Right Turn
3. Making Left Turn on Red
4. Making Left Turn
5. Making U Turn
6. Starting from Parking
7. Starting in Traffic
8. Slowing or Stopping
9. Stopped in Traffic
10. Entering Parked Position
11. Parked
12. Avoiding Object in Roadway
13. Changing Lanes
14. Passing
15. Merging
16. Backing
17. Police Pursuit
18. Other *

LOCATION OF FIRST EVENT

1. On Roadway
2. Off Roadway

TYPE OF ACCIDENT - COLLISION WITH

1. Other Motor Vehicle
2. Pedestrian
3. Bicyclist
4. Animal
5. Railroad Train
6. In-Line Skater
7. Deer
8. Other Pedestrian
9. Other Object (Not Fixed)
10. Other Object (Not Fixed)

COLLISION WITH FIXED OBJECT

11. Light Support/Utility Pole
12. Guide Rail-Not At End
13. Guide Rail-End
14. Crash Cushion
15. Sign Post
16. Tree
17. Building/Wall
18. Curbing
19. Fence
20. Bridge Structure
21. Culvert/Head Wall
22. Median-Not At End
23. Median-End
24. Barrier
25. Snow Embankment
26. Earth Embankment/Rock Cut/Ditch
27. Fire Hydrant
28. Other Fixed Object*

NO COLLISION

31. Overturned
32. Fire/Explosion
33. Submersion
34. Ran Off Roadway Only
40. Other*

New York State Department of Motor Vehicles POLICE ACCIDENT REPORT MV-104A (7/01)

*EXPLAIN IN ACCIDENT DESCRIPTION

If a question DOES NOT APPLY, enter a dash (-).
If an answer is UNKNOWN, enter an "X".

LOCATION OF MOST SEVERE PHYSICAL COMPLAINT

1. Head
2. Face
3. Eye
4. Neck
5. Chest
6. Back
7. Shoulder-Upper Arm
8. Elbow-Lower Arm-Hand
9. Abdomen - Pelvis
10. Hip-Upper Leg
11. Knee-Lower Leg-Foot
12. Entire Body

TYPE OF PHYSICAL COMPLAINT

1. Amputation
2. Concussion
3. Internal
4. Minor Bleeding
5. Severe Bleeding
6. Minor Burn
7. Moderate Burn
8. Severe Burn
9. Fracture - Dislocation
10. Contusion - Bruise
11. Abrasion
12. Complaint of Pain
13. None Visible
14. Whiplash

VICTIM'S PHYSICAL AND EMOTIONAL STATUS

1. Apparent Death
2. Unconscious
3. Semiconscious
4. Incoherent
5. Shock
6. Conscious

INJURED TAKEN

17 BY TO 18

COVER SHEET

N

PE10-005

GM

4/14/2010

ATTACHMENT

Q 03

Subject Legal

ATT



Service Request Detail

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

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Owner	2/3/2009 07:00:00 PM	N	1	2	Concrete	Snowy	n/a	Unknown
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'6"	6/8/1988	None				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Bagenals	Rich		Farm Bureau					
Incident Loc	Unknown of exact location Lake Orion, MI				Incident Desc	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.		
Component	Steering/brakes/Engine				Damage Desc	Rear end of vehicle is banged up, deck lid, muffler etc. Unknown of details		
Vehicle Loc	dealer				Add'l Info	Cust pay \$1000.00 deductible		
Emgcy Svc Names	Unknown				Maint Loc	Indy		

PAR Detail

Collision	Y	Non Collision	Property Damage	Y	Thermal Evt	N	Spec Equip	None
Vehicle Speed			Weather Condition		Snowy		Prop Owner	Unknown
Last Service Date			Loc Last Service				Property Location	Unknown
Veh Est Repair Cost	\$1,000.00		Spec Equip Installer		None		Prop Damage Description	Unknown of details, rear of vehicle
Primary Veh Use	Personal		Inspection Type				Inspected By	Inspection Not Performed
Veh Damage Description	Rear end of vehicle is banged up, deck lid, muffler etc. Unknown of details				Explain Other	File goign to ESIS		
							Inspection Date/Time	

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/15/2009 09:09:36 AM	MARQUEM O	MARQUEMO	BRC PAR	ESIS- Insurance Involvement	Done	4/15/2009 09:10:25 AM	ESIS- Insurance Involvement - Third Party Property Damages

Contact Last Name	Contact First Name	Account	BAC Code

Comments

File being forwarded to ESIS due to insurance involvement and there is third party property damages involved.

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/15/2009 09:08:54 AM	MARQUEM O	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		Assign to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

z

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2009 08:41:42 PM	GARCIAJR	MARQUEMO	Notify CRM		Done	4/15/2009 09:08:53 AM	ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2009 05:18:09 PM	MERCADTO	MERCADTO	Scheduled Follow-up		Scheduled Alarm		ESIS - Floyd Yenna

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Action Plan: Check case status for ESIS pfr

Tonle Mercado/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2009 05:16:28 PM	MERCADTO	GARCIAJR	BRC PAR	ESIS- Insurance Involvement	Done	4/14/2009 05:41:41 PM	Escalation to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Customer is alleging that the vehicle intermittently shuts off and this has caused a collision. Cust alleging that they didn't have any steering control or brakes. There is 3rd party property damage to the vehicle that cust collided w/ and insurance company has paid out to repair vehicle.

Tonle Mercado/PAR/ATX

Received and assigned for ESIS escalation.

Joe G/ATX/Workflow Par

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2009 04:44:58 PM	MERCADTO	MERCADTO	Outbound Call Customer	Made Contact	Done	4/14/2009 05:16:05 PM	(Continued documentation)

Contact Last Name	Contact First Name	Account	BAC Code

Comments

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

Cust stc: 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 in contact w/ you w/ 7-10 business days. If you haven't

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

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2009 04:34:33 PM	MERCADTO	MERCADTO	Ownership Changed	Ownership Escalated to BRC	Done	4/14/2009 04:34:33 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2009 01:43:21 PM	KINZERTH	MERCADTO	Ownership Changed		Done	4/14/2009 01:43:21 PM	Service Request Ownership has changed FROM: AQUINORO TO: MERCADTO

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2009 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:

The last 8 digits of the VIN# are: 671

This involves: customer is alleging that a steering malfunction caused a collision and is also alleging that the brakes failed during this collision.

This message 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

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2009 01:42:56 PM	KINZERTH	MERCADTO	BRC PAR	Initial Contact- Dealer	Done	4/14/2009 04:44:35 PM	Called Bowman Chevrolet @ 248-626-5071
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
Crs Spoke w/ Rhonda Jensen Svc Mgr Voice Mail

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 who 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 hesitate to contact me directly provided contact info and Sr

Tonia Mercado/PAR/ATX

Confidential Comments

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
Contact Last Name	Contact First Name	Account	BAC Code				

Crs verified pre par and par detail information.

Cust sis: 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 dlr and they said that there was something wrong w/ the power so they went and got the car. The called her after a couple of days to pick up the vehicle. When the lady called her she said that there 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 tell her that there was nothing wrong w/ 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 w the car. All I want is the vehicle to be repaired.

Crs Adv: And is the vehicle repaired?

Cust sis: yes it's all repaired and I can pick it up but they 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.

Tonia Mercado/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2009 01:42:41 PM	KINZERTH	MERCADTO	BRC PAR	Acknowledgement	Done	4/14/2009 05:05:29 PM	Called
Contact Last Name	Contact First Name		Account		BAC Code		

Crs Adv: This is Tonie Mercado calling from the GM Product Allegation Dept. I have received your file and do require further information. Do you have a moment to speak to me?

Cust str: Yes

Continued in Initial

Tonie Mercado/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2009 01:42:33 PM	KINZERTH	MERCADTO	Notify CRM		Done	4/14/2009 05:18:55 PM	File Assigned
Contact Last Name	Contact First Name		Account		BAC Code		

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2009 01:42:26 PM	KINZERTH	MERCADTO	Research		Done	4/14/2009 04:35:10 PM	Research VIN
Contact Last Name	Contact First Name		Account		BAC Code		

No open recalls
No prev related claim history
No other files

Tonie Mercado/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2009 01:42:08 PM	KINZERTH	MERCADTO	BRC PAR	Case Assigned	Done	4/14/2009 03:45:38 PM	Assigned to Tonle Mercado x41183
Contact Last Name	Contact First Name	Account	BAC Code				

Received

Tonle Mercado/Par/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2009 01:42:02 PM	KINZERTH	AQUINORO	SR Opened		Done	4/14/2009 01:42:02 PM	SR In Status of Closed has been Re-Opened by KINZERTH
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2009 01:42:01 PM	KINZERTH	AQUINORO	SR Closed - Satisfied		Done	4/14/2009 01:42:01 PM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2009 11:15:36 AM	AQUINORO	KINZERTH	Escalation	Initiate PAR	Done	4/14/2009 01:41:56 PM	Assigning activity to PAR QUEUE
Contact Last Name	Contact First Name	Account	BAC Code				

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

Eric Aquino/ML/CACTI/Emp Lv0

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

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2009 11:00:21 AM	AQUINORO	AQUINORO	Inbound Call Customer	Complex Request	Done	4/14/2009 11:18:17 AM	cust cant control veh, no steer, no brakes
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

cust sks:

- > we have a 2008 Cobalt
- > the veh encountered in an accident
- > the dealer said that there is nothing wrong with the car
- > from there it started quitting
- > then it was involved with the 2nd accident early this year
- > car was seriously damaged, veh quits and my daughter who was driving the car hit another veh, no one got injured
- > we brought it to the same dealer & dlr 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
- > she hit another veh because she couldnt stop / rear of the veh was damaged
- > no injuries
- > Cory Yanna
- > 6/6/88
- > Found Bureau in MI

cust sks:

- > complaint veh

CRS ADV:

- > 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

Eric Aquino/MLA/CACT1/Emp Lv0

Confidential Comments

Service Request Detail

UCC Information

UCC Code	Symptom	Description
M01	Inoperative	Steering - General
N02	Quit	Electrical Start/Charge - Battery / Cables

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 :	1G1AK15F967 [REDACTED]
-------	------------------------

VEHICLE INFORMATION

Merchandising Model :	1AK37 -2006 COBALT 2-DOOR LS COUPE			Warranty Start Date :	06/12/2006		
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	JOHN BOWMAN CHEVROLET, INC. 6750 DIXIE HWY CLARKSTON, MI 48346-2919 (248) 625-5071			Selling Source :	13 - CHEVROLET		
				Site Code :	44014		
				Business Associate Code :	115093		
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	06/12/2006	23 miles	06/12/2009	36023 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	06/12/2006	23 miles	06/12/2012	100023 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	06/12/2006	23 miles	06/12/2014	80023 miles
36/36000 FEDERAL EMISSION	06/12/2006	23 miles	06/12/2009	36023 miles
60/60000 POWERTRAIN - U.S. LIMITED WARRANTY	06/12/2006	23 miles	06/12/2011	60023 miles

CLAIM HISTORY

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

[REDACTED] /15/2009

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

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VIN :	1G1AK15F967 [REDACTED]
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CLAIM HISTORY

Repair Order Date :		06/06/2006		Repair Order Number :		[REDACTED]		Odometer Reading :		3 miles	
Serviced By :	JAY CHEVROLET, INC. 3372 W HIGHLAND RD HIGHLAND, MI 48357-4000 (248) 889-3232					Selling Source :		13 - CHEVROLET			
						Site Code :		44354			
						Business Associate Code :		115115			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
06/20/2006	701	01	I	Z6999 - PDI RELATED FLUID ADDS	N/A	N/A	N/A	\$ 1.68	N		

Repair Order Date :		06/01/2006		Repair Order Number :		A80108		Odometer Reading :		0 miles	
Serviced By :	JAY CHEVROLET, INC. 3372 W HIGHLAND RD HIGHLAND, MI 48357-4000 (248) 889-3232					Selling Source :		13 - CHEVROLET			
						Site Code :		44354			
						Business Associate Code :		115115			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
06/06/2006	697	01	I	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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4/15/2009

GM Vehicle Inquiry System Vehicle Build

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

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VIN	1G1AK15F967
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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	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	DC8 - MIRROR, O/S MANUAL FLDG, BLK
DT4 - ASHTRAY AND LIGHTER	FE1 - 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
R8K - *****	SLM - STOCK ORDERS
UN0 - AM/FM STEREO W/CD & RDS	UQ4 - BASE SPEAKER SYSTEM
V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA	1LS - 1LS BASE PACKAGE
1SZ - 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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esis

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

[REDACTED]
Oxford, MI [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors Corporation
Date/Event: 2/3/09
Subject vehicle: 2006 Chevy Cobalt
VIN: 1G1AK15F9678 [REDACTED]

Dear [REDACTED]

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

In that regard, I am in receipt of your correspondence to General Motors. 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 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.



esis

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

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

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

Sincerely,

Yolanda Allen
Claims Administrator

5

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

800.888.0164 *tel*
313.665.0911 *fax*

Yolanda Allen
Claims Administrator

April 21, 2009

[REDACTED]
Oxford, MI [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors Corporation
Date/Event: 2/3/09
VIN: 1G1AK15F967 [REDACTED]

Dear [REDACTED]

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 pre-crash data: vehicle speed, throttle position, brake application and engine RPM for 5 seconds prior to the deployment or near deployment event. As part of our investigation, we will download the SDM data using the Vetronix Crash Data Retrieval software. We will provide you with a copy of that data at the time we retrieve it or as soon after as is practical.

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

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

Sincerely,

Yolanda Allen

PE10-005

GM

4/14/2010

ATTACHMENT

Q 03

Subject Legal

ATT



Service Request Detail

SR No.	71-721848286	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - Column / Ignition Lock /	Sub-Area	Initiate PAR- Injury
Address		City	St Louis	Involved Dir	Jim Butler Chevrolet, Inc.	Safety	Yes
State	MO ZipCd	Con Acct		Source	Phone	Updated	5/6/2009 05:12:42 PM
Serial #/VIN	1G1AK55F357	Model Year	2006	Priority	Medium License # CHEVROL	Owner	MARQUEMO
Make	Chevrolet	Warr. Start	11/08/2005	Status	Open	Opened	5/4/2009 02:49:40 PM
Model	Cobalt	Mileage	23000	Sub-Status		Closed	
Abstract	Collision - Injuries - Steering - Column / Ignition Lock / Parts						
Customer Description	***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Monica Marquez at ext.21072 ***						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Relative	5/1/2009 05:00:00 PM	Y	0	1	Asphalt	Dry	n/a	unknown
					Height	DOB	Disabilities	
					50	7/18/1936	n/a	
Insurance Agent First Name Phone # Insurance Agency								
Campbell	Chris	(507) 387-3433	James Weir Insurance Agency - they are involved					
Incident Loc	Hwy 270 and 367, St. Louis, MO				Incident Desc	Driver Came off 367 and then on highway 270 going west then she was driving and sts she was going 60 mph - then tp 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		
Component	Steering - Column / Ignition Lock / Parts				Damage Desc	Roof of vehicle is damaged and sides of car is damaged and headlights are damaged and windshield is damaged. Windows are damages.		
Vehicle Loc	Address - Co. Part Salvage Lot - 401-431-1552 - unknown of exact location				Add'l Info	cust sts insurance comp is involved and she doesn't have the police report number.		
Emgcy Svc Names	Officer Douglas 09-001276 from Belfountain Neighbors Belfountain Neighbors Police Dept				Maint Loc	Boyd Jiffy Lube		

PAR Detail

Collision	Y	Non Collision	Property Damage	N	Thermal Evt	N	Spec Equip	none
Vehicle Speed	60		Weather Condition	Dry			Prop Owner	n/a
Last Service Date			Loc Last Service				Property Location	n/a
Veh Est Repair Cost			Spec Equip Installer	none			Prop Damage Description	n/a
Primary Veh Use	Fleet		Inspection Type				Inspected By	Inspection Not Performed
Veh Damage Description	Roof of vehicle is damaged and sides of car is damaged and headlights are damaged and windshield is damaged. Windows are damages.				Explain Other	Inspection Not Performed		
							Inspection Date/Time	

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
			Occupant of Owner's Vehicle		Driver	N/a
Injury Description			Medical Rpt#	Treatment Location		Treated By
Has broken pelvis, broken vertebrae and was undergoing MRI since she is complaining about the pain and still in the hospital			unknown	DePaul Hospital, Bridgeton, MO		ER Doctors
Street Address			City	State	Zip Code	

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/6/2009 05:23:28 PM	MARQUEM O	MARQUEMO	Scheduled Follow-up		Scheduled Alarm		Follow up with ESIS

Contact Last Name	Contact First Name	Account	BAC Code
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Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/6/2009 05:23:47 PM	MARQUEM O	MARQUEMO	BRC PAR	ESIS- Injuries	Done	5/6/2009 05:23:23 PM	ESIS- Injuries

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

File being forwarded to ESIS due to major injuries involved in collision.

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/6/2009 05:22:16 PM	MARQUEM O	ESISBIQU	Escalation	ESIS - Injuries	In Progress		Assign to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Injuries

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/6/2009 04:50:25 PM	MARQUEM O	MARQUEMO	Inbound Call Third Party	Voice Mail Received	Done	5/6/2009 04:51:23 PM	Tp Janice called in

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Tp sts: wishing to be called back - vehicle will be moved because of storage amount - sts she has pictures if needed.

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/6/2009 09:29:06 AM	MARQUEM O	MARQUEMO	Outbound Call Third Party	Left Message	Done	5/6/2009 09:31:41 AM	Called: [REDACTED]

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS adv: This message is for Janice. This is Monica Marquez calling from gm par dept. Advised to call CRS back and provided number and extension to call CRS back. CRS did get the voicemail from customer.

Monica Marquez/BRCPAR/ATX
X21072

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/6/2009 09:28:47 AM	MARQUEM O	MARQUEMO	Inbound Call Third Party	Voice Mail Received	Done	5/6/2009 09:31:26 AM	tp called in at 5/5/2009

Contact Last Name	Account	BAC Code
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Comments:
Tp sts: calling on behalf of driver - asked to be called back.

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/5/2009 05:26:59 PM	MARQUEM O	MARQUEMO	Scheduled Follow-up		Done	5/6/2009 09:28:13 AM	Call customer

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

Comments:
Action Plan: make initial contact

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/5/2009 09:58:16 AM	MARQUEM O	MARQUEMO	Ownership Changed	Ownership Escalated to BRC	Done	5/5/2009 09:58:16 AM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
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Comments:

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/5/2009 08:48:18 AM	KINZERTH	MARQUEMO	Ownership Changed		Done	5/5/2009 08:48:18 AM	Service Request Ownership has changed FROM: EMBOLTM1 TO: MARQUEMO
Contact Last Name		Contact First Name		Account		BAC Code	

Confidential Comments

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

Comments

This is Monica Marquez calling from gm par dept.
Customer: Fleet vehicle - School Sisters on Norte Dame - church of congregation
Service Request:71-721848286
Vehicle Information:06 Chevrolet Cobalt
Last 8 of the VIN: 67
Involved Dealership:no dlr involved
Nature of allegation: tp 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 forwarded 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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/5/2009 08:47:52 AM	KINZERTH	MARQUEMO	BRC PAR	Initial Contact- Dealer	Done	5/5/2009 09:58:40 AM	no call needed
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

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

Monica Marquez/BRCPAR/ATX X21072

Confidential Comments

Service Request Detail

Activities

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

Comments

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 tp was told that cust sts the vehicle hepped 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 location.

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 Type	Activity Sub-Type	Status	Completed	Description
5/5/2009 08:47:38 AM	KINZERTH	MARQUEMO	BRC PAR	Acknowledgement	Done	5/5/2009 11:06:45 AM	Called: [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				

Comments

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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/5/2009 08:47:30 AM	KINZERTH	MARQUEMO	Notify CRM		Done	5/5/2009 11:05:19 AM	File Assigned
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/5/2009 08:47:23 AM	KINZERTH	MARQUEMO	Research		Done	5/5/2009 09:57:58 AM	Research VIN
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

CRS Performed VIN Scan:

GMVIS: Found No Open Recalls

VIN: Found No Duplicate File

SVC History: No Service History Related to Allegation

Monica Marquez/BRC PAR/ATX
X21072

Confidential Comments

Created	Created By	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		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/5/2009 08:46:59 AM	KINZERTH	EMBOLTM1	SR Opened		Done	5/5/2009 08:46:59 AM	SR in Status of Closed has been Re-Opened by KINZERTH
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/5/2009 08:46:58 AM	KINZERTH	EMBOLTM1	SR Closed - Satisfied		Done	5/5/2009 08:46:58 AM	Service Request has been Closed Satisfied.
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2009 03:46:31 PM	EMBOLTM1	EMBOLTM1	Inbound Call Customer	Voice Mail Received	Done	5/5/2009 08:05:42 AM	Vm
Contact Last Name		Contact First Name		Account		BAC Code	

Sister [REDACTED] calling from St. Louise about the accident of sister maylene Venverlooh
-I have the batch number 09-001276
-from Officer Douglas of Belfountain Neighbors kinnda suburb of st.louise
-officer douglas
-take care

5/4/09
334pm est 41 secs

sarah peterson.T1.CAC.Mia.Lv1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2009 03:22:37 PM	EMBOLTM1	KINZERTH	Escalation	Initiate PAR	Done	5/5/2009 08:46:54 AM	Assigning activity to PAR QUEUE
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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

sarah.petersen.T1.CAC.Mla.Lvl1™

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2009 02:59:08 PM	EMBOLTM1	EMBOLTM1	Inbound Call Customer	Complex Request	Done	5/4/2009 03:22:35 PM	cust alledged that the steering column locked
Contact Last Name	Contact First Name	Account	BAC Code				

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 questions to be asked

sarah.petersen.T1.CAC.Mla.Lvl1™

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M41	Inoperative	Steering - Column / Ignition Lock / Parts
C46	SIR - Did Not Deploy	Restraints - (SIR) - Driver Front

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 :	1G1AK55F367 [REDACTED]
-------	------------------------

VEHICLE INFORMATION

Merchandising Model :	1AK69 -2006 COBALT 4-DOOR LS SEDAN	Warranty Start Date :	11/08/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	JIM BUTLER CHEVROLET, INC. 759 GRAVOIS BLUFFS BLVD FENTON, MO 63026-7719 (636) 349-3222	Selling Source :	13 - CHEVROLET
		Site Code :	03170
		Business Associate Code :	111324
Service Contract :	No	Branded Title :	No
		Warranty Block :	No
		PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
--

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	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	80008 miles
36/36000 FEDERAL EMISSION	11/08/2005	8 miles	11/08/2008	36008 miles
60/60000 POWERTRAIN - U.S. LIMITED WARRANTY	11/08/2005	8 miles	11/08/2010	60008 miles

CLAIM HISTORY

--	--	--	--

5/7/2009

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
08/29/2005	A50927	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](#)

VIN :	1G1AK55F367 [REDACTED]
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CLAIM HISTORY

Repair Order Date :		08/29/2005	Repair Order Number :		A50927	Odometer Reading :		0 miles	
Serviced By :	JIM BUTLER CHEVROLET, INC. 759 GRAVOIS BLUFFS BLVD FENTON, MO 63026-7719 (636) 349-3222				Selling Source :		13 - CHEVROLET		
					Site Code :		03170		
					Business Associate Code :		111324		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/02/2005	618	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 123.53	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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5/7/2009

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	1G1AK55F367 [REDACTED]
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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	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
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
FE1 - SUSPENSION SYSTEM-SOFT RIDE	FE9 - FEDERAL EMISSIONS
FY1 - TRANS/AXLE 3.63 RATIO	IPB - INTERIOR TRIM DESIGN
JJK - SUSPENSION, 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
1LS - 1LS BASE PACKAGE	1SZ - OPTION PACKAGE DISCOUNT
14B - GRAY	14I - GRAY
46U - BLUE GRANITE METALLIC	6AR - FRONT SPRING

5/7/2009

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
Account	Site	GW SubType		Bus. Unit	BRC
Last Name	First Name	Approval	Not Initiated	Area	PAR
Daytime #	Evening #	UCC	Steering - General	Sub-Area	Initiate PAR- Collision
Address	City Lehighton	Involved Dir	Cullen Chevrolet, Inc.	Safety	Yes
State PA ZipCd	Con Acct	Source	Phone	Updated	6/23/2009 12:20:48 PM
Serial #/VIN 1G1AL18F751	Model Year 2006	Priority	Medium License # CHEVROL	Owner	NOVAKKE
Make Chevrolet	Warr. Start 09/24/2005	Status	Open	Opened	6/16/2009 11:17:59 AM
Model Cobalt	Mileage 69774	Sub-Status	Satisfied	Closed	
Abstract 00 chev cobalt - power steering					
Customer Description This is a BRC PAR Case. Do not assume. Forward any inquiries to Kelley Novak at 1-866-790-5700 x41344.					

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People In Veh	Road Surface	Road Cond	Fire Report	Police Report
Owner	3/31/2009 11:36:47 AM	Y	0	0	Asphalt	Dry	unknown	unknown
Driver Last Name	Driver First Name	DOB	Disabilities					
Muffley	John	4/16/1982	none					
Insurance Agent First Name	Insurance Agency							
Muffley	John	(800) 882-2822	Nationwide					
Incident Loc	cust was lost in a cornfield in Lehighton PA	Incident Desc	I was lost in a cornfield so I called 911 for help then all of a sudden the power steering went out causing me to go into a ditch. I was in the mental health ward after this because this accident as well as losing my job caused me so much stress.					
Component	power steering	Damage Desc	body damage, AC condensor, power steering					
Vehicle Loc	body shop in Lehighton PA, 18235	Add'l Info	claim made with insurance provider but cust does not have claim #					
Emgcy Svc Names	Carbon County fire department and police department came out to assist - cust does not have report #s							
		Maint Loc	LIBERTY CHEVROLET, INC.					

PAR Detail

Collision	Y	Non Collision	Y	Property Damage	N	Thermal Evt	N	Spec Equip	No
Vehicle Speed	40	Weather Condition	clear	Prop Owner	NA	Property Type	NA		
Last Service Date	9/24/2005	Loc Last Service	Liberty Chevrolet, Inc.	Property Location	NA	Prop Est Repair Cost	\$0.00		
Veh Est Repair Cost	\$0.00	Spec Equip Installer	NA	Prop Damage Description	NA				
Primary Veh Use	Personal	Inspection Type	Steering and Suspension Sys	Inspected By	Inspection Not Performed	Inspection Date/Time			
Veh Damage Description	body damage, AC condensor, power steering			Explain Other	NA				

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
		04/16/82	Occupant of Owner's Vehicle		Driver	power steering
Injury Description	Medical Rpt#	Treatment Location	Treated By			
suffered mental break down, bruises, and sore body	unknown	Gnaden Huetten Memorial Hospital in Lehighlon, PA	name unknown -Doctors in the mental health unit			
Street Address	City	State	Zip Code			
239 S 7th st	Lehighlon	PA	18235			

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/23/2009 10:00:06 AM	MARTIRAM	ESISBIQU	Escalation	ESIS - Injuries	In Progress		Injuries
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Injuries and insurance involvement							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/23/2009 12:16:00 PM	KINZERTH	MARTIRAM	Notify CRM		Done	6/23/2009 10:00:06 AM	ESIS - Injuries
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/22/2009 12:04:12 PM	NOVAKKE	NOVAKKE	Scheduled Follow-up	Other	Scheduled Alarm		flu esis pick up
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/22/2009 12:03:22 PM	NOVAKKE	KINZERTH	BRC PAR	ESIS- Injuries	Done	6/22/2009 12:16:58 PM	ESCALATE TO ESIS
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS to escalate file to ESIS due to injuries and insurance involvement

KelleyNovak/ATX/PA

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/22/2009 12:03:21 PM	NOVAKKE	NOVAKKE	Ownership Changed	Ownership Escalated to BRC	Done	6/22/2009 12:03:21 PM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/18/2009 04:33:39 PM	NOVAKKE	NOVAKKE	Scheduled Follow-up	Other	Done	6/22/2009 11:31:19 AM	
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

2nd attempt

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/18/2009 10:14:11 AM	KINZERTH	NOVAKKE	Ownership Changed		Done	6/19/2009 10:14:11 AM	Service Request Ownership has changed FROM: CASTILM1 TO: NOVAKKE
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/19/2009 10:13:44 AM	KINZERTH	NOVAKKE	BRC PAR	Initial Contact- AVM	Done	6/22/2009 12:03:14 PM	Denise Zobel @ node 914055 MB 8025
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
This is Kelley Novak calling from GM PAR dept.

Customer: [REDACTED]
Service Request: 71-733292583
Vehicle Information: 06 chev cobalt
Last 8 of the VIN: 87 [REDACTED]
Involved Dealership: Outten Chev
Nature of allegation: power steering

CRS adv: you are not required to respond to this msg, however if you do have any questions or concerns regarding this file or veh, pls feel free to give me a call at 1-866-790-6700 x41344. Thank you.

Kelley Novak/ATX/PAR
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/19/2009 10:13:35 AM	KINZERTH	NOVAKKE	BRC PAR	Initial Contact- Dealer	Done	6/22/2009 12:01:27 PM	Outten Chevrolet, Inc.
Contact Last Name	Contact First Name	Account	BAC Code				

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

Dir 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?

Dir sts: Sure

Kelley Novak/ATX/PAR
Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/19/2009 10:13:27 AM	KINZERTH	NOVAKKE	BRC PAR	Initial Contact- Phone	Done	6/22/2009 12:00:18 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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 stb: Yes. I was lost in a cornfield so I called 911 for help then all of a sudden the power steering went out causing me to go into a ditch. I was in the mental health ward 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 Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/19/2009 10:13:20 AM	KINZERTH	NOVAKKE	BRC PAR	Acknowledgement	Done	6/19/2009 04:32:57 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/19/2009 10:13:11 AM	KINZERTH	NOVAKKE	Notify CRM		Done	6/19/2009 04:33:01 PM	File Assigned
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/19/2009 10:13:04 AM	KINZERTH	NOVAKKE	Research		Done	6/19/2009 04:33:26 PM	Research VIN 1G1AL18F767

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Research

Recalls: No open recalls

Related repairs: No related repairs

Previous SRs: No previous SRs

Kelley Novak/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/19/2009 10:12:47 AM	KINZERTH	NOVAKKE	BRC PAR	Case Assigned	Done	6/19/2009 04:33:26 PM	Assigned to Kelley Novak x41344

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/19/2009 10:12:39 AM	KINZERTH	CASTILM1	SR Opened		Done	6/19/2009 10:12:39 AM	SR in Status of Closed has been Re-Opened by KINZERTH

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/16/2009 10:12:38 AM	KINZERTH	CASTILM1	SR Closed - Satisfied		Done	6/16/2009 10:12:38 AM	Service Request has been Closed Satisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/16/2009 05:10:47 PM	MARASICL	KINZERTH	Escalation	Initiate PAR	Done	6/16/2009 10:12:35 AM	Assigning activity to BRC PAR Queue

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust will be contacted in 5 business days

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/16/2009 01:29:31 PM	MARASICL	MARASICL	Outbound Call Dealer	Made Contact	Done	6/16/2009 01:36:29 PM	Called dealer

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS spoke with: Matt (SVA)

Details:

- >veh has power steering
- >power steering light is on
- >have driven veh a number of times already but have duplicated the loss of steering

NikkiSean/T/CAC/Man/Lvl 1 Emp

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/15/2009 11:27:12 AM	CASTILM1	CASTILM1	Scheduled Follow-up		Done	6/16/2009 05:53:38 PM	call dealer
		TO	Account	BAC Code			

MR. Jeff Atkins... Please call customer for pre-par info... as per TL's advise =)

Semper Fi

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	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	Account	BAC Code		

Comments

Owner Specific:

Orig owner? Y

Primary driver? Y

Personal or business use? P

Veh Specific:

Where purchased? Outlen chevrolet

If 2nd Owner of Veh, when/what mfg?

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 dr, 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? take 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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2009 11:23:37 AM	CASTILM1	CASTILM1	Outbound Call Dealer	Made Contact	Done	8/15/2009 11:33:05 AM	called dealer
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Service manager:

Collin:

- theres a Ton of Body damage
- She went of the conrfield
- 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..

Jeff Atkins/CAC/Mer1/Mls/Lv1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/15/2009 11:20:15 AM	CASTILM1	CASTILM1	Inbound Call Customer	Complex Request	Done	6/15/2009 11:33:01 AM	repair assistance
Contact Last Name	Contact First Name	Account	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, hit a ditch.
-10-12 Ma..
-insurance company gave a quote for the bodywork.
-insurance company covers the body shop
-the car is undrivable.
-Cost is over \$700..
-I was hospitalized, got no job, have mental stress.
-They did a diagnosis for it, and give me a quote.
-they have to replace the steering column.

Cust sks:

-repair assistance

Crs Advs:

-This is something that we will look at but I cannot guarantee if your request will be met. I have to contact the dealer to get some information about the diagnosis..

-we will review the case further and will do a callback for you regarding our decision..

Jeff Atkins/CAC/Mer1/Mia/Lvt1

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M01	Power - Lack of	Steering - General

GM Vehicle Inquiry System Summary

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

Help

VIN:	IGIAL18F767
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VEHICLE INFORMATION

Merchandising Model :	1AL37 -2006 COBALT 2-DOOR LT COUPE	Warranty Start Date :	09/24/2005				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	LIBERTY CHEVROLET, INC. 30400 LYON CENTER DRIVE EAST NEW HUDSON , MI 48165-8900 (248) 486-1900	Selling Source :	13 - CHEVROLET				
		Site Code :	44358				
		Business Associate Code :	210969				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05084	DAYTIME RUNNING LAMPS INOPERATIVE	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	09110	SIR/AIRBAG LIGHT ILLUMINATED, DTC B0081 SET(REF. TSB 09-09-41-003)	05/05/2009	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

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

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	09/24/2005	146 miles	09/24/2008	36146 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	09/24/2005	146 miles	09/24/2011	100146 miles

6/23/2009

96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/24/2005	146 miles	09/24/2013	80146 miles
36/36000 FEDERAL EMISSION	09/24/2005	146 miles	09/24/2008	36146 miles
60/60000 POWERTRAIN - U.S. LIMITED WARRANTY	09/24/2005	146 miles	09/24/2010	60146 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
08/08/2006		#	K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE	8221 miles
08/08/2006		#	Z5001 - VIP FREIGHT/POSTAGE REIMBURESEMENT	8221 miles
06/21/2005		1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.
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6/23/2009

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 :	1G1AL18F767 [REDACTED]
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CLAIM HISTORY

Repair Order Date :		08/08/2006		Repair Order Number :		[REDACTED]		Odometer Reading :		8221 miles	
Serviced By :	JAMES-MARTIN CHEVROLET-BUICK, INC. 6250 WOODWARD AVE DETROIT, MI 48202-3597 (313) 875-0500					Selling Source :		13 - CHEVROLET			
						Site Code :		44223			
						Business Associate Code :		115100			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
08/15/2006	717	01	#	K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE	15244165 - CONTROL	N/A	N/A	\$ 161.06	N		
08/15/2006	717	02	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURSEMENT	15244165 - CONTROL	N/A	N/A	\$ 12.10	N		

Repair Order Date :		06/21/2005		Repair Order Number :		A01747		Odometer Reading :		0 miles	
Serviced By :	BUFF WHELAN CHEVROLET, INC. PO BOX 8002 STERLING HEIGHTS, MI 48311-8002 (586) 939-7300					Selling Source :		13 - CHEVROLET			
						Site Code :		44528			
						Business Associate Code :		115088			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
06/24/2005	598	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 99.70	N		

CHECK HISTORY

Vehicle Has No Associated Check History.
--

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6/23/2009

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	1G1AL18F767
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VEHICLE BUILD

Merchandising Model :	1AL37 -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	FE1 - SUSPENSION SYSTEM-SOFT RIDE
FE9 - FEDERAL EMISSIONS	FY1 - TRANS/AXLE 3.63 RATIO
IPC - INTERIOR TRIM DESIGN	JM4 - 4-WHEEL ANTI-LOCK BRAKE SYSTEM
K64 - 115 AMP GENERATOR	LOD - ASSEMBLY PLANT - LORDSTOWN, OHIO
L61 - 2.2L DOHC 4 CYL ENGINE	MN5 - 4 SPEED AUTO TRANSMISSION
MX0 - 4-SPD. AUTO. TRANS. W/OVERDRIVE	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	RE8 - UPGRADE ORNAMENTATION
R6P - PREMIUM PAINT	R9U - GM ACCESS - AUTOBOOK IDENTIFIER
SLM - STOCK ORDERS	TV5 - SPORT PACKAGE
T43 - REAR DECK-LID SPOILER	UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN
UK3 - LEATHER WRAPPED STEERING WHEEL	UQ4 - BASE SPEAKER SYSTEM

6/23/2009

US8 - AM/FM STEREO W/CD & MP3 (REPLACES STD/OPT RADIO)	VY7 - LEATHER SHIFT KNOB
V73 - STATEMENT OF VEHICLE CERT.- U.S./CANADA	ISZ - OPTION PACKAGE DISCOUNT
19C - EBONY	191 - 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	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*

Nikki Jackson
Claims Administrator

July 6, 2009

[REDACTED]
Lehighton, PA [REDACTED]

RE: Our File No.: [REDACTED]
Our Client: General Motors Corporation
Date/Event: 3/31/09
VIN: 1G1AL18F767 [REDACTED]

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



Service Request Detail

SR No.	71-801902807	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - General	Sub-Area	Initiate PAR- Injury
Address		City	Houston	Involved Dir		Safety	Yes
State	TX	Con Acct		Source	Phone	Updated	2/10/2010 12:00:36 PM
Serial #/VIN	1G1AK85F971	Model Year	2007	Priority	Medium	License #	
Make	Chevrolet	Warr. Start	02/24/2007	Status	Open	Owner	MERCADTO
Model	Cobalt	Mileage		Sub-Status	Dissatisfied	Opened	2/9/2010 12:03:37 PM
Abstract	Steering - (Collision - Fatality)					Closed	
Customer Description	This is a BRC PAR File. Please do not Assume. DO NOT ADVISE. Forward all inquiries to Tonia @ ext 41183						

Pre-PAR

PAR Number	0011	Incident Date/Time	01/12/2009 12:00:00 AM	Inquiries	Y	Other Veh	0	People in Veh	2	Road Surface	Concrete	Highway	Dry	Road Cond	N/A	Fire Report #		Police Report #	00-65834 , TX1010000
Driver Last Name		Driver First Name		DOB		Height		Weight		DOB		DOB		DOB		DOB		DOB	
Insurance Agent Last Name		Insurance Agent First Name		Phone		Phone		Phone		Phone		Phone		Phone		Phone		Phone	
N/A		N/A		(281) 554-4444		ACCC Gen.													
Incident Loc	NASA rd 1 in Webster TX			Incident Desc	the veh just turned left without any reason, resulting the veh to turn and death to my grandson														
Component	SIR			Damage Desc	Totalled														
Vehicle Loc	N/A			Addl Info	Grandfather called CAC without having other info handy														
Empoy Svc Names	Harris County Sheriff's Dept			Maint Loc	N/A														

PAR Detail

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

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
			Occupant of Owner's Vehicle		Driver	not wearing a seatbelt
Injury Description	Medical Rpt	Medical Rpt	Medical Rpt	Medical Rpt	Medical Rpt	Medical Rpt
died due to accident	N/A	N/A	N/A	N/A	N/A	N/A
Street Address	City	State	Zip Code			

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2010 12:38:52 PM	MERCADTO	MERCADTO	Scheduled Follow-up	Scheduled Alarm			ESIS
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
CHECK CASE STATUS FOR ESIS P/U

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

TONIE MERCADO/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2010 12:02:20 PM	MERCADTO	ESISBIQU	Escalation	ESIS - Fatalities	In Progress		ESIS - Fatality
Contact Last Name	Contact First Name	Account	BAC Code				

Customer alleging steering concern caused grandson to be in collision.

Driver deceased due to collision

Tonio Mercado/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2010 12:00:36 PM	MERCADTO	MERCADTO	Ownership Changed	Ownership Escalated to BRC	Done	2/10/2010 12:00:36 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2010 10:35:12 AM	MARTIRAM	MERCADTO	Ownership Changed		Done	2/10/2010 10:35:12 AM	Service Request Ownership has changed FROM: ADRIASGL TO: MERCADTO

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2010 10:27:31 AM	MARTIRAM	MERCADTO	BRC PAR	Initial Contact- Phone	Done	2/10/2010 12:01:27 PM	No contact made. Fatality File going to straight to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments
No contact made. Fatality File going to straight to ESIS

Tonle Mercado/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2010 10:27:29 AM	MARTIRAM	MERCADTO	BRC PAR	Initial Contact- Dealer	Done	2/10/2010 12:01:37 PM	No contact made. Fatality File going to straight to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments
No contact made. Fatality File going to straight to ESIS

Tonle Mercado/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2010 10:27:29 AM	MARTIRAM	MERCADTO	BRC PAR	Initial Contact- AVM	Done	2/10/2010 12:02:11 PM	No contact made. Fatality File going to straight to ESIS
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
No contact made. Fatality
File going to straight to ESIS

Tonie Mercado/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2010 10:27:22 AM	MARTIRAM	MERCADTO	BRC PAR	Acknowledgement	Done	2/10/2010 12:02:16 PM	No contact made. Fatality File going to straight to ESIS
Contact Last Name	Contact First Name	Account	BAC Code				

No contact made. Fatality
File going to straight to ESIS

Tonie Mercado/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2010 10:27:18 AM	MARTIRAM	MERCADTO	Notify CRM		Done	2/10/2010 12:37:15 PM	Re assigned
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2010 10:27:12 AM	MARTIRAM	MERCADTO	Research		Done	2/10/2010 12:00:51 PM	Research VIN
Contact Last Name	Contact First Name	Account	BAC Code				

1 open recall: Product Safety Recall N090226 09226 FUEL ODOR OR SPOTTING ON GROUND - REPLACE FUEL PUMP MODULE

No prev related claim history

No other files

Tonia Mercado/PA/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2010 10:28:52 AM	MARTIRAM	MERCADTO	BRC PAR	Case Assigned	Done	2/10/2010 11:53:27 AM	file assigned to Tonia Mercado ext 41183
Contact Last Name	Contact First Name	Account	BAC Code				

Received

Tonia mercado/PA/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2010 10:28:46 AM	MARTIRAM	ADRIASGL	SR Opened		Done	2/10/2010 10:28:45 AM	SR in Status of Closed has been Re-Opened by MARTIRAM
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2010 10:26:44 AM	MARTIRAM	ADRIASGL	SR Closed - Dissatisfied		Done	2/10/2010 10:26:44 AM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/9/2010 12:12:46 PM	ADRIASGL	MARTIRAM	Escalation	Initiate PAR	Done	2/10/2010 10:26:38 AM	Assigning activity to PAR QUEUE.

Contact Last Name	Contact First Name	Account	BAC Code

Received and assigned in PAR.
Ramiro MATX/Workflow Par

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/9/2010 12:04:07 PM	ADRIASGL	ADRIASGL	Inbound Call Customer	Complex Request	Done	2/9/2010 12:12:40 PM	Pre par

Contact Last Name	Contact First Name	Account	BAC Code

Cust sta:

- My late grandson owns a Cobalt 2007
- grandson (20 yrs old) was killed on one of them last 6/12/2009
- the veh just turned left without any reason
- he was a good driver
- we think something happened with the steering on it
- he got a recall on the mail for a fuel leak just recently but were thinking that something is wrong with the steering that led to this accident
- its a freaky accident

Cust aks:

-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/MI 1

Confidential Comments

Service Request Detail

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

VIN :	1G1AK55F97
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VEHICLE INFORMATION

Merchandising Model :	1AK69 -2007 COBALT 4-DOOR LS SEDAN	Warranty Start Date :	02/24/2007				
BARS Order Type :	50 - FLEET						
Delivering Dealer :	STRICKLAND CHEVROLET, INC. 5719 BROADWAY ST PEARLAND , TX 77581-7899 (281) 485-1495	Selling Source :	13 - CHEVROLET				
		Site Code :	30453				
		Business Associate Code :	114838				
Service Contract :	No	Branded Title :	Yes	Warranty Block :	Yes	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	09226	FUEL ODOR OR SPOTTING ON GROUND - REPLACE FUEL PUMP MODULE	01/27/2010	Open

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

ON STAR AND XM SATELLITE RADIO INFORMATION

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

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	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	Type	Labor Operation	Odometer Reading
05/07/2007	M17111	#	Z2080 - ROADSIDE SERVICE (TOWING)	451 miles
02/23/2007	A91214	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 :	1G1AK55F977
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CLAIM HISTORY

Repair Order Date :		05/07/2007		Repair Order Number :		M17111		Odometer Reading :		451 miles	
Serviced By :		GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117				Selling Source :		13 - CHEVROLET			
						Site Code :		34415			
						Business Associate Code :		207453			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
05/18/2007	796	01	#	Z2080 - ROADSIDE SERVICE (TOWING)		N/A		C	N/A	\$ 58.94	N

Repair Order Date :		02/23/2007		Repair Order Number :		A91214		Odometer Reading :		0 miles	
Serviced By :		STRICKLAND CHEVROLET, INC. 5719 BROADWAY ST PEARLAND, TX 77581-7899 (281) 485-1495				Selling Source :		13 - CHEVROLET			
						Site Code :		30453			
						Business Associate Code :		114838			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
02/27/2007	773	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME		N/A	N/A	N/A	\$ 104.22	N	

CHECK HISTORY

Vehicle Has No Associated Check History.
--

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2/11/2010

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	1G1AK55F977 [REDACTED]
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VEHICLE BUILD

Merchandising Model :	1AK69 -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	AL0 - 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	FE1 - SUSPENSION SYSTEM-SOFT RIDE
FE9 - FEDERAL EMISSIONS	FLT - FLEET PROCESSING OPTION
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
R6F - IDENTIFY B-CODE USERS	R6K
R6P - PREMIUM PAINT	R9N - HEATED LEATHER APPOINTED FRONT BUCKET SEATS
R9X - XM TRACKING CODE	UQ4 - BASE SPEAKER SYSTEM
U1C - AM/FM STEREO, CD PLAYER	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	ILS - ILS BASE PACKAGE
ISZ - OPTION PACKAGE DISCOUNT	I4B - GRAY
I4I - GRAY	6AR - FRONT SPRING
7AR - FRONT SPRING	8AA - REAR SPRING
9AA - REAR SPRING	9SU - ULTRA SILVER METALLIC

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PE10-005

GM

4/14/2010

ATTACHMENT

Q 03

Subject Legal

ATT



Service Request Detail

SR No.	71-745153317	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		CW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - General	Sub-Area	Initiate PAR- Collision
Address		City	South Orleans	Involved Ctr	Lewes Auto Mall, Lic	Safety	Yes
State	MA	ZipCd		Source	Phone	Updated	7/29/2009 05:00:54 PM
Serial #/VIN	1G1AL15F777	Model Year	2007	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	07/31/2007	Status	Open	Owner	MORALECR
Model	Cobalt	Mileage	32000	Sub-Status	Satisfied	Opened	7/29/2009 11:27:50 AM
Abstract	(Pending ESIS) Steering - General (Collision)						
Customer Description	This is a PAR File. Please do not Assume. Forward all inquiries to Crystal Morales @ 41326						
	Closed						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Owner	7/5/2009 10:00:00 PM	N	1	1	Concrete	Dry	n/a	73-09-001509
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'4"	2/17/1991	None				
Insurance Agency Name	Phone #	Insurance Agency						
Currency	William	(302) 993-0500	Liberty Insurance					
Incident Loc	Nunsun St Scarborough Ave				Incident Desc	Lost control of the vehicle due to loss of power steering, hit another parked vehicle.		
Component	Power Steering				Damage Desc	Passenger front side was damaged		
Vehicle Loc	Porter Chevrolet in Newark DE				Add'l Info			
Emergency Svc Names	Rehoboth Police Department				Maint Loc			

PAR Detail

Collision	Y	Non Collision	Property Damage	Y	Thermal Evt	N	Spec Equip	n/a
Vehicle Speed	25	Weather Condition	Clear and Dark	Prop Owner	Robert Dogla	Property Type	Vehicle	
Last Service Date	4/5/2009	Loc Last Service		Property Location	Unknown	Prop Est Repair Cost	\$1,500.00	
Veh Est Repair Cost	\$2,300.00	Spec Equip Installer	n/a	Prop Damage Description	Rear driver side damage.			
Primary Veh Use	Personal	Inspection Type	Steering and Suspension Sys	Inspected By	Inspection Not Performed	Inspection Date/Time		
Veh Damage Description	Passenger front side was damaged			Explain Other	File going to ESIS: Insurance involvement, third party property damage			

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/30/2009 09:28:32 AM	AMSTUTST	ESISBIQU	Escalation	ESIS - Property Damage	In Progress		assigned to ESIS
Contact Last Name		Contact First Name		Account		BAC Code	

Comments
Property damage, Insurance involvement
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/30/2009 07:57:37 AM	KINZERTH	AMSTUTST	Notify CRM		Done	7/30/2009 09:28:31 AM	ESIS - Insurance Involvement
Contact Last Name		Contact First Name		Account		BAC Code	

Comments
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/29/2009 05:02:56 PM	MORALECR	MORALECR	Scheduled Follow-up		Scheduled Alarm		Check on ESIS
Contact Last Name		Contact First Name		Account		BAC Code	

Comments
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/29/2009 05:00:57 PM	MORALECR	KINZERTH	BRC PAR	ESIS- Insurance Involvement	Done	7/30/2009 07:57:36 AM	Forward to Insurance
Contact Last Name		Contact First Name		Account		BAC Code	

Comments
Insurance Involvement
Crystal Morales/PAR/ATX
Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/29/2009 05:00:54 PM	MORALECR	MORALECR	Ownership Changed	Ownership Escalated to BRC	Done	7/29/2009 05:00:54 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/29/2009 01:45:51 PM	KINZERTH	MORALECR	Ownership Changed		Done	7/29/2009 01:45:51 PM	Service Request Ownership has changed FROM: BENITEMA TO: MORALECR

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

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

Contact Last Name	Contact First Name	Account	BAC Code

Comments

DVM Name: Grant Troy
Node/Mailbox: 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 Mall, LLC
Located in (be specific): Lewes, DE
The vehicle is a (year/make/model): 2007 Chevrolet Cobalt
With current mileage: 32000
The last 8 digits of the VIN# 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 Comments

Service Request Detail

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) 645-6221
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
CRS left message for Svc Mgr with Jaime

What vehicle services including maint have been performed on the vehicle at the dir? Is there any evidence of abuse misuse or lack 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

Confidential Comments

Created	Created By	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	Called
Contact Last Name	Contact First Name	Account	BAC Code				

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

Cust sts that the body work has been done on the vehicle and the vehicle is still malfunctioning.

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

Cust sts vehicle repaired under warranty.

CRS advsd that due to the nature of the file/injuries the case will need to go to our 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 I can provide their number and the name of the agent handling the case.

Crystal Morales/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/29/2009 01:45:07 PM	KINZERTH	MORALECR	BRC PAR	Acknowledgement	Done	7/29/2009 04:38:25 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Crs Adv: This is Crystal Morales calling from the GM Product Allegation Dept. I have received your file and do require further information. Do you have a moment to speak to me?

Cust ets: Yes

Continued In Initial

Crystal Morales/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/29/2009 01:44:58 PM	KINZERTH	MORALECR	Notify CRM		Done	7/29/2009 03:05:41 PM	File Assigned
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

File Recieved and in process.

Crystal Morales/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/29/2009 01:44:51 PM	KINZERTH	MORALECR	Research		Done	7/29/2009 03:10:24 PM	Research VIN
Contact Last Name	Contact First Name	Account	BAC Code				

No recalls, no other cases related to vehicle, no related repairs.

Crystal Morales/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/29/2009 01:44:33 PM	KINZERTH	MORALECR	BRC PAR	Case Assigned	Done	7/29/2009 03:05:36 PM	Assigned to Crystal Morales x41326
Contact Last Name	Contact First Name	Account	BAC Code				

File Received and in process.

Crystal Morales/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/29/2009 01:44:25 PM	KINZERTH	BENITEMA	SR Opened		Done	7/29/2009 01:44:26 PM	SR in Status of Closed has been Re-Opened by KINZERTH
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/29/2009 01:44:24 PM	KINZERTH	BENITEMA	SR Closed - Satisfied		Done	7/29/2009 01:44:24 PM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/29/2009 11:46:52 AM	BENITEMA	KINZERTH	Escalation	Initiate PAR	Done	7/29/2009 01:44:20 PM	Assigning activity to PAR QUEUE
Contact Last Name	Contact First Name	Account	BAC Code				

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

Received and assigned in PAR

Thaddeus Kinzar/PAR Workflow/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/29/2009 11:38:07 AM	BENITEMA	BENITEMA	Outbound Call Dealer	Made Contact	Done	7/29/2009 11:52:22 AM	Diagnosis
Contact Last Name		Contact First Name		Account		BAC Code	

Comments
CRS spoke w/ Melissa / Bodyshop / Lewes Automall

CRS adv:
>wants to verify diagnosis on the veh

Dir sts:
Diagnosis?
>we repaired front bumper cover the right upper rail the right front wheel cover the gear assembly and the right control on the suspension
>veh was caught in accident
Estimated cost? n/a
When will complete? July 27
Mant 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/milg?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/LVL0 Emp

Confidential Comments

Service Request Detail

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	Steering Wheel
Contact Last Name	Contact First Name	Account	BAC Code				

Comments:
Cust states

>very upset with the situation
>last July 5 my daughter was driving the veh
>veh was parked in a safe place then she lost control of the veh bec the steering wheel caused the accident then we contacted the insurance company
>Kathy Lynch was the person who handled the claim 800 5008061 ext 71619

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 Plan? n

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

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 Skc:

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

CRS adv:
>will forward case to appropriate dept

Palga Benitez/CAC_T1/MNL/LVL 0 Emp

Confidential Comments

Service Request Detail

UCC Information

UCC Code	Symptom	Description
MD1 S95	Inoperative Discourteous Treatment	Steering - General Non Component Dealer

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 :	IG1AL15F777 [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :		1AL37 -2007 COBALT 2-DOOR LT COUPE			Warranty Start Date :		07/31/2007				
BARS Order Type :		70 - RETAIL - STOCK									
Delivering Dealer :		PORTER CHEVROLET 414 E CLEVELAND AVE NEWARK , DE 19711-3799 (302) 453-6800			Selling Source :		13 - CHEVROLET				
					Site Code :		15500				
					Business Associate Code :		113833				
Service Contract :		No	Branded Title :		No	Warranty Block :		No	PDI Status :		Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	09110	SIR/AIRBAG LIGHT ILLUMINATED, DTC B0081 SET(REF. TSB 09-09-41-003)	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	07/31/2007	76 miles	07/31/2010	36076 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	07/31/2007	76 miles	07/31/2013	100076 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	07/31/2007	76 miles	07/31/2015	80076 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	07/31/2007	76 miles	07/31/2012	100076 miles
36/36000 FEDERAL EMISSION	07/31/2007	76 miles	07/31/2010	36076 miles

7/30/2009

CLAIM HISTORY

R.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	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](#)

VIN :	1G1AL15F777 [REDACTED]
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CLAIM HISTORY

Repair Order Date :	02/23/2009	Repair Order Number :	438845	Odometer Reading :	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				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/06/2009	984	01	#	N2320 - IGNITION AND START SWITCH REPLACEMENT	10392423 - SWITCH	N/A	N/A	\$ 82.72	N
03/06/2009	984	02	#	K5364 - TRANSMISSION CONTROL MODULE REPROGRAMMING WITH SPS	N/A	N/A	N/A	\$ 60.66	N

Repair Order Date :	06/28/2007	Repair Order Number :	A90975	Odometer Reading :	0 miles				
Serviced By :	JOHN KENNEDY CHEVROLET, INC. 365 STREET RD SOUTHAMPTON, PA 18966-3109 (215) 364-7300			Selling Source :	13 - CHEVROLET				
				Site Code :	15645				
				Business Associate Code :	113849				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/03/2007	809	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 104.16	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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	1G1AL15F777
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VEHICLE BUILD

Merchandising Model :	1AL37 -2007 COBALT 2-DOOR LT COUPE		
Gross Vehicle Weight Rating :	1684 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

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR
AR9 - DELUXE FRONT BUCKET SEAT	AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
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 I/S 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



Service Request Detail

SR No. 71-739575040	Ref No.	Goodwill	Maintenance Letter	BRC Type	N/A
Account	Site	GW SubType	\$100 Maintenance Letter	Bus. Unit	CAC
Last Name	First Name	Approval	Approved	Area	Complaint Vehicle
Daytime #	Evening #	UCC	Steering - General	Sub-Area	Operation or Design
Address	City	Involved Dir	Mountain View Chevrolet, Inc.	Safety	Yes
State CA ZipCd	Con Acct	Source	Phone	Updated	7/20/2009 02:54:54 PM
Serial #/VIN 1G1AL15F867	Model Year 2006	Priority	Esc to T2 - License # CHEVROL	Owner	HOUGHTBR
Make Chevrolet	Warr. Start 04/20/2006	Status	Closed	Opened	7/9/2009 06:26:30 PM
Model Cobalt	Mileage 47759	Sub-Status	Satisfied	Closed	7/20/2009 02:54:51 PM

Abstract STEERING CONCERN

Customer Description

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
--------------	--------------------	----------	-------------	-----------------	--------------	-----------	--------------	----------------

Driver Last Name	Driver First Name	Height	DOB	Disabilities
------------------	-------------------	--------	-----	--------------

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
---------------------------	----------------------------	---------	------------------

Incident Loc	Incident Desc
Component	
Vehicle Loc	Damage Desc
Emgcy Svc Names	Add'l Info
	Maint Loc

PAR Detail

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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2009 02:54:51 PM	HOUGHTBR	HOUGHTBR	SR Closed - Satisfied		Done	7/20/2009 02:54:51 PM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

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

closing case

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

dlr sts that the leak was going on when car came in, cust sts it wasnt 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 service he got.

BradHoughtby/ATX/T2/M1

Confidential Comments

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

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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/16/2009 03:41:21 PM	GADDIEJA	HOUGHTBR	Notify CRM		Done	7/16/2009 05:18:23 PM	approved
Contact Last Name		Contact First Name	Name	Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/16/2009 03:40:53 PM	GADDIEJA	GADDIEJA	Goodwill Status Change		Done	7/16/2009 03:40:53 PM	Goodwill Status has been changed from: PreAprv - Other to Approved
Contact Last Name		Contact First Name	Name	Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/16/2009 03:40:51 PM	GADDIEJA	GADDIEJA	Goodwill Status Change		Done	7/16/2009 03:40:51 PM	Goodwill Status has been changed from: Pending SITEL to PreAprv - Other
Contact Last Name		Contact First Name	Name	Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/16/2009 03:03:08 PM	HOUGHTBR	GADDIEJA	Submit for Approval	General CAC	Done	7/16/2009 03:41:12 PM	Maintenance Letter
Contact Last Name		Contact First Name	Name	Account		BAC Code	

Maintenance Letter- Final Approval

Vin scan complete: y

0 Additional Requests

0 Additional Goodwill

Final Approved request for maintenance letter for services \$100 Maintenance Letter

GADDIEJA/ Goodwill Approver

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/16/2009 03:03:07 PM	HOUGHTBR	HOUGHTBR	Goodwill Status Change		Done	7/16/2009 03:03:07 PM	Goodwill Status has been changed from: Not Initiated to Pending SITEL
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/16/2009 03:02:27 PM	HOUGHTBR	HOUGHTBR	Correspondence		Done	7/16/2009 03:02:27 PM	Created: CAC_RS0131. SR#71-739575040
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/16/2009 02:59:33 PM	HOUGHTBR	HOUGHTBR	Manager Review	Empowered	Done	7/16/2009 03:02:07 PM	review for maint letter
Contact Last Name	Contact First Name		Account		BAC Code		

review for maint letter not to exceed 100\$

apologetic gesture to offset inconvenience due to no further cost assist that can be given out.

dvm/service mgr buy in on the issue

Cust a good customer with the dealership.

vin scann

addr verified customer

cust approved of offer

BradHoughtby/ATX/T2/M1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/14/2009 02:25:49 PM	HOUGHTBR	HOUGHTBR	Scheduled Follow-up		Done	7/16/2009 02:57:34 PM	do maint letter
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

dp maint letter

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/14/2009 02:25:26 PM	HOUGHTBR	HOUGHTBR	Scheduled Outbound Call	Cust	Done	7/20/2009 02:33:05 PM	call cust after maint letter goes out.
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/14/2009 02:06:10 PM	HOUGHTBR	HOUGHTBR	Outbound Call Customer	Made Contact	Done	7/14/2009 02:25:24 PM	calling about issues delivering resolution
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

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 inconvenience. I know yall do yuor 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

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/14/2009 01:09:03 PM	HOUGHTBR	HOUGHTBR	Outbound Call Dealer	Made Contact	Done	7/14/2009 01:44:25 PM	calling about issues
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

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

ds sts: ok so we gave him a rather large discount on that already, maybe when i call ed ill 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 fairly low already.

dir sts: ok sounds fine with me, if you want to offer smart care maint letter something lik 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/m1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/14/2009 01:06:15 PM	HOUGHTBR	HOUGHTBR	Outbound Call Field Rep/Whisl	1st DVM Call Placed	Done	7/14/2009 02:05:50 PM	calling for assistance
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

ds sts: calling to see about assistance for customer its a 06 cobalt 47,759 miles has had the steering column needed to be replaced they did good will it already and cust only payed 200\$, 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 maint letter up to you.

BradHoughtby/ATX/T2/m1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/10/2009 11:51:16 AM	HOUGHTBR	HOUGHTBR	Scheduled Outbound Call Cust	Follow-up Attempt	Done	7/14/2009 01:06:06 PM	calling to deliver resolution
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

call cust deliver dvm resolution on these issues

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/10/2009 11:18:04 AM	HOUGHTBR	HOUGHTBR	Outbound Call Customer	Reached Wrong No./Disconnect	Done	7/10/2009 11:50:13 AM	initial t2 call

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

ds sts: got wrong number disconnected error phone line message. for the number (909) 879-6371

called alt number got customer.

cust sts: i dont have any problems paying it i do want assistance on it though because i think its a safety issue and we shouldnt have to pay for it, thank god she was going slow around the corner, you know.

Ds 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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/2009 06:40:08 PM	NORIEGMI	HOUGHTBR	Dealer Notification	Action Required	Done	7/9/2009 06:40:08 PM	Dir Notify on T2 Escalation

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/2009 06:40:08 PM	NORIEGMI	HOUGHTBR	Ownership Changed		Done	7/9/2009 06:40:08 PM	Service Request Ownership has changed FROM: NORIEGMI TO: HOUGHTBR

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/2009 06:40:07 PM	NORIEGMI	HOUGHTBR	T2 Initial Acknowledgement		Done	7/10/2009 11:13:03 AM	Initial Customer Contact after escalation
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/2009 06:37:36 PM	NORIEGMI	NORIEGMI	Other	Reason for Escalation	Done	7/14/2009 12:44:03 PM	Reason for escalation
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

ESCALATION

- 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/Lv10

P#: 18667905600 ext:: 32878

Confidential Comments

Service Request Detail

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				

Comments

DLR FUNNEL

CRS spoke with:

Guillermo Garcia xfer to Ed Johnson : service advisor

Dlr sts:

- 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 dlr:

- No

General condition of vehicle:

- Good

Misuse/Abuse/Lack of maint?

- none at all

Related to age/mig:

- No

Cust caused or prevented: No

Prev out of pocket expense at dlr:

-

Dlr 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/Lv0

P#: 18567905600 ext.: 32878

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/2009 08:28:43 PM	NORIEGMI	NORIEGMI	Inbound Call Customer	Complex Request	Done	7/9/2009 06:39:52 PM	STEERING CONCERN
Contact Last Name	Contact First Name	Contact Email	Name	Account	BAC Code		

CUST sts:

- 2006 Chevy Cobalt
- problem with the power steering unit
- locked up on my daughter
- intersection / not at high speed
- pull into a parking lot
- called a friend : mechanic
- mechanic said that the fluids were fine
- friends house to our house 11 mi ; intermidietly had the same problem
- steering wheel would LOCK
- vest towed down
- 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: 47,758
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 Dtr told you about a diagnosis:
- they called my daughter
Where maint performed:
- MOUNTAIN VIEW CHEVROLET, INC.
Prev GM veh:
1. Yes
Any other related remarks:

Service Request Detail

UCC Information

UCC Code	Symptom	Description
M01	Inoperative	Steering - General

Service Request Detail

SR No. 71-747054930	Ref No. Leonard	Goodwill No Goodwill Offered	BRC Type PAR
Account	Site	GW SubType	Bus. Unit BRC
Last Name	First Name	Approval Not Initiated	Area PAR
Daytime #	Evening #	UCC Steering - General	Sub-Area Initiate PAR- Injury
Address	City Alta Loma	Involved Dir Mountain View Chevrolet, Inc.	Safety Yes
State CA ZipCd	Con Acct	Source Phone	Updated 8/10/2009 02:15:09 PM
Serial #/VIN 1G1AL15F867	Model Year 2006	Priority Medium License # CHEVROL	Owner MLCARTE
Make Chevrolet	Warr. Start 04/20/2006	Status Open	Opened 8/5/2009 12:23:13 PM
Model Cobalt	Mileage 48000	Sub-Status Dissatisfied	Closed
Abstract (ESIS) Steering malfunction			
Customer DO NOT ADVISE ON THIS FILE FOR ANY REASON!			
Description This is a BRC PAR Case. Do not assume case. Forward any inquiries to Teresa Mlcar ext: 41345			

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Relative	8/4/2009 05:00:30 PM	Y	0	1	Asphalt	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'0	4/4/1981	no				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Unknown	Dave	(951) 637-8584	AAA					
Incident Loc	west bound 10 freeway				Incident Desc	I was driving west bound on the 10 freeway and i notice my vehicle shifting slightly with the vehicle from side to side and it got progressively worse and the vehicle was shaking and i went to move lanes over and when i pull the wheel to the right to change lanes my vehicle pulled left and		
Component	Steering				Damage Desc	front licence plate was taken off and there is a large scrape on the front bumper and a small shift in the bumper as well		
Vehicle Loc	Loma CA				Add'l Info			
Emgcy Svc Names	n/a				Maint Loc	my dad does the maintenance		

PAR Detail

Collision	Y	Non Collision		Property Damage	N	Thermal Evt	N	Spec Equip	none
Vehicle Speed	65	Weather Condition	dry	Prop Owner	None	Property Type	none	Prop Est	\$0.00
Last Service Date		Loc Last Service		Property Location	none	Prop Damage Description	none	Inspection Date/Time	
Veh Est Repair Cost	\$0.00	Spec Equip Installer	none	Inspected By	Inspection Not Performed				
Primary Veh Use	Personal	Inspection Type	Steering and Suspension Sys	Explain Other	last maintenance was 2 months ago and was done by the father				
Veh Damage Description	large scrape on the front bumper and a small shift in the bumper as well as licence plate taken off								

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
		04/04/81	Occupant of Owner's Vehicle		Driver	seatbelt
Injury Description		Medical Rpt#		Treatment Location		Treated By
Whip lash				Rancho San Antonio Medical Center		Dr. Velazquez
Street Address			City	State	Zip Code	
			Alta Loma	CA		

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2009 04:09:17 PM	AMSTUTST	ESISBIQU	Escalation	ESIS - Injuries	In Progress		assigned to ESIS
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							
Injuries							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2009 03:17:07 PM	KINZERTH	AMSTUTST	Notify CRM		Done	8/10/2009 04:09:15 PM	ESIS - Injuries
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2009 02:15:09 PM	MLCAKTE	MLCAKTE	Ownership Changed	Ownership Escalated to BRC	Done	8/10/2009 02:15:09 PM	Ownership Escalated to BRC
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2009 02:14:23 PM	MLCAKTE	MLCAKTE	Scheduled Follow-up		Scheduled Alarm		ESIS Pick Up
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2009 02:13:45 PM	MLCAKTE	KINZERTH	BRC PAR	ESIS- Injuries	Done	8/10/2009 03:17:06 PM	Injuries and Insurance involvement
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2009 02:13:19 PM	MLCAKTE	MLCAKTE	Inbound Call Customer	Complex Request	Done	8/10/2009 02:13:44 PM	
Contact Last Name		Contact First Name		Account		BAC Code	

see initial contact

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2009 12:40:56 PM	MLCAKTE	MLCAKTE	Scheduled Outbound Call	Cancelled - Cust Called Prior	Done	8/10/2009 01:31:40 PM	
Contact Last Name		Contact First Name		Account		BAC Code	

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2009 12:33:37 PM	MLCAKTE	MLCAKTE	Outbound Call Customer	Left Message	Done	8/10/2009 12:40:53 PM	
Contact Last Name	Contact First Name		Account		BAC Code		

CRS adv: Calling to inform cust that we have received your file concerning the collision with the vehicle we do require some further information regarding your vehicle and the incident. You can contact me at 1-866-790-5700 x41345 and you can reference SR# 71-747054930

TeresaMicak/ATX/PAK

Confidential Comments

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

Comments

Confidential Comments

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. 909-985-2866
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

see initial call dealer

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/5/2009 06:30:19 PM	MLCAKTE	MLCAKTE	Outbound Call Dealer	Made Contact	Done	8/5/2009 06:31:56 PM	Mountain View Chevrolet, Inc. 909-985-2866
Contact Last Name	Contact First Name	Account	BAC Code				

Crs adv: calling to get some information on a cust and vehicle as well as possible contact info for the cust.

srv: our systems are down at the moment

crs adv: will call back tomorrow

TeresaMlcak.ATX.PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/5/2009 08:30:18 PM	MLCAKTE	MLCAKTE	Scheduled Outbound Call	Dir	Done	8/6/2009 01:20:34 PM	Mountain View Chevrolet, Inc. 909-985-2866
Contact Last Name	Contact First Name	Account	BAC Code				

do initial and get cust contact information

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/5/2009 06:30:05 PM	MLCAKTE	MLCAKTE	BRC PAR		Done	8/5/2009 06:33:50 PM	MADE IN ERROR
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/5/2009 01:59:55 PM	KINZERTH	MLCAKTE	Ownership Changed		Done	8/5/2009 01:59:55 PM	Service Request Ownership has changed FROM: BOBBAWA TO: MLCAKTE
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/5/2009 01:59:31 PM	KINZERTH	MLCAKTE	BRC PAR	Initial Contact- AVM	Done	8/6/2009 02:04:53 PM	Called FDVM Phelps George Ed 80509 58701
Contact Last Name	Contact First Name	Account	BAC Code				

CRS adv: calling concerning cus [REDACTED] last name spelled Fuentes. This is to adv you that his file has been recieved in your area, cust concern is Alleged steering malfunction 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, pls feel free to give me a call at 1-866-790-5700 x41345 and you can reference SR# 71-747054930

TeresaMlcak.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	8/6/2009 01:58:29 PM	Called Mountain View Chevrolet, Inc. 909-985-2866 Jeff-SM
Contact Last Name	Contact First Name	Account	BAC Code				

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?

Srv: no we replaced the steering column 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

TeresaMlcak/ATX/PAR

Confidential Comments

Service Request Detail

Activities

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

Comments

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?

Cust sts: ok

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 lash 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.

TeresaMlcak.ATX.PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/5/2009 01:59:03 PM	KINZERTH	MLCAKTE	BRC PAR	Acknowledgement	Done	8/5/2009 06:33:17 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

No contact info on file will call dealer for contact information

TeresaMlcak.ATX.PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/5/2009 01:58:53 PM	KINZERTH	MLCAKTE	Notify CRM		Done	8/5/2009 05:43:30 PM	File Assigned
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/5/2009 01:58:45 PM	KINZERTH	MLCAKTE	Research		Done	8/5/2009 06:12:46 PM	Research VIN
Contact Last Name	Contact First Name	Account	BAC Code				

CRS Performed VIN Scan:

GMVIS: Found no open recalls

VIN: Found an Duplicate File - 71-739575040 Steering failure

SVC History: Service history may be related to allegation - 07/08/2009 134462 # E7680 - STEERING COLUMN REPLACEMENT 47759 miles

CUST: unknown if previous file no address or phone number to search with along with name

TeresaMlcak.ATX.PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/5/2009 01:58:26 PM	KINZERTH	MLCAKTE	BRC PAR	Case Assigned	Done	8/5/2009 05:43:27 PM	Assigned to Teresa Mlcak x41345
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/5/2009 01:58:20 PM	KINZERTH	BOBBAWA	SR Opened		Done	8/5/2009 01:58:20 PM	SR in Status of Closed has been Re-Opened by KINZERTH
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Service Request Detail

Activities

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/5/2009 12:50:00 PM	BOBBAWA	KINZERTH	Escalation	Initiate PAR	Done	8/5/2009 01:58:12 PM	Assigning activity to PAR QUEUE
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

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

Walter Bob/ tier 1/ Bs As/ Lvl0

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

Confidential Comments

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

Comments

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

cust sks help in solving issue

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

Walter Bob/ tier 1/ Bs As/ Lvl0

Confidential Comments

Service Request Detail

UCC Information

UCC Code	Symptom	Description
M01	No Symptom Indicated	Steering - General

GM Vehicle Inquiry System

Summary

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VIN :	1G1AL15F867
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VEHICLE INFORMATION

VEHICLE INFORMATION											
Merchandising Model :		1AL37 -2006 COBALT 2-DOOR LT COUPE			Warranty Start Date :		04/20/2006				
BARS Order Type :		70 - RETAIL - STOCK									
Delivering Dealer :		ALLEN GWYNN CHEVROLET 1400 S BRAND BLVD GLENDALE , CA 91204-2810 (818) 240-5720			Selling Source :		13 - CHEVROLET				
					Site Code :		20191				
					Business Associate Code :		114543				
Service Contract :		No	Branded Title :		No	Warranty Block :		No	PDI Status :		Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	06217	HEAD IMPACT PROTECTION	N/A	Closed
RC	07132	SERVICE UPDATE-INV/CUST-OBD SYS IMPROVE-REPROG PCM-EXP W/8YR/80K MILE ECM WARR	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	09110	SIR/AIRBAG LIGHT ILLUMINATED, DTC B0081 SET(REF. TSB 09-09-41-003)	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	04/20/2006	61 miles	04/20/2009	36061 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	04/20/2006	61 miles	04/20/2012	100061 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	04/20/2006	61 miles	04/20/2014	80061 miles

96/100000 CALIFORNIA SELECT COMPONENT	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	04/20/2006	61 miles	04/20/2011	60061 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
07/08/2009	134462	#	E7680 - STEERING COLUMN REPLACEMENT	47759 miles
04/11/2008	121921	#	D2460 - MODULE/CASE, HVAC ASSEMBLY - UPPER - REPLACE	25893 miles
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 miles
11/19/2007	115794	#	Z2173 - SOUTHERN CALIFORNIA AIR FILTER OFFER	20508 miles
10/05/2007	114436	#	V1556 - 06217 - INSTALL ENERGY ABSORBING DEVICE	18812 miles
10/05/2007	114436	#	V1629 - 07132 REPROGRAM ENGINE CONTROL MODULE (ECM)	18812 miles
01/30/2006	A77985	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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8/11/2009

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Claim History

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VIN :	1G1AL15F867 [REDACTED]
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CLAIM HISTORY

Repair Order Date : 07/08/2009		Repair Order Number : [REDACTED]		Odometer Reading : 47759 miles					
Serviced By :	MOUNTAIN VIEW CHEVROLET, INC. PO BOX 758 UPLAND, CA 91785-0758 (909) 985-2866			Selling Source : 13 - CHEVROLET					
				Site Code : 20162					
				Business Associate Code : 177168					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/17/2009	23	01	#	E7680 - STEERING COLUMN REPLACEMENT	N/A	A	N/A	\$ 351.58	Y

Repair Order Date : 04/11/2008		Repair Order Number : 121921		Odometer Reading : 25893 miles					
Serviced By :	MOUNTAIN VIEW CHEVROLET, INC. PO BOX 758 UPLAND, CA 91785-0758 (909) 985-2866			Selling Source : 13 - CHEVROLET					
				Site Code : 20162					
				Business Associate Code : 177168					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/18/2008	892	01	#	D2460 - MODULE/CASE, HVAC ASSEMBLY - UPPER - REPLACE	10393238 - CASE	N/A	N/A	\$ 664.66	N
04/18/2008	892	02	#	N0760 - TAIL LAMP BULB REPLACEMENT	09441839 - BULB LP	N/A	N/A	\$ 28.26	N

Repair Order Date : 12/21/2007		Repair Order Number : 116871		Odometer Reading : 20508 miles					
Serviced By :	MOUNTAIN VIEW CHEVROLET, INC. PO BOX 758 UPLAND, CA 91785-0758 (909) 985-2866			Selling Source : 13 - CHEVROLET					
				Site Code : 20162					
				Business Associate Code : 177168					

8/11/2009

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/28/2007	860	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	Odometer Reading :	20508 miles
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Serviced By :	MOUNTAIN VIEW CHEVROLET, INC. PO BOX 758 UPLAND, CA 91785-0758 (909) 985-2866	Selling Source :	13 - CHEVROLET
		Site Code :	20162
		Business Associate Code :	177168

Cycle Date	Cycle Nbr	Case	Type	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 - ELEMENT	N/A	N/A	\$ 12.38	N

Repair Order Date :	10/05/2007	Repair Order Number :	114436	Odometer Reading :	18812 miles
---------------------	------------	-----------------------	--------	--------------------	-------------

Serviced By :	MOUNTAIN VIEW CHEVROLET, INC. PO BOX 758 UPLAND, CA 91785-0758 (909) 985-2866	Selling Source :	13 - CHEVROLET
		Site Code :	20162
		Business Associate Code :	177168

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/12/2007	838	01	#	V1556 - 06217 - INSTALL ENERGY ABSORBING DEVICE	25844441 - ABSORBER	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

Repair Order Date :	01/30/2006	Repair Order Number :	A77985	Odometer Reading :	0 miles
---------------------	------------	-----------------------	--------	--------------------	---------

Serviced By :	MOUNTAIN VIEW CHEVROLET, INC. PO BOX 758 UPLAND, CA 91785-0758 (909) 985-2866	Selling Source :	13 - CHEVROLET
		Site Code :	20162
		Business Associate Code :	177168

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments

02/03/2006	662	01	I	Z7000 - PRE- DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 105.79	N
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CHECK HISTORY

Vehicle Has No Associated Check History.

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Line Comments

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VIN :	1G1AL15F867 [REDACTED]
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LINE COMMENTS

Repair Order Date :		07/08/2009		Repair Order Number :		134462		Odometer Reading :		47759 miles	
Serviced By :		MOUNTAIN VIEW CHEVROLET, INC. PO BOX 758 UPLAND, CA 91785-0758				Selling Source :		13 - CHEVROLET			
						Site Code :		20162			
						Business Associate Code :		177168			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation			Part		Auth Code	Person Code	Line Total
07/17/2009	23	01	#	E7680 - STEERING COLUMN REPLACEMENT			N/A		A	N/A	\$ 351.58
Comments		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

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VIN	1G1AL15F867
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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
1SZ - OPTION PACKAGE DISCOUNT	19C - EBONY

8/11/2009

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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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 # AC218141
EPA # CAD981968892

CELL: [REDACTED]

CUSTOMER NO. 35956	ADVISOR NAME EDWARD JOHNSON	TAG NO. 428	INVOICE DATE 07/14/09	INVOICE NO. CVWS134462
[REDACTED] ALTA LOMA, CA	LABOR RATE	LICENSE NO.	MILEAGE 47,759	COLOR ULTRA SILVE
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/2D COBALT LS COU			STOCK NO. 11361
	VEHICLE I.D. NO. 1 G 1 A L 1 5 F 8 6 7			DELIVERY DATE 04/21/06
	R.T.E. NO.			DELIVERY MILES
DESIGNER NAME	R.O. NO.		SELLING DEALER NO. 10	PRODUCTION DATE
[REDACTED]		R.O. DATE 07/08/09		
COMMENTS				

JOB# 1 CHARGES

LABOR
J# 1 06CVZ BRAKES & SUSPENSION HOURS: 1.40 TECH(S): 417 127.55
CHECK POWER STEERING SYSTEM IS HARD TO TURN AT TIMES & WARN
-NG LIGHT NO POWER STEERING COMES UP ON DISPLAY.
WILL START WORKING AFTER RESTARTING AT TIMES ADVISE.
HAD 1 CODE IN SYSTEM C0475 MOTOR CIRCUIT FAILURE
INTERNAL FAILURE IN EDS REPLACED COMPLETE STEERING COLUMN
GOODWILL OK PER JEFF RIZZI

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
	1	19200751	COLUMN KI 6.518	312.93	312.93	438.10
COST TOTAL				312.93		
TOTAL - PARTS						438.10

JOB# 1 TOTALS

LABOR 127.55
PARTS 438.10

JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL 566.65

COMMENTS
CUSTOMER PAYS 200.00 DEDUCT PLUS TAX
TAX 13.55

RECOMMENDATIONS
ENGINE OIL LEAK, OIL PAN DAMAGED.

R/O TAX 0.00
R/O TOTALS 566.65

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	351.58
CLAIM TOTALS	351.58

APPROVED BY SIGNATURE

3/5/2010

Mr. Paul Dike,

Inclosed is information
on last years defect,
damage and news
reports taken from
computer, on General
motor recalls concerning
steering problems on
2005-09 Chevrolet Cobalts.

I'm sending this infor-
mation for reimburse-
ment on what it cost
me to have defects
and damage to my
car repaired.

Thank You for your attention.

Ph. [REDACTED]

RECEIVED

MAR 10 2010

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.

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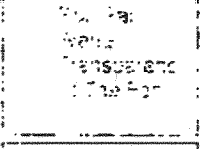
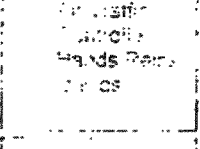

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DETROIT, March 2, 2010

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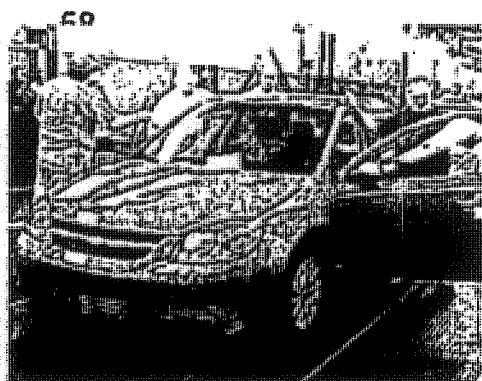
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(AP) General Motors Co. said Monday it will recall 1.3 million Chevrolet and Pontiac compact cars sold in the U.S., Canada and Mexico to fix power steering motors that can fail.

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

Bank of America

Cashier's Check

No.

SEPTEMBER 11, 2009

11-35/1210

NCA

Banking Center ALTA LOMA

0001173 00016 006200365

Remitter (Purchased By)

****250.00****

Pay ****TWO HUNDRED FIFTY DOLLARS AND 00 CENTS****

To
The Order Of ****SHARP IMAGE COLLISION****

Authorized Signature

Bank of America, N.A.
San Francisco, CA

VOID AFTER 90 DAYS

THE ORIGINAL DOCUMENT HAS REFLECTIVE WATERMARK ON THE BACK

THE ORIGINAL DOCUMENT HAS REFLECTIVE WATERMARK ON THE BACK

Bank of America

Cashier's Check

No.

Notice to Purchaser - In the event this check is lost, misplaced or stolen, a sworn statement and 90-day waiting period will be required prior to replacement. This check should be negotiated within 90 days.

Date

SEPTEMBER 11, 2009

11-35/1210

NCA

Banking Center ALTA LOMA

0001173 00016 006200365

Remitter (Purchased By)

****250.00****

Pay ****TWO HUNDRED FIFTY DOLLARS AND 00 CENTS****

To
The Order Of ****SHARP IMAGE COLLISION****

Non-Negotiable

Authorized Signature

Customer Copy
Retain For Your Records

1397085076

Bank of America, N.A.
San Francisco, CA

VOID AFTER 90 DAYS

05-14-3774B 09-2005

05-14-3774B 09-2005

Sharp Image Collision Centers, Inc.

10833 Edison Court, Rancho Cucamonga, CA 91730

Phone: (909) 481-5004

State ID:

State EPA:

BAR:

CAL000189741

ARD00204035

Repair Order - Final Bill

RO Number: 10276

Customer:

Insurance:

Adjuster:

Estimator:

Michelle Betancourt

Auto Club Insurance Association

Phone:

Create Date:

9/2/2009

Claim:

Loss Date:

Deductible: 250.00

Year: 2006

Style: 2D CPE

VIN:

1G1AL15F867

Mileage In: 48500

Make: Chevrolet

Color: Silver

Mileage Out:

Model: COBALT LT

License:

Job Number: Bob

Vehicle Out:

Line	Ver	Operation	Description	Qty	Extended Price \$	Type	Labor \$	Type	Paint
1	E01		FRONT BUMPER						
2	E01		Overhaul Bumper Assy w/fog lamps				117.60	Body	
3	E01	Sublet	Recon Bumper Cover	1	210.38	Sublet			
4	E01	Refinish	Labor for Recon Bumper Cover						109.20
5	E01	Remove/Replace	Emblem	1	16.63T	OEM			
6	E01	Remove/Replace	License bracket	1	12.10T	OEM			
7	E01	Remove/Replace	License bracket screw	2	2.92T	OEM			
8	E01	Remove/Replace	Lower grille	1	25.33T	OEM			
9	E01	Remove/Replace	RT Outer grille w/fog lamps	1	30.14T	OEM			
11	E01		COLOR, SAND & BUFF						21.00
12	E01		CLEAR COAT						42.00
13	E01		COLOR TINT	1	10.00	Other			
13	E01		COLOR TINT						42.00
14	E01		FLEX ADDITIVE	1	2.50T	Other			
15	E01		FLEX ADHESION PROMOTER	1	5.00T	Other			
15	E01		FLEX ADHESION PROMOTER				21.00	Body	
16	E01		PAINT MATERIALS	1	126.10T	Other			
17	E01		HAZARDOUS WASTE	1	5.00	Other			

Totals	Discount \$	Markup \$	Total \$
Parts			446.11
Labor, Body			138.60
Labor, Refinish			214.20
Material, Paint			0.00
Subtotal			798.90
Sales Tax			19.31
Total			818.21

Estimate Version

Total \$

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rchr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

9/11/2009 2:32:44 PM

Page



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



BAR # ARD215141
EPA # CAD981969892

CELL: [REDACTED]

35956	APPROXIMATE EDWARD JOHNSON	428	1681	INVOICE DATE 07/11/09	INVOICE NO CVCS134462
[REDACTED]	LICENSE NO.	47,759	COLOR ULTRA SILVER	STOCK NO. 11361	
ALTA LOMA, CA	YEAR/MAKE/MODEL 06/CHEVROLET/COBALT/2D COBALT LS COM	DELIVERY DATE 04/21/06		DELIVERY MILES	
	VEHICLE ID NO. 1G1AL15F867	SALESPERSON ID NO. 10		PRODUCTION DATE	
	RYE NO.	P.O. NO.	RO DATE 07/08/09		
	CC/BITS				

JOB# 1 CHARGES

LABOR-----
J# 1 06CVZ BRAKES & SUSPENSION TECH(S):417 WARRANTY
CHECK POWER STEERING SYSTEM IS HARD TO TURN AT TIMES & WARNIT
-NG LIGHT NO POWER STEERING COMES UP ON DISPLAY.
WILL START WORKING AFTER RESTARTING AT TIMES ADVISE.

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	19200751	COLUMN KI 6.518		
				TOTAL - PARTS	WARRANTY 0.00

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
	WDC	WARRANTY DEDUCTIBLE-CUSTOMER PAY	134462	213.55
	WOW	WARRANTY DEDUCTIBLE-OFFSET	134462	WARRANTY 213.55
				TOTAL - MISC

JOB# 1 TOTALS-----
MISC 213.55
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL ~~213.55~~

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$94.00. (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$1215.00. (+TAX) ON 07/09/09 AT 04:13pm
BY MS FUENTES COMMENTS BY PHONE
COMMENTS-----
CUSTOMER PAYS 200.00 DEDUCT PLUS TAX
TAX 13.55

RECOMMENDATIONS-----
ENGINE OIL LEAK. OIL PAN DAMAGED.

5

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

[REDACTED]
ALTA LOMA, CA [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors Company
Date/Event: 08/04/2009
Subject vehicle: 2006 Chevrolet Cobalt
VIN: 1G1AL15F867 [REDACTED]

Dear [REDACTED]

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



Service Request Detail

SR No.	71-737536732	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - General	Sub-Area	Initiate PAR- Collision
Address		City	Chicago	Involved Dtr	Great Chicago Auto Sales, Inc.	Safety	Yes
State	IL	Con Acct		Source	Phone	Updated	8/21/2009 03:44:55 PM
Serial #/VIN	1G1AK15F577	Model Year	2007	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	05/26/2007	Status	Open	Owner	STEWARDE
Model	Cobalt	Mileage	23000	Sub-Status	Dissatisfied	Opened	7/1/2009 03:23:53 PM
Abstract	(ESIS)Steering - General(failure)					Closed	

Customer Description This is a BRC PAR File. Please do not Assume. Forward all inquiries to Debbie Stewart @ ext 31117

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	11/9/2008 05:40:00 AM	N	0	1	Asphalt	Wet	N/A	HP673898
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'9"	10/13/1980	None				
Insurance Agent First Name	Phone #	Insurance Agency						
unknown	(312) 666-5323	Lincoln Auto Insurance (National Heritage)						
Incident Loc	Beginning of Lower Wacker Drive near hwy 290	Incident Desc	Raining coming down lower wacker drive, turned veh to the right and the veh hydroplaned. Hit a concrete structure. Collided on the left hand side.					
Component	Steering							
Vehicle Loc	Chicago IL	Damage Desc	Left front end damaged. Whole front damaged. Left headlight came off. Fender bent. Radiator came out. Front bumper came off. Hood damaged; bent up. D					
Emgcy Svc Names	Chicago Police Department	Add'l Info	Insurance paid for the repair Lincoln Auto ph# 312-666-8800					
		Maint Loc	Gillespie Chevrolet or Rogers Auto Group					

PAR Detail

Collision	Y	Non Collision	Property Damage	Y	Thermal Evt	N	Spec Equip	remote starter
Vehicle Speed	25		Weather Condition	raining			Prop Owner	N/A
Last Service Date			Loc Last Service				Property Location	N/A
Veh Est Repair Cost	\$7,000.00		Spec Equip Installer	unknown			Prop Damage Description	N/A
Primary Veh Use	Personal		Inspection Type	Steering and Suspension Sys			Inspected By	Inspection Not Performed
Veh Damage Description	Left front end damaged. Whole front damaged. Left headlight came off. Fender bent. Radiator came out. Front bumper came off. Hood damaged; bent up.							
			Explain Other	forwarded to ESIS				

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/25/2009 07:59:05 AM	STEWARDE	STEWARDE	Scheduled Follow-up		Scheduled Alarm		ESIS
Contact Last Name	Contact First Name	Account	BAC Code				

Check to see if ESIS picked up file.

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2009 01:11:09 PM	GARCIAJR	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		Insurance Involvement - ESIS
Contact Last Name	Contact First Name	Account	BAC Code				

Lincoln Auto Insurance
Milly (claim rep)
(312) 666-5323
clm #

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2009 03:52:10 PM	KINZERTH	GARCIAJR	Notify CRM		Done	8/24/2009 01:11:07 PM	ESIS - Insurance Involvement
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2009 03:45:37 PM	STEWARDE	KINZERTH	BRC PAR	ESIS- Insurance Involvement	Done	8/21/2009 03:52:09 PM	forwarding to ESIS
Contact Last Name	Contact First Name	Account	BAC Code				

Cust alleging the steering failed and caused a collision.
Insurance involvement

Forwarded to ESIS

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2009 02:47:41 PM	GARCIAJR	STEWARDE	Notify CRM		Done	8/21/2009 03:43:41 PM	rejected
Contact Last Name	Contact First Name	Account	BAC Code				

Please fill out damage description on PAR detail screen.

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2009 01:28:12 PM	KINZERTH	GARCIAJR	Notify CRM		Done	8/21/2009 02:47:40 PM	ESIS - Insurance Involvement
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2009 01:25:29 PM	STEWARDE	STEWARDE	Scheduled Follow-up		Done	8/25/2009 07:58:57 AM	ESIS
Contact Last Name	Contact First Name	Account	BAC Code				

Check to see if ESIS picked up file.

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2009 01:21:10 PM	STEWARDE	KINZERTH	BRC PAR	ESIS- Insurance Involvement	Done	8/21/2009 01:28:11 PM	forwarding ESIS
Contact Last Name	Contact First Name	Account	BAC Code				

Cust alleging the steering failed and caused a collision.
Insurance involvement

Forwarded to ESIS

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2009 01:19:46 PM	STEWARDE	STEWARDE	BRC PAR	Business Case	In Progress		Business Case
Contact Last Name	Contact First Name	Account	BAC Code				

Cust alleging the steering failed and caused a collision.
Insurance involvement

Forwarded to ESIS

Debbie Stewart/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2009 01:07:43 PM	STEWARDE	STEWARDE	Inbound Call Customer	Complex Request	Done	8/21/2009 01:18:14 PM	called
Contact Last Name	Contact First Name	Account	BAC 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	Description
8/21/2009 12:07:19 PM	STEWARDE	STEWARDE	Scheduled Outbound Call Cust	Cancelled - Cust Called Prior	Done	8/21/2009 01:18:47 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

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

Cus sts:

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2009 12:04:36 PM	STEWARDE	STEWARDE	Outbound Call Customer	Left Message	Done	8/21/2009 12:06:54 PM	Called @
Contact Last Name	Contact First Name	Account	BAC Code				

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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2009 02:14:49 PM	STEWARDE	STEWARDE	Scheduled Outbound Call	Initial Attempt	Done	8/21/2009 12:04:49 PM	Called [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				

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

Cus sts:

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2009 10:10:22 AM	STEWARDE	STEWARDE	Inbound Call Field Rep/Whis	Voicemail Received	Done	8/20/2009 10:13:12 AM	Jim Cocking, DVM called
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				

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 By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2009 09:37:08 AM	STEWARDE	STEWARDE	Scheduled Outbound Call	Cancelled - Cust Called Prior	Done	8/20/2009 01:37:28 PM	Called [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				

Continue to INI

If no answer, send 10 day letter.

Debbie Stewart/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2009 09:34:33 AM	STEWARDE	STEWARDE	Outbound Call Customer	Left Message	Done	8/20/2009 09:37:01 AM	Called [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

left message with contact info and SR#

Continue to INI

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/19/2009 01:19:54 PM	STEWARDE	STEWARDE	Scheduled Outbound Call Cust	Follow-up Attempt	Done	8/20/2009 09:35:02 AM	Called [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Continue to INI

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/19/2009 01:13:17 PM	STEWARDE	STEWARDE	Ownership Changed	Ownership Escalated to BRC	Done	8/19/2009 01:13:17 PM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/19/2009 01:03:37 PM	STEWARDE	STEWARDE	Outbound Call Dealer	Received No Answer	Done	8/19/2009 01:04:13 PM	Called [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				

No answer and unable to leave message.

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/19/2009 08:49:20 AM	KINZERTH	STEWARDE	Ownership Changed		Done	8/19/2009 08:49:20 AM	Service Request Ownership has changed FROM: GUERROER TO: STEWARDE
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/19/2009 08:49:02 AM	KINZERTH	STEWARDE	BRC PAR	Initial Contact- AVM	Done	8/19/2009 12:57:20 PM	Called [REDACTED] @ 630092 8159
Contact Last Name	Contact First Name	Account	BAC Code				

DVM Name [REDACTED]

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: [REDACTED]

The dealer involved is: Gillespie 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 [REDACTED]

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 866-790-5600 x31117.

Debbie Stewart/PAR/ATX

Confidential Comments

Service Request Detail

Activities

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

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

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/19/2009 08:48:45 AM	KINZERTH	STEWARDE	BRC PAR	Initial Contact- Phone	Done	8/20/2009 02:13:39 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

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

I exited Lower Wacker Drive and veh started to hydroplane. The veh turned to the rt and hit a concrete structure that holds the street 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

Confidential Comments

Service Request Detail

Activities

Created	Created By	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 [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				

left message with contact info and SR#
f/u 10am-noon est 8/20/09

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

Debbie Stewart/PAR/ATX

Confidential Comments [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/19/2009 08:48:30 AM	KINZERTH	STEWARDE	Notify CRM		Done	8/19/2009 09:22:01 AM	File Assigned
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				

Confidential Comments [REDACTED]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/19/2009 08:48:22 AM	KINZERTH	STEWARDE	Research		Done	8/19/2009 12:48:36 PM	Research VIN
Contact Last Name	Contact First Name	Account	BAC Code				

VIN scan and Cus scan-

71-632502783, 71-718253654 and 71-750581380 all dlr 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 B0081 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 # E3857 - 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 5988 miles

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

Completed research

Debbie Stewart/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/19/2009 08:48:03 AM	KINZERTH	STEWARDE	BRC PAR	Case Assigned	Done	8/19/2009 09:21:56 AM	Assigned to Deborah Stewart x31117
Contact Last Name	Contact First Name	Account	BAC Code				

Received.

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/19/2009 08:47:56 AM	KINZERTH	GUERROER	SR Opened		Done	8/19/2009 08:47:56 AM	SR in Status of Closed has been Re-Opened by KINZERTH
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/19/2009 08:47:54 AM	KINZERTH	GUERROER	SR Closed - Satisfied		Done	8/19/2009 08:47:54 AM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/18/2009 01:14:00 PM	GUERROER	KINZERTH	Escalation	Initiate PAR	Done	8/19/2009 08:47:49 AM	Assigning activity to PAR QUEUE
Contact Last Name	Contact First Name	Account	BAC Code				

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

Erica Guerrero/Exec/ATX/L2

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

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/18/2009 12:50:30 PM	GUERROER	GUERROER	Inbound Call Customer	Complex Request	Done	8/18/2009 12:52:39 PM	Alleged product allegation-Cust sts accident occured due to steering column.
Contact Last Name	Contact First Name	Account	BAC Code				

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	Status	Completed	Description
8/18/2009 11:35:27 AM	PEREZCA	GUERROER	Notify CRM	Customer Called	Done	8/18/2009 11:55:05 AM	Please see IBCC
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/18/2009 11:29:26 AM	PEREZCA	PEREZCA	Inbound Call Customer	Complex Request	Done	8/18/2009 11:35:22 AM	Returning call
Contact Last Name	Contact First Name	Account	BAC Code				

Cust sts: [REDACTED] 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

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/18/2009 11:29:19 AM	PEREZCA	GUERROER	SR Opened		Done	8/18/2009 11:29:19 AM	SR in Status of Closed has been Re-Opened by PEREZCA
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/17/2009 01:35:35 PM	GUERROER	GUERROER	SR Closed - Satisfied		Done	8/17/2009 01:35:35 PM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/17/2009 01:32:51 PM	GUERROER	GUERROER	Inbound Call Customer	Complex Request	Done	8/17/2009 01:35:30 PM	
Contact Last Name	Contact First Name	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 apologize 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 you hold for a moment I can get you connected.

Cust sts: Ok.

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

Erica Guerrero/Exec/ATX/L2

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/17/2009 01:30:30 PM	GUERROER	GUERROER	SR Opened		Done	8/17/2009 01:30:30 PM	SR in Status of Closed has been Re-Opened by GUERROER
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/1/2009 03:53:58 PM	GUERROER	GUERROER	SR Closed - Satisfied		Done	7/1/2009 03:53:58 PM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/1/2009 03:49:54 PM	GUERROER	GUERROER	Inbound Call Customer	Complex Request	Done	7/1/2009 03:53:53 PM	
Contact Last Name	Contact First Name	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? And what sort of warranty would I have left on 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 dlr CUV warranty. You'd be better asst by dlr sales dept for better answers. I can get you xferred over for further asst. Please hold **xferred cust to Sales Manager Dominick for furtehr 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

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VIN :	1G1AK15F577 [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	1AK37 -2007 COBALT 2-DOOR LS COUPE	Warranty Start Date :	05/26/2007				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	ROGERS AUTO GROUP 2720 S MICHIGAN AVENUE CHICAGO , IL 60616-2819 (312) 225-4300	Selling Source :	13 - CHEVROLET				
		Site Code :	11118				
		Business Associate Code :	205757				
Service Contract :	Yes	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
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SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	09110	SIR/AIRBAG LIGHT ILLUMINATED, DTC B0081 SET(REF. TSB 09-09-41-003)	05/05/2009	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.
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APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	05/26/2007	10 miles	05/26/2010	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	05/26/2007	10 miles	05/26/2013	100010 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	05/26/2007	10 miles	05/26/2012	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/26/2007	10 miles	05/26/2015	80010 miles
36/36000 FEDERAL EMISSION	05/26/2007	10 miles	05/26/2010	36010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	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.

GM Vehicle Inquiry System

Claim History

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VIN :	1G1AK15F577 [REDACTED]
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CLAIM HISTORY

Repair Order Date :		07/04/2009		Repair Order Number :		369642		Odometer Reading :		23609 miles	
Serviced By :		GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117				Selling Source :		13 - CHEVROLET			
						Site Code :		34415			
						Business Associate Code :		207453			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
07/10/2009	21	01	#	Z2082 - ROADSIDE SERVICE (FUEL DELIVERY)	N/A	C	N/A	\$ 42.00	N		

Repair Order Date :		05/27/2009		Repair Order Number :		304851		Odometer Reading :		22000 miles	
Serviced By :		GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117				Selling Source :		13 - CHEVROLET			
						Site Code :		34415			
						Business Associate Code :		207453			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
06/05/2009	11	01	#	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	N/A	C	N/A	\$ 42.00	N		

Repair Order Date :		04/22/2009		Repair Order Number :		233822		Odometer Reading :		22000 miles	
Serviced By :		GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117				Selling Source :		13 - CHEVROLET			
						Site Code :		34415			
						Business Associate Code :		207453			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		

8/25/2009

05/01/2009	1	01	#	Z2081 - ROADSIDE SERVICE (LOCKOUT)	N/A	C	N/A	\$ 44.57	N
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Repair Order Date :		02/23/2009		Repair Order Number :		132558		Odometer Reading :		20000 miles	
Serviced By :		GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117				Selling Source :		13 - CHEVROLET			
						Site Code :		34415			
						Business Associate Code :		207453			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
03/06/2009	984	01	#	Z2080 - ROADSIDE SERVICE (TOWING)		N/A		C	N/A	\$ 69.97	N

Repair Order Date :		02/12/2009		Repair Order Number :		097155		Odometer Reading :		41000 miles	
Serviced By :		GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117				Selling Source :		13 - CHEVROLET			
						Site Code :		34415			
						Business Associate Code :		207453			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
02/20/2009	980	01	#	Z2080 - ROADSIDE SERVICE (TOWING)		N/A		C	N/A	\$ 69.97	N

Repair Order Date :		09/26/2008		Repair Order Number :		178404		Odometer Reading :		18080 miles	
Serviced By :		GILLESPIE CHEVROLET 6633 S WESTERN CHICAGO, IL 60636-2412 (773) 434-8200				Selling Source :		13 - CHEVROLET			
						Site Code :		11249			
						Business Associate Code :		173357			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
10/03/2008	940	01	#	Z7901 - 1-DAY COURTESY TRANSPORTATION		N/A		N/A	N/A	\$ 42.00	N

Repair Order Date :		08/13/2008		Repair Order Number :		175946		Odometer Reading :		16808 miles	
Serviced By :	GILLESPIE CHEVROLET 6633 S WESTERN CHICAGO, IL 60636-2412 (773) 434-8200					Selling Source :		13 - CHEVROLET			
						Site Code :		11249			
						Business Associate Code :		173357			

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

Repair Order Date :		07/23/2008		Repair Order Number :		295180		Odometer Reading :		16248 miles	
Served By :		ROGERS AUTO GROUP 2720 S MICHIGAN AVENUE CHICAGO, IL 60616-2819 (312) 225-4300				Selling Source :		13 - CHEVROLET			
						Site Code :		11118			
						Business Associate Code :		205757			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	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 Order Date :		06/03/2008		Repair Order Number :		013737		Odometer Reading :		14943 miles	
Serviced By :		CURRIE MOTORS CHEVROLET, INC. 7901 W ROOSEVELT RD FOREST PARK, IL 60130-2526 (708) 771-2600				Selling Source :			13 - CHEVROLET		
						Site Code :			11244		
						Business Associate Code :			235179		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
06/17/2008	909	01	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE		15800140 - SHAFT KIT		B	N/A	\$ 169.39	N
06/17/2008	909	02	#	E3857 - STRUT ASSEMBLY REPLACEMENT - BOTH SIDES		15876215 - STRUT KIT		B	N/A	\$ 394.66	N
06/17/2008	909	03	#	Z7902 - 2-DAY COURTESY TRANSPORTATION		N/A		G	N/A	\$ 79.00	Y

Repair Order Date :		05/27/2008	Repair Order Number :		290697	Odometer Reading :		14703 miles	
Serviced	ROGERS AUTO GROUP				Selling Source :		13 - CHEVROLET		

By :	2720 S MICHIGAN AVENUE CHICAGO, IL 60616-2819 (312) 225-4300				Site Code :		11118		
					Business Associate Code :		205757		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/03/2008	905	01	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$ 42.00	Y

Repair Order Date :		01/22/2008		Repair Order Number :		281119		Odometer Reading :		10350 miles	
Serviced By :		ROGERS AUTO GROUP 2720 S MICHIGAN AVENUE CHICAGO, IL 60616-2819 (312) 225-4300				Selling Source :		13 - CHEVROLET			
						Site Code :		11118			
						Business Associate Code :		205757			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
02/01/2008	870	01	#	E5800 - SHOCK ABSORBER, REAR - RIGHT - REPLACE		22696400 - ABSORBER	N/A	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 Order Date :		12/05/2007		Repair Order Number :		161507		Odometer Reading :		8071 miles	
Serviced By :	GILLESPIE CHEVROLET 6633 S WESTERN CHICAGO, IL 60636-2412 (773) 434-8200					Selling Source :		13 - CHEVROLET			
						Site Code :		11249			
						Business Associate Code :		173357			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
12/14/2007	856	01	#	E3850 - STRUT, FRONT - RIGHT - REPLACE		15876216 - STRUT KIT		N/A	N/A	\$ 173.09	N
12/14/2007	856	02	#	Z7901 - 1-DAY COURTESY TRANSPORTATION		N/A		N/A	N/A	\$ 30.00	N

Repair Order Date :		10/15/2007	Repair Order Number :		273656	Odometer Reading :		5988 miles	
Serviced By :	ROGERS AUTO GROUP 2720 S MICHIGAN AVENUE				Selling Source :		13 - CHEVROLET		

CHICAGO, IL 60616-2819 (312) 225-4300				Site Code :		11118			
				Business Associate Code :		205757			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/26/2007	842	01	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	N/A	B	N/A	\$ 60.86	N
10/19/2007	840	02	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$ 42.00	N

Repair Order Date :		06/16/2007		Repair Order Number :		263958		Odometer Reading :		893 miles	
Serviced By :		ROGERS AUTO GROUP 2720 S MICHIGAN AVENUE CHICAGO, IL 60616-2819 (312) 225-4300				Selling Source :		13 - CHEVROLET			
						Site Code :		11118			
						Business Associate Code :		205757			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
06/29/2007	808	01	#	B4379 - FRONT OR REAR SIDE DOOR LATCH STRIKER OR LOCK STRIKER REPL		12451555 - STKR-D/LK		N/A	N/A	\$ 24.93	<u>Y</u>

Repair Order Date :		06/07/2007		Repair Order Number :		263270		Odometer Reading :		578 miles	
Serviced By :		ROGERS AUTO GROUP 2720 S MICHIGAN AVENUE CHICAGO, IL 60616-2819 (312) 225-4300				Selling Source :		13 - CHEVROLET			
						Site Code :		11118			
						Business Associate Code :		205757			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
06/15/2007	804	01	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS		N/A	N/A	N/A	\$ 60.86	Y	

Repair Order Date :		10/16/2006	Repair Order Number :		A87960	Odometer Reading :		0 miles	
Serviced By :	ROGERS AUTO GROUP 2720 S MICHIGAN AVENUE CHICAGO, IL 60616-2819 (312) 225-4300				Selling Source :		13 - CHEVROLET		
					Site Code :		11118		

				Business Associate Code :		205757			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/20/2006	736	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 108.95	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System Vehicle Build

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VIN	1G1AK15F577 [REDACTED]
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VEHICLE BUILD

Merchandising Model :	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	AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR
AR9 - DELUXE FRONT BUCKET SEAT	AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
B34 - FLOOR MATS, FRONT/REAR	B35 - REAR FLOOR MATS
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



Service Request Detail

SR No.	71-758872179	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - Power Steering Pump /	Sub-Area	Initiate PAR- Collision
Address		City	Carson	Involved Dir	Paradise Chevrolet	Safety	Yes
State	CA ZipCd	Con Acct		Source	Phone	Updated	9/21/2009 01:15:37 PM
Serial #/VIN	1G1AL58F787	Model Year	2008	Priority	Medium License # CHEVROL	Owner	AMSTUTST
Make	Chevrolet	Warr. Start	01/10/2008	Status	Open	Opened	9/17/2009 01:31:32 PM
Model	Cobalt	Mileage	34729	Sub-Status	Dissatisfied	Closed	
Abstract	Power Steering- Enterprise veh						
Customer Description	PAR FILE, DO NOT ADVISE, DO NOT ASSUME, SEND ALL CALLS TO X41022						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People In Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Insurance Agent	9/12/2009 04:00:00 PM	N	1	2	Asphalt	Dry	none	none
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
cust of Enterprise	cust of Enterprise	cust of Enterprise						
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
			Elco 2 claims- 2nd claim # at DRU					
Incident Loc	On 101 S, near Camarillo CA				Incident Desc	driver was on the highway in the middle lane, hw veered right, power steering failed 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.		
Component	power steering				Damage Desc	left side mirror		
Vehicle Loc	Paradise				Add'l Info			
Emgcy Svc Names	none				Maint Loc	Enterprise		

PAR Detail

Collision	Y	Non Collision	Property Damage	Y	Thermal Evt	N	Spec Equip	none
Vehicle Speed	70	Weather Condition	dry	Prop Owner	unknown	Property Type	3rd party	
Last Service Date		Loc Last Service		Property Location	unknown	Prop Est Repair Cost		
Veh Est Repair Cost	\$215.00	Spec Equip Installer	n/a	Prop Damage Description	scraped the side of the veh, that driver did not stop			
Primary Veh Use	Fleet	Inspection Type	Steering 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 svc unknown					

Service Request Detail

Activities

Created	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	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 01:28:34 PM	AMSTUTST	ESISBIQU	Escalation	ESIS - Property Damage	In Progress		assigned to ESIS
Contact Last Name	Contact First Name		Account		BAC Code		
Comments							
property damage, enterprise veh							
Confidential Comments							

Created	Created By	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 Chev @ 805 642 0111
Contact Last Name	Contact First Name		Account		BAC Code		
Comments							
CRS spoke with: Svc Mgr Drew Watts							
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							

Service Request Detail

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
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 08:42:52 AM	KINZERTH	AMSTUTST	Ownership Changed		Done	9/21/2009 08:42:52 AM	Service Request Ownership has changed FROM: BARRIOMA TO: AMSTUTST

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 08:42:32 AM	KINZERTH	AMSTUTST	BRC PAR	Initial Contact- AVM	Done	9/21/2009 01:28:14 PM	Called DVM Byrne Paul 80509 58683

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

Comments

DVM Byrne Paul 80509 58683

CRS adv: calling concerning cust, to adv that file has been recieved in your area, cust concern is with the power steering, due to 3rd party property damage and the veh belonging to Enterprise we will need to forward this file to ESIS for further handling

you are not required to respond to this msg, however if you do have any questions or concerns regarding this file, pls feel free to give me a call, 1-866-790-5700 x41022

SR#

StacyAmstutz/ATX/PAR

Confidential Comments

Service Request Detail

Activities

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

Comments

CRS spoke with: Svc Mgr Drew Watts

CRS adv: calling about veh, understand that veh was diagnosed at dlr, what was dlr diagnosis?

is veh still at dlr? File will be handled by ESIS because the veh is an Enterprise Rental veh, will have the new agent's info 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 fail. Veh is still at dlr

StacyAmstutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	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 First Name	Account	BAC Code				

Comments

cust sts: with Elco, representing Enterprise, veh is an Enterprise veh driver was on the highway in the middle lane, hw veered right, power steering failed 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 file to ESIS for further handling, someone from that dept will be in contact within 10 business days, will also call the dlr to try and get the veh released, can't guarantee 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

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 08:42:05 AM	KINZERTH	AMSTUTST	BRC PAR	Acknowledgement	Done	9/21/2009 01:03:59 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS adv: Calling to inform cust that we have recieved your file concerning your 2008 Chev Cobalt.
Do you have a few moments to speak with me?

cust sts: yes

*Continued in initial activity

StacyAmstutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 08:41:56 AM	KINZERTH	AMSTUTST	Notify CRM		Done	9/21/2009 01:28:28 PM	File Assigned
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 08:41:48 AM	KINZERTH	AMSTUTST	Research		Done	9/21/2009 10:49:24 AM	Research VIN
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

no open recalls
no related repairs
no other files

StacyAmstutz/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 08:41:33 AM	KINZERTH	AMSTUTST	BRC PAR	Case Assigned	Done	9/21/2009 10:42:10 AM	Assigned to Stacy Amstutz x41022
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 08:41:23 AM	KINZERTH	BARRIOMA	SR Opened		Done	9/21/2009 08:41:23 AM	SR In Status of Closed has been Re-Opened by KINZERTH
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 08:41:22 AM	KINZERTH	BARRIOMA	SR Closed - Satisfied		Done	9/21/2009 08:41:22 AM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name		Account		BAC Code		
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/18/2009 03:16:09 PM	BARRIOMA	KINZERTH	Escalation	Initiate PAR	Done	9/21/2009 08:41:16 AM	Assigning activity to PAR QUEUE
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							

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

Maria Kemp /BA/CAC Tier 1 Lvl 1

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

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	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 First 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 representative that wanted to start a claim. Cust stated a cust was involved in a collision. Cust that was driving the veh did not intend to start a claim, however Enterprise wanted to state if product was faulty.

Maria 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 02:30:10 PM	BARRIOMA	BARRIOMA	Outbound Call Dealer	Made Contact	Done	9/18/2009 02:38:30 PM	fu
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

SVM Draw

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.

Maria 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 01:07:26 PM	BARRIOMA	BARRIOMA	Inbound Call Customer	Customer	Done	9/18/2009 01:13:44 PM	Customer called.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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

Maria Kemp /BA/CAC Tier 1 Lvl 1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/18/2009 06:44:59 AM	ALEJANRH	BARRIOMA	Notify CRM		Done	9/18/2009 11:40:28 AM	Letter received

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/18/2009 06:42:31 AM	SADMIN	BARRIOMA	Inbound White Mail	Company	Done	9/18/2009 06:44:57 AM	REQUEST FOR ASSISTANCE Scanned: 2009-09-17-15.20.47.000000, MSXDocNum: 000195E7

Contact Last Name Contact First Name Account BAC Code

Letter from Enterprise rep (Karlina Bergstrom)

CRS action plan:
Attach and notify

Reggie Alejandrino/CAC T1/Mia /Emp Lvl 1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2009 02:30:53 PM	RAMIREAR	BARRIOMA	Notify CRM	Customer Called	Done	9/17/2009 03:12:06 PM	informing of lbcc

Contact Last Name Contact First Name Account BAC Code

see lbcc

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2009 02:29:59 PM	BARRIOMA	BARRIOMA	Outbound Call Customer	Made Contact	Done	9/17/2009 02:30:35 PM	FU

Contact Last Name Contact First Name Account BAC Code

Comments

Cust stated she talked to anotahr CRs who provided info.
Cust said she will take veh to dealer on friday 18.

Maria Kemp /BA/CAC Tier 1 Lvl 1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2009 02:27:56 PM	BARRIOMA	BARRIOMA	Inbound Voice Mail	Service Request Update	Done	9/17/2009 02:29:57 PM	Customer called.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust requested divisional address and fax number.

Maria Kemp /BACAC Tier 1 Lvl 1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2009 02:27:42 PM	RAMIREAR	RAMIREAR	Inbound Call Customer	Complex Request	Done	9/17/2009 02:30:39 PM	***Assisting Only***
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust sts:

- provided sR 71-758872179
- spoke to a rep earlier
- forgot to get mailing address and fax number

Cust aks:

- divisional address for chevy and fax number

CRS Advsd:

- Chevrolet
- P.O. Box 33170 Detroit, MI 48232-5170
- Fax: 856-962-2858

ArthurRamirez/CAC T1/MAN/Level 0 Empowered

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2009 02:16:18 PM	BARRIOMA	BARRIOMA	Scheduled Outbound Call Cust	Follow-up Attempt	Done	9/18/2009 02:48:48 PM	FU
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Check diagnose.

Contact customer.

Confidential Comments

Service Request Detail

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	9/17/2009 02:10:36 PM	Complaint veh.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust states im calling on behalf of Enterprise. 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 WASNT 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 a claim 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 callback.

Maria Kemp /BA/CAC Tier 1 Lvl 1

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M30	Inoperative	Steering - Power Steering Pump / Brackets



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

Received from BRC

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 [REDACTED]
Date of Loss : 9/12/2009
Our File No. : [REDACTED]
Your File No. : 71758872179

RECEIVED

SEP 23 2009

ESIS-GM CLAIMS UNIT

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, California.

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 :	1G1AL58F787
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VEHICLE INFORMATION

Merchandising Model :	1AL69 -2008 COBALT 4-DOOR LT SEDAN			Warranty Start Date :	01/10/2008		
BARS Order Type :	50 - FLEET						
Delivering Dealer :	RYDELL AUTOMOTIVE GROUP PO BOX 2189 VAN NUYS, CA 91404-2189 (818) 838-1700			Selling Source :	13 - CHEVROLET		
				Site Code :	20070		
				Business Associate Code :	164285		
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
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

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	01/10/2008	10 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	10 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	Type	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 :	1G1AL58F787
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CLAIM HISTORY

Repair Order Date :		01/31/2008		Repair Order Number :		E15064		Odometer Reading :		1 miles	
Serviced By :		RYDELL AUTOMOTIVE GROUP PO BOX 2189 VAN NUYS, CA 91404-2189 (818) 838-1700				Selling Source :			13 - CHEVROLET		
						Site Code :			20070		
						Business Associate Code :			164285		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		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

VIN	1G1AL58F787
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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

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	AL0 - 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
FE1 - 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	I4C - GRAY
I4I - 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, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Joshua Preister
Claims Administrator

September 29, 2009

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

RE: Claimant: Enterprise Rent-A-Car Company
 Our File No.: [REDACTED]
 Our Client: General Motors Company
 Date/Event: 09/12/2009
 Subject vehicle: 2008 Chevrolet Cobalt
 VIN: 1G1AL58F787 [REDACTED]

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 than 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.

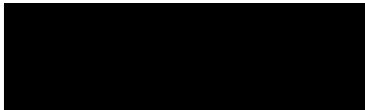
Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. If you choose to dispose of the salvage, it will be to your own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

CALIFORNIA COLLISION SPECIALISTS,LL									
Admin Data									
Owner [REDACTED] Address					Insured Address				
Home Phone 111-111-1111					Home Phone				
Work Phone					Work Phone				
Insurance Company ENTERPRISE Address					Adjuster Adjuster Phone Email				
Phone Fax					Inspection Location Address Phone Fax				
Repair Facility Repair Facility Name Address Phone Fax Federal Tax ID State BAR					Estimator Information Estimator Office Address Email Phone Fax				
CALIFORNIA COLLISION SPECIALISTS,LL 1649 Palma Dr. Unit A Ventura, CA 93003 805-650-7506 805-650-7583					S1				
Estimate Information File ID 11236 Sup No. 0 Platform M UM6.7 Transmit Date 9/14/2009 Loss Assignment Date 9/14/2009 Inspection Date					Claim Information Claim # [REDACTED] Policy Number Deductible \$0.00 Deductible Paid Unknown Loss Type				
Vehicle Data									
Year	08	Make	Chevrolet	Model	Cobalt				
BodyStyle	4D Sed	Color	RED	VIN	1G1AL58F787 [REDACTED]				
Engine		Type	Car	Odometer	34724				
Production Date	08/1	Primary Point Of Impact14							
License	[REDACTED]	Secondary Point Of Impact14							
License State	CA								
Line Items									
Line	Operation	Description	Price	QTY	Labor	Paint	Lbr TTL	Other	
1	Remove/Replace	L FRT DOOR REAR VIEW MIRROR	\$180.23	1	1* B		\$25.00		
2	Refinish	L FRT DOOR MIRROR				0.7 R	\$17.50		
3	Remove/Install	L FRT DOOR TRIM PANEL			0.4 B		\$10.00		
4	Additional Operations	CLEAR COAT				0.1 R	\$2.50		
5	Additional Operations	CHIP RESISTANT MATERIAL APPLICATION	\$10.00*	1					
6	Additional Operations	FINISH SAND AND BUFF							
7	Additional Costs	PAINT/MATERIALS	\$19.20*	1					
8	Additional Costs	HAZARDOUS WASTE DISPOSAL	\$5.60*	1					
Totals									
Parts									
Part	Sub Total	Adj %	Adj \$	Total					

New Parts	\$180.23	-30.00 %	(\$54.07)		\$126.16
Parts Total					\$126.16
Labor					
Type	Additional Labor	Rate	Hours	R*H	Sub Total
Body	\$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 Wastes					\$5.60
Materials Total					\$24.80
Miscellaneous					
Other					\$10.00
Miscellaneous Total					\$10.00
Adjustments					
Deductible					\$0.00
Sales Tax					\$0.00
Orig Total					\$215.96
Final Total					\$215.96



11/19/2009 01:11 PM

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

cc

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: [REDACTED]

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

To: [REDACTED]

Subject: 395586

v1

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11236.html



32JJ

(661) 294-4590

DX # DX32 AL B36

UNIT # 32AL

DAMAGE ON UNIT: Minor casing down

MAKE/MODEL: Cobalt

G.P.B.: 32AL

DO NOT RENT















PE10-005

GM

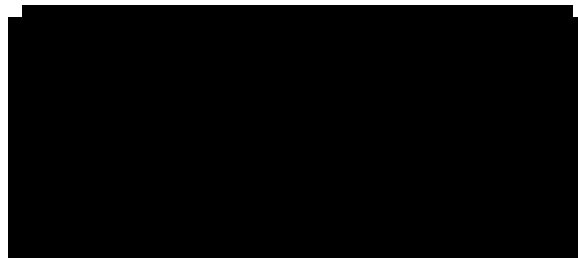
4/14/2010

ATTACHMENT

Q03

SUBJECT LEGAL

ATTACHMENT



Service Request Detail

SR No.	1-387238743		Ref No.	Goodwill			BRC Type	PAR				
Account			Site	GW SubType			Bus. Unit	BRC				
Last Name			First Name			Approval	Not Initiated	Area	PAR			
Daytime #			Evening #			UCC	Steering - General	Sub-Area	Initiate PAR- Collision			
Address			City	Cold Spring		Involved Dir	Florence Chevrolet, Inc.		Safety	Yes		
State	KY	ZipCd			Con Acct	Source	Phone	Updated	1/17/2006 2:18:03 PM			
Serial #/VIN	1G1AL12F857				Model Year	2005	Priority	Medium	License #	CHEVROL	Owner	DUBOSE
Make	Chevrolet				Warr. Start	05/21/2005	Status	Open	Opened	1/14/2006 4:01:54 PM		
Model	Cobalt				Mileage	4879	Sub-Status	Satisfied	Closed			

Abstract Steering - General

Customer Description "PAR File" Do not assume. Forward calls to Lori Dubose @ 58606

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in	Road Surface	Road Cond.	Fire Report#	Police Report#
Insurance Agent	12/27/2005 1:30:00 PM	Y	0	2	Asphalt	Dry	unknown	unknown
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'11	5/23/1989	none				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Gregory	Kevin	(888) 898-6710	State Farm Insurance Agency					
Incident Loc	Upper Tugford Rd Alexandria, KY	Incident Desc	Vehicle owner son driving the vehicle, the power steering went out on the vehicle causing the vehicle to go off the road and hit a tree.					
Component	Steering System and Airbags	Damage Desc	Complete front end and the driver side is damaged					
Vehicle Loc	Cobalt Salvage Yard - State Farm 1051 Industrial Rd	Add'l Info	Insurance agent does not have all the information, can contact state farm and speak with anyone in team 90, claim # the insurance agent has no further information					
Emgcy Svc Names	Alexandria	Maint Loc	Tom Gill					

PAR Detail

Collision	Y	Non Collision	Property Damage	N	Thermal Evt	N	Spec Equip	none
Vehicle Speed		Weather Condition			Prop Owner	none	Property Type	
Last Service Date		Loc Last Service	Tom Gill Chevy		Property Location		Prop Est Repair Cost	
Veh Est Repair Cost		Spec Equip Installer			Prop Damage Description		Inspected By	Inspection Not Performed
Primary Veh Use	Personal	Inspection Type			Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	Complete front end and the driver side is damaged				Explain Other			

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
		05/23/89	Occupant of Owner's Vehicle		Driver	Seat Belt
Injury Description	Medical Rp/#	Treatment Location	Treated By			
cervical strain,bruise to left side of head	unknown	St Elizabeth Hospital Fort Thomas, KY	unknown			
Street 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	1/17/2006 3:13:52 PM	CLOSING PAR FILE
Contact Last Name	Contact First Name	Account	BAC Code				

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

Confidential Comments

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				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2006 2:48:46 PM	DUBOSE	DUBOSE	BRC PAR	ESIS- Insurance Involvement	Done	1/17/2006 2:48:05 PM	ESIS ESCALATION
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
FORWARDING TO ESIS

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2006 2:47:50 PM	DUBOSE	DUBOSE	BRC PAR	Inspection Not Required	Done	1/17/2006 2:48:37 PM	Type of Inspection
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

NONE REQUIRED.
LARA DUBOSE/BRC/PAR 58606

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2006 2:47:50 PM	DUBOSE	DUBOSE	Scheduled Outbound Call	Cancelled	Done	1/17/2006 2:48:43 PM	Reason for the call
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Date and Time EST...Callback Phone Number

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2006 2:47:49 PM	DUBOSE	DUBOSE	PAR Case Assessment	Collision	Done	1/17/2006 2:48:27 PM	STEERING
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

STEERING CONCERN. NO INSPECTION

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	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 First Name		Account		BAC Code	

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2006 12:21:51 PM	ABBOTTTF	ABBOTTTF	Outbound Call Customer	Left Message	Done	1/17/2006 12:22:54 PM	Called customer...
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

@ 800-838-9727 x24325 Leaving customer a vme that crm would callback.

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2006 12:19:07 PM	ABBOTTTF	ABBOTTTF	Outbound Call Customer	Received No Answer	Done	1/17/2006 12:19:30 PM	Called customer...
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

FREDERICK A. ABBOTT SR/ PAR / Ext. 58199

Confidential Comments

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
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2006 7:40:27 AM	ABBOTTTF	ABBOTTTF	Ownership Changed	Ownership Escalated to BRC	Done	1/17/2006 7:40:28 AM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/16/2006 10:23:55 AM	VASQUEZ	DUBOSE	BRC PAR	Acknowledgement	Done	1/17/2006 8:08:26 AM	Called Customer...
Contact Last Name	Contact First Name	Account	BAC Code				

CRM MADE ACKNOWLEDGEMENT CALL TO [REDACTED] 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	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/16/2006 10:23:55 AM	VASQUEZ	DUBOSE	BRC PAR	Initial Contact- Phone	Done	1/17/2006 2:34:57 PM	Call from customer
Contact Last Name	Contact First Name	Account	BAC Code				

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, front tire and rear quarter panels. Veh was totalled, no repair estimate made. No fire report made, police report number unknown, no property damage. Driver 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 paid 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

Confidential Comments

Service Request Detail

Activities

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- AVM	Done	1/17/2006 2:37:46 PM	Called FAVM 630092 8182
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Summary: Called FAVM 630092 8182 provided the cust name, last 8 of the vin, sr 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				

Comments

And spoke w/Asst Srv. Mgr. advising dealer of customer allegation. Dir states that he would put notes in his system, and thanked crm. Dir also states that due to weather it has been slippery 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
1/16/2006 10:23:53 AM	VASQUEZ	DUBOSE	Notify CRM		Done	1/17/2006 2:23:27 PM	File Assigned
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

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

Comments

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
1/16/2006 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. 58606
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/16/2006 10:23:40 AM					Done	1/16/2006 10:24:02 AM	1-387239743, BRC PAR Assignor
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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. HAM/PAR/Workflow

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 First Name	Account	BAC Code				
		State Farm Insurance Co					

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

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 :	1G1AL12F657 [REDACTED]
-------	------------------------

VEHICLE INFORMATION

Merchandising Model :	1AL37 -2005 COBALT 2-DOOR LS COUPE	Warranty Start Date :	05/21/2005				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	TOM GILL CHEVROLET 7830 COMMERCE D FLORENCE , KY 41042-1568 (859) 371-7566	Selling Source :	13 - CHEVROLET				
		Site Code :	09498				
		Business Associate Code :	158996				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
--

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

ON STAR AND XM SATELLITE RADIO INFORMATION

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

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	05/21/2005	159 miles	05/21/2008	36159 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	05/21/2005	159 miles	05/21/2011	100159 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/21/2005	159 miles	05/21/2013	80159 miles
36/36000 FEDERAL EMISSION	05/21/2005	159 miles	05/21/2008	36159 miles
60/60000 POWERTRAIN - U.S.	05/21/2005	159 miles	05/21/2010	60159 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	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 <i>by purchase</i>	31 miles
04/01/2005	016286	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED <i>at 4/1/05</i> LOCALLY) <i>in 6 weeks</i>	31 miles
03/23/2005	016082	1	Z6999 - PDI RELATED FLUID ADDS	5 miles
03/16/2005	A92708	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 :	1G1AL12F657
-------	-------------

CLAIM HISTORY

Repair Order Date :		10/27/2005		Repair Order Number :		245838		Odometer Reading :		3609 miles	
Serviced By :		TOM GILL CHEVROLET 7830 COMMERCE D FLORENCE, KY 41042-1568 (859) 371-7566				Selling Source :		13 - CHEVROLET			
						Site Code :		09498			
						Business Associate Code :		158996			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
11/11/2005	638	01	#	J9995 - CUSTOMER CONCERN NOT DUPLICATED		N/A		N/A	N/A	\$ 20.03	N

Repair Order Date :		08/20/2005		Repair Order Number :		241756		Odometer Reading :		3120 miles	
Serviced By :		TOM GILL CHEVROLET 7830 COMMERCE D FLORENCE, KY 41042-1568 (859) 371-7566				Selling Source :		13 - CHEVROLET			
						Site Code :		09498			
						Business Associate Code :		158996			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
10/18/2005	631	01	#	B0762 - SHIELD AND/OR LINER - REAR WHEELHOUSE PANEL - RIGHT - REPL		00019615		G	N/A	\$ 8.10	N

Repair Order Date :		07/11/2005		Repair Order Number :		239108		Odometer Reading :		2070 miles	
Serviced By :	TOM GILL CHEVROLET 7830 COMMERCE D FLORENCE, KY 41042-1568 (859) 371-7566					Selling Source :		13 - CHEVROLET			
						Site Code :		09498			
						Business Associate Code :		158996			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments

1/17/2006

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 Order Date :		04/01/2005		Repair Order Number :		016286		Odometer Reading :		31 miles	
Serviced By :		JACK BURFORD CHEVROLET,INC. PO BOX 450 RICHMOND, KY 40476-0450 (859) 623-3350				Selling Source :		13 - CHEVROLET			
						Site Code :		25045			
						Business Associate Code :		112998			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
04/08/2005	576	01	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE		15232432 - COLUMN KI		N/A	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 Order Date :		03/23/2005		Repair Order Number :		016082		Odometer Reading :		5 miles	
Serviced By :	JACK BURFORD CHEVROLET,INC. PO BOX 450 RICHMOND, KY 40476-0450 (859) 623-3350					Selling Source :		13 - CHEVROLET			
						Site Code :		25045			
						Business Associate Code :		112998			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		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 Order Date :		03/16/2005		Repair Order Number :		A92708		Odometer Reading :		0 miles	
Serviced By :	JACK BURFORD CHEVROLET,INC. PO BOX 450 RICHMOND, KY 40476-0450 (859) 623-3350					Selling Source :		13 - CHEVROLET			
						Site Code :		25045			
						Business Associate Code :		112998			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
03/22/2005	571	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME		N/A		N/A	N/A	\$ 71.36	N

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	1G1AL12F657 [REDACTED]
-----	------------------------

VEHICLE BUILD

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

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	AR9 - DELUXE FRONT BUCKET SEAT
C67 - ELECT. FRONT AIR CONDITIONER	DG7 - ELEC TWIN REMOTE SPORT MIRRORS
FE1 - SUSPENSION SYSTEM-SOFT RIDE	FE9 - 50-STATE EMISSIONS
FY1 - TRANS/AXLE 3.63 RATIO	IPC - INTERIOR TRIM DESIGN
JM4 - 4-WHEEL ANTI-LOCK BRAKE SYSTEM	K64 - 115 AMP GENERATOR
LOD - ASSEMBLY PLANT - LORDSTOWN,OHIO	L61 - 2.2L DOHC 4 CYL ENGINE
MN5 - 4 SPEED AUTO TRANSMISSION	MX0 - 4-SPD. AUTO. TRANS. W/OVERDRIVE
NT7 - FEDERAL EMISSION TIER 2	NW7 - TRACTION CONTROL
N46 - 4 SPOKE STEERING WHEEL	PF7 - 15" ALUMINUM WHEELS
QTU - P195/60R15 TOURING BW TIRES	R9U - GM ACCESS - AUTOBOOK IDENTIFIER
SLM - STOCK ORDERS	T43 - REAR DECK-LID SPOILER
UN0 - AM/FM STEREO W/CD PLAYER	UQ4 - BASE SPEAKER SYSTEM
VM3 - CONSUMER INFORMATION LABEL	V73 - STATEMENT OF VEHICLE CERT.- U.S./CANADA
1SA - BASE PACKAGE	1SZ - OPTION PACKAGE DISCOUNT
19C - EBONY SPORT CLOTH	19I - EBONY
41U - BLACK	6AR - FRONT SPRING
7AR - FRONT SPRING	8AA - REAR SPRING
9AA - REAR SPRING	

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1/17/2006

CHECK HISTORY

Vehicle Has No Associated Check History.

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5
January 2, 2006

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

800.888.0164 tel
313.665.0911 fax

Tiffini Hails
Claims Administrator

[REDACTED]
Cold Springs, KY [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors Corporation
Date/Event: December 27, 2006
Subject vehicle: 2005 Chevrolet Cobolt
VIN: 1G1AL12F657 [REDACTED]

Dear [REDACTED]

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;
2. 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;
4. 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



KENTUCKY UNIFORM POLICE
TRAFFIC COLLISION REPORT

DRAFT

1-211 P02/04 U-420

MASTER FILE #

INVESTIGATING AGENCY

CAMPBELL COUNTY POLICE DEPT.

AGENCY ORI NUMBER

0190200

LOCAL CODE

T1225427

ROADWAY NAME

UPPER TUG FORK RD

PARKING LOT: N

INTERSECTION WITH: N

1st STREET: LOWER TUG FORK RD

2nd STREET: REITMAN RD

BETWEEN STREETS: Y

ROADWAY #

DISTANCE FROM MILEPOINT

MILEPOINT #

INJURED

KILLED

UNITS INVOLVED

1

HIT & RUN

NO

ONE WAY

NO

SPEED LIMIT

35 MPH

IN CITY LIMITS?

NO

LATITUDE

DEG: 38 MIN: 59.641

LONGITUDE

DEG: 84 MIN: 23.182

COLLISION DATE AND TIME

12/27/2005 13:40

MILES FROM CITY

2 MILES WEST

CITY/TOWN

01907 - ALEXANDRIA

RAMP: NO

FROM:

TO:

DIR:

DIR:

MANNER OF COLLISION

09 - SINGLE VEHICLE

LOCATION 1ST EVENT

04 - OUTSIDE SHOULDER-LEFT

TRAFFIC CONTROL

99 - NONE

ROADWAY TYPE

01 - COUNTY ROAD

TOTAL LANES

2

ROADWAY CHARACTER

04 - STRAIGHT & GRADE

ROADWAY SURFACE

01 - ASPHALT

ROADWAY CONDITION

01 - DRY

WEATHER

02 - CLEAR

LIGHT CONDITION

02 - DAYLIGHT

LAND USE

06 - RESIDENTIAL

SCHOOL BUS RELATED

03 - NOT APPLICABLE

FIRST AID AT SCENE NO

FIRST AID GIVEN BY

INJURED REMOVED TO

EMS AGENCY AND RUN #

EMS AGENCY AND RUN #

EMS AGENCY AND RUN #

NOTIFIED TIME

ARRIVED TIME

TIME AT HOSPITAL

NOTIFIED TIME

ARRIVED TIME

TIME AT HOSPITAL

NOTIFIED TIME

ARRIVED TIME

TIME AT
HOSPITAL

INJURED OR DECEASED REMOVED BY

1 PROPERTY DAMAGE - OTHER THAN VEHICLES

PROPERTY

OWNER/ADDRESS

2 PROPERTY DAMAGE - OTHER THAN VEHICLES

PROPERTY

OWNER/ADDRESS

3 PROPERTY DAMAGE - OTHER THAN VEHICLES

PROPERTY

OWNER/ADDRESS

INV. COMPLETE YES

PHOTOS NO

PHOTOGRAPHER UNIT NO.

INVESTIGATOR

BOGGS N

ID NUMBER

658

BEAT OR POST NO.

3

TIME NOTIFIED

13:40

TIME ARRIVED

13:45

RDWY OPENED

14:14

REVIEWED BY

PAGE

1 OF 3

KENTUCKY UNIFORM POLICE TRAFFIC COLLISION REPORT - NARRATIVE

MASTER FILE #

INVESTIGATING AGENCY

CAMPBELL COUNTY POLICE DEPT.

AGENCY ORI NUMBER

0190200

LOCAL CODE

T1225427

UNIT #1 WAS TRAVELING SOUTH ON UPPER TUG FORK RD. OPERATOR #1 ADVISED THAT HE LOST POWER STEERING IN THE VEHICLE AND BEGAN TO FISHTAIL THEN LOST CONTROL, TRAVELED OFF THE LEFT SIDE OF THE ROADWAY, AND STRUCK A TREE. HE PROVIDED PAPERWORK THAT SHOWED THE VEHICLE HAD RECENTLY BEEN SERVICED FOR POWER STEERING FAILURE. ED KRIFT'S TOWING WAS CONTACTED PER OWNER'S REQUEST. CAD# 18184

KENTUCKY UNIFORM POLICE TRAFFIC COLLISION REPORT - UNIT

INVESTIGATING AGENCY										CAMPBELL COUNTY POLICE DEPT.										MASTER FILE #																																																																																																													
UNIT # TOWED?										AGENCY ORI NUMBER										LOCAL CODE																																																																																																													
1 YES - ED KRIFT'S TOWING										2										PEDESTRIAN FACTORS																																																																																																													
OPERATOR'S LIC. NO.										STATE										OPERATORS' LICENSE RESTRICTIONS																																																																																																													
H05275779										KY																																																																																																																							
CDL NO										CO. RESIDENT YES										OWNER NO																																																																																																													
OPERATOR NAME (L.N., F.N., M.I.)																																																																																																																																	
DATE OF BIRTH										ADDRESS										COMPLIANT YES																																																																																																													
05/23/1989										COLD SPRING, KY																																																																																																																							
A. PRE-COLLISION VEHICLE ACTION										B. UNIT TYPE										C. FIRE										D. OVERTURNED																																																																																																			
05 - GOING STRAIGHT AHEAD										14-PASSENGER CAR										NO										NO																																																																																																			
E. HUMAN FACTORS 99 - NONE DETECTED																																																																																																																																	
F-H. EVENT COLLISION																																																																																																																																	
1ST: 30 - TREE																																																																																																																																	
I. VEHICULAR FACTORS																				J. ENVIRONMENTAL FACTORS																																																																																																													
07 - STEERING FAILURE																				99 - NONE DETECTED																																																																																																													
K. UNDERRIDE/OVERRIDE 01 - NO UNDERRIDE/OVERRIDE																																																																																																																																	
INVOLVED PERSONS: NAME, ADDRESS, CITY, STATE AND ZIP																																																																																																																																	
COLD SPRING, KY										MALE										DOB/DOB										14										15										16										17										18										19										20										21										22										23									
COLD SPRING, KY										MALE										DOB: 05/23/1989										01										NO										01										05																				01										01										01										01										01									
ALEXANDRIA, KY										MALE										DOB: 12/07/1989										02										NO										03										05																				01										01										01										01										01									
COLD SPRING, KY										FEMALE										DOB: 07/21/1950										08										NO																																																																																									
VEH YEAR										MAKE										MODEL										TYPE										STATE										REGISTRATION NUMBER										YEAR																																																																					
2005										CHEVROLET										COBALT										2D										KY																				2006																																																																					
VEHICLE ID NUMBER										VEHICLE INSURED										NAME OF INSURANCE CO.										COLOR OF VEH																																																																																																			
1G1AL12F65J										YES										STATE FARM										BLACK																																																																																																			
1ST AREA OF CONTACT										1ST AREA CONTACT - COMBINATION VEHICLE										EXTENT OF DAMAGE										AIR BAG SWITCH										TRAVEL DIRECTION																																																																																									
01 - FRONT VEHICLE																				MINOR/MOD										NOT PRESENT										SOUTH																																																																																									
ESTIMATED TRAVEL SPEED BETWEEN 30 & 35 MPH										MOST HARMFUL EVENT																																																																																																																							
COMMERCIAL VEH.										HAZ. CARGO										HAZ. CARGO CODE										TYPE CARGO/COMMODITY										NAS SAFETY REPORT #																																																																																									
NO																																																																																																																																	
SINGLE/COMBINATION/BOBTAIL										NO. AXLES										NO. TRAILERS										US DOT #										ICC MC #										CRASH AVOIDANCE (Fatal Only)																																																																															
GVWR TOTAL										MOTOR CARRIER NAME																				CARRIER NAME SOURCE																																																																																																			
MOTOR CARRIER ADDRESS																																																																																																																																	
VIOLATION CODES										CITATION NUMBER										CASE NUMBER										SUSPECTED DRINKING										METHOD OF DETERMINATION																																																																																									
																														DRIVER										02 - OBSERVATION																																																																																									
																														NO																																																																																																			
TAKEN BY																																																																																																																																	
TEST OFFERED										CHEMICAL TEST										TESTED FOR										SENT TO										RESULTS										PAGE																																																																															
NO																																																																																																																																	
3 OF 3																																																																																																																																	

5

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

800.888.0164 *tel*
313.665.0911 *fax*

August 4, 2006

[REDACTED]
Cold Springs, KY [REDACTED]

RE: Claimant: [REDACTED]
Date of Event: December 27, 2005
File Number: [REDACTED]
Client: General Motors Corporation

Dear [REDACTED]

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

5

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

800.888.0164 *tel*
313.665.0911 *fax*

September 12, 2006

[REDACTED]
Cold Springs, KY [REDACTED]

RE: Claimant: [REDACTED]
Date of Event: December 27, 2005
File Number: [REDACTED]
Client: General Motors Corporation

Dear [REDACTED]

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

CS245838

CS245838



01011CVCS245838

CUSTOMER No 79273	ADVISOR MICHAEL RONNEBAUM 78460	TAG No 0021	INVOICE DATE 10/27/05	INVOICE No CVCS245838
[REDACTED] HIGHLAND HEIGHTS, KY [REDACTED]	LABOR RATE	LICENSE No	MILEAGE 3,609	COLOR BLACK/EBONY
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/2 DR LS COUPE	DELIVERY DATE 05/17/05		STOCK No 7862N
	VEHICLE ID No 1G1AL12F657	SELLING DEALER NO		DELIVERY MILES 153
	FTE No	P.O. No	R.O. DATE 10/27/05	PRODUCTION DATE
COMMENTS				

LABOR & PARTS
 JOB # 1304GVZZMISC MISC STEERING TECH(S): 71776 RD00 WARRANTY

CUSTOMER STATES
 WHILE SON IS TRYING TO PARALL PARK STEERING GETTING REALLY
 STIFF.
 LIKE ALL ASSIST IS GONE
 WENT OUT FOR COUPLE MINS
 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 STEERING HAS SHUT DOWN DUE TO OVER-
 HEATING CONTINUOUSE USE OF THE STEERING WILL CAUSE THE MOTOR
 TO BECOME HOT THIS IS A NMORMAL CONDITION AND THERE IS NOP
 FIX FOR THIS CONCERN
 CHJAECK TIE RODS, STEERING, INT STEERING NO PROBLEM FOUND

JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2109CVZZMISC MISC TIRE TECH(S): RD00 WARRANTY

CUSTOMER STATES DOESN'T KNOW HOW MUCH AIR TO PUT IN TIRES
 LABEL MISSING IN DOOR JAM
 CHK AND SET TIRE PRESSURE
 THE LABEL IS THERE IT IS ION THE INSIDE OF THE DOOR
 YELLOW LABEL

JOB # 2 TOTAL LABOR & PARTS 0.00

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

COMMENTS
 WAIT

TOTALS

*****			TOTAL LABOR.... 0.00	
* CASH []	CHECK []	CHARGE []	* TOTAL PARTS .. 0.00	
* VISA []	MASTER CARD []	AMEX []	* TOTAL SUBLET... 0.00	
* DISCOVER []	CPP []		* TOTAL G.O.G.... 0.00	
*****			* TOTAL MISC CHG 0.00	
			* TOTAL MISC DISC 0.00	
			* TOTAL TAX . 0.00	

THANK YOU FOR YOUR BUSINESS

TOTAL INVOICE \$ 0.00

OUR SERVICE TEAM'S GOAL IS FOR YOU, OUR CUSTOMER
 TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE
 NOT COMPLETELY SATISFIED PLEASE CONTACT ME AT 859/342-2805
 OR BY EMAIL AT JSHROUT@TOMGILL.COM

CUSTOMER SIGNATURE

State Farm Insurance Companies®



September 15, 2006

PO Box 20707
2500 Memorial Boulevard
Murfreesboro, TN 37131-0001

GM Central Claims
Attn: Tiffany Hayles
300 Renaissance Center
Detroit, MI 48265

RECEIVED

SEP 21 2006

ESIS-GM CLAIMS UNIT

RE: Claim Number: [REDACTED]
Insured: [REDACTED]
Your File Number: [REDACTED]
Date of Loss: December 27, 2005

Dear [REDACTED]

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

ESIS/GM Central Claims Unit

P.O. Box 300

Mail Code 482 C20 D71

Detroit, MI 48265-3000

800.888.0164 tel

313.665.0911 fax

Tiffini Hails
Claims Administrator

February 14, 2006

Lawrence Levine
Attention: Medical Records Department
St. Elizabeth Hospital
1 Medical Village Drive
Edgewood, KY 41017

RECEIVED
MAR 06 2006
ESIS-GM CLAIMS UNIT

RE: Our File No.: [REDACTED]
Our Client: General Motors Corporation
Patient Name: [REDACTED]
Date/Event: December 27, 2005
Date of Birth: May 23, 1989

Dear [REDACTED]

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

Please provide me with a complete copy of [REDACTED] medical records and medical bills for the above incident.

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.

Sincerely,

Tiffini Hails
Claims Administrator

Enclosure

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
Subrogation 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

OCT 18 2006

ESIS-GM CLAIMS UNIT

RE: Claim Number: [REDACTED]
Date of Loss: December 27, 2005
Our Insured: [REDACTED]
Vehicle: Chevrolet, Cobalt
VIN: 1G1AL12F65 [REDACTED]
Mileage:
Your File Number: 505870
Insured's Deductible: \$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	\$14,944.50
501 - Rental	\$
600/050 - Med Pay/PIP	\$790.75
Other	\$

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 an 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 any 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

CS245838

CS245838



0101ICVCS245838

CUSTOMER No 79273	ADVISOR MICHAEL RONNEBAUM 78460	TAG No 0021	INVOICE DATE 10/27/05	INVOICE No CVCS245838
HIGHLAND HEIGHTS, KY	LABOR RATE	LICENSE No	MILEAGE 3,609	COLOR BLACK/EBONY
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/2 DR LS COUPE			STOCK No 7862N
	VEHICLE ID No 1 G 1 A L 1 2 F 6 5 7			DELIVERY DATE 05/17/05
	F T E No			DELIVERY MILES 153
P O No		SELLING DEALER NO	PRODUCTION DATE	
RO DATE 10/27/05				
COMMENTS				

LABOR & PARTS

J# 1304GVZZMISC MISC STEERING TECH(S) 71776 RD00 WARRANTY

CUSTOMER STATES
WHILE SON IS TRYING TO PARALL PARK STEERING GETTING REALLY
STIFF.
LIKE ALL ASSIST IS GONE
WENT OUT FOR COUPLE MINS
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 STEERING HAS SHUT DOWN DUE TO OVER-
HEATING CONTINUOUSE USE OF THE STEERING WILL CAUSE THE MOTOR
TO BECOME HOT THIS IS A NMORMAL CONDITION AND THERE IS NOP
FIX FOR THIS CONCERN
CHJAECK TIE RODS, STEERING, INT STEERING NO PROBLEM FOUND

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2109CVZZMISC MISC TIRE TECH(S) RD00 WARRANTY

CUSTOMER STATES DOESN'T KNOW HOW MUCH AIR TO PUT IN TIRES
LABEL MISSING IN DOOR JAM
CHK AND SET TIRE PRESSURE
THE LABEL IS THERE IT IS ION THE INSIDE OF THE DOOR
YELLOW LABEL

JOB # 2 TOTAL LABOR & PARTS 0.00

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

COMMENTS
WAIT

TOTALS

* CASH []	CHECK []	CHARGE []	*	TOTAL LABOR....	0.00
* VISA []	MASTER CARD []	AMEX []	*	TOTAL PARTS ..	0.00
* DISCOVER []	CPP []		*	TOTAL SUBLET...	0.00
*****			*	TOTAL G.O.G....	0.00
			*	TOTAL MISC CHG	0.00
			*	TOTAL MISC DISC	0.00
			*	TOTAL TAX .	0.00

THANK YOU FOR YOUR BUSINESS

TOTAL INVOICE \$ 0.00

OUR SERVICE TEAM'S GOAL IS FOR YOU, OUR CUSTOMER
TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE
NOT COMPLETELY SATISFIED PLEASE CONTACT ME AT 859/342-2805
OR BY EMAIL AT JSHROUT@TOMGILL.COM

CUSTOMER SIGNATURE



245838

245838

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZZOIL	OIL SERVICE	MI	24.90	04CVZZFEA	FRONT END ALIGN	MI	55.00
04CVZZFEACHECK	FRONT END CHECK	MI	27.50	04CVZZFEA4	FOUR WHEEL ALIGN	MI	83.00
01CVZZINTERBEST	BEST INT SERVICE	MI	397.00	01CVZZINTERBETR	BETTER INT SERVICE	MI	286.00
01CVZZMAJORBEST	BEST MAJOR SERVICE	MI	807.00	01CVZZMAJORBETR	BETTER MAJOR SERVICE	MI	526.43

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/20/05	241756	3120	72505	79543	C	01CVZZOIL	OIL SERVICE
				79543	W	20CVZZINLOOSE	INTERIOR TRIM/LOOSE
				79543	W	20CVZZEXMISC	EXTERIOR TRIM MISC
				79543	W	02CVZ	ELECTRICAL
				RD00	W	01CVZZWASH	WASH VEHICLE
				RD00	C	12CVZZMISC	MISC ACCSYS

SALESPERSON NO 460 STEPHEN R FISCHER

S E R V I C E

STATE REG# 3

VEHICLE ID NO 1G1AL12F657		YEAR/MAKE/MODEL 05/CHEVROLET/COBALT/2 DR LS COUPE		PRODUCTION DATE 7862N		LICENSE NO 245838	
CUSTOMER NO 79273		SERVICE CONTRACT EASY CARE		DELIVERY DATE 05/17/05		DELIVERY MILES 153	
COLOR BLACK/EBONY CLOTH		CONTRACT NO 4951582		OPERATION DATE 05/17/09		EXPIRATION MILEAGE 75,000	
TURBO CVZZ		AIR COND P S		MILEAGE 3,609		ADVISOR NO 78460	
ADVISOR MICHAEL RONNEBAUM		I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The seller, TOM GILL CHEVROLET, is not authorizing any other person to assume for it any liability.					
TIME RECEIVED 08 56am		DATE/TIME PROMISED 10/27/05 08 00pm		PRIORITY 1		LABOR RATE	
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No							

ORIGINAL CUSTOMER ESTIMATE TOTAL 0.00

COMMENTS : WAIT

WHILE SON IS TRYING TO PARAELL PARK STEERING GETTING REALLY STIFF. LIKE ALL ASSIST IS GONE WENT OUT FOR COUPLE MINS

CUSTOMER STATES

WHILE SON IS TRYING TO PARAELL PARK STEERING GETTING REALLY STIFF. LIKE ALL ASSIST IS GONE WENT OUT FOR COUPLE MINS

CUSTOMER STATES DOESN'T KNOW HOW MUCH AIR TO PUT IN TIRES LABEL MISSING IN DOOR JAM. CHK AND SET TIRE PRESSURE

Wash

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

I ACKNOWLEDGE THAT THE INFORMATION TO THE LEFT IS AN ACCURATE DESCRIPTION OF MY VEHICLE'S PROBLEM (initials)

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

ORG ESTIMATE CUST ACCEPTANCE AUTH ADDITIONS DATE TIME BY

INITIAL HERE

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GM Vehicle Inquiry System Summary

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

[Help](#)

VIN :	1G1AL12F657
-------	-------------

VEHICLE INFORMATION

Merchandising Model :	1AL37 -2005 COBALT 2-DOOR LS COUPE	Warranty Start Date :	05/21/2005				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	TOM GILL CHEVROLET 7830 COMMERCE D FLORENCE , KY 41042-1568 (859) 371-7566	Selling Source :	13 - CHEVROLET				
		Site Code :	09498				
		Business Associate Code :	158996				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

	Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000	BUMPER TO BUMPER	05/21/2005	159 miles	05/21/2008	36159 miles
72/100000	SHEET METAL COVERAGE RUST THROUGH	05/21/2005	159 miles	05/21/2011	100159 miles
96/80000	FEDERAL EMISSION CATALYTIC CONV AND PCM	05/21/2005	159 miles	05/21/2013	80159 miles
36/36000	FEDERAL EMISSION	05/21/2005	159 miles	05/21/2008	36159 miles
60/60000	POWERTRAIN - U S	05/21/2005	159 miles	05/21/2010	60159 miles

CLAIM HISTORY

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

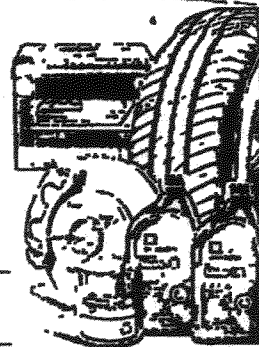
0/27/2005

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	31 miles
04/01/2005	016286	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	31 miles
03/23/2005	016082	I	Z6999 - PDI RELATED FLUID ADDS	5 miles
03/16/2005	A92708	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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10/27/2005

GM Goodwrench
MULTI-POINT
VEHICLE INSPECTION



Name _____ Year/Model _____ Date _____

Repair Order # _____ VIN (last 8 digits) _____ Odometer _____ MI _____ MII _____

☐ Checked and OK ☐ May Require Attention Soon ☐ Requires Immediate Attention

INTERIOR

☐ ☐ Star Subscription activated

☐ Remaining engine oil life _____ % Not applicable _____

CHECK TIRES AND TREAD DEPTH

☒ 8/32 or Greater

LF 7/32 to 4/32

☐ 3/32 or Less

Front PSI set to _____

☒ 8/32 or Greater

LR 7/32 to 4/32

☐ 3/32 or Less

Rear PSI set to _____



8/32 or Greater ☒

7/32 to 4/32

☐ 3/32 or Less

Front PSI set to _____

☒ 8/32 or Greater

7/32 to 4/32

☐ 3/32 or Less

Rear PSI set to _____

☐ Rotation needed

☐ Alignment needed

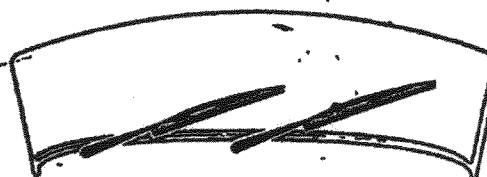
☐ Wheel balance needed

LF ☐ LR ☐

Wear Pattern/Damage

RF ☐ RR ☐

WIPER BLADES



☐ ☐ Rear (if applicable)

☐ Windshield condition Cracks _____ Chips _____

CHECK FLUID LEVELS

OK ☒ FILLED

REQUIRES ATTENTION

☒ Engine oil

☒ Brake fluid reservoir

☒ Transmission (if equipped w/dipstick)

☒ Coolant recovery reservoir

☒ Power steering

☒ Windshield washer

CHECK BATTERY

☒ Battery condition

☒ Battery cables and connections

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

☒ 7 mm (9/32) or greater

LF 6 mm (8/32) to 4 mm (5/32)

☐ 3 mm (4/32) or less

☒ 7 mm (9/32) to 5 mm (7/32)

LR 4 mm (5/32)

☐ 3 mm (4/32) or less

☐ 3 mm (4/32) or less

☐ 3 mm (4/32) or less

Lowest Front Lining

Lowest Rear Lining

☐ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

☒ Fuel system (also including gas cap seating)

☒ Engine, transmission, drive axle, transfer case

☒ Engine cooling system

☒ Shocks and struts - also check operation

Inspect visual condition:

☒ Belts engine, accessory, serpentine, and/or V-drive

☒ Hoses engine, power steering and HVAC

☒ Engine air filter and cabin air filters

☒ Steering components and steering linkage

☒ CV drive axle boots or driveshafts and U-joints

☒ Exhaust system components

COMMENTS

30psi 16/57592708
all tires

3609

Consultant _____

Technician _____

MAINTENANCE VISIT RECOMMENDATION

Date _____ Time _____

Reason for Maintenance _____

SIMPLIFIED MAINTENANCE

MI

☐ Required

☐ Performed

MII

☐ Required

☐ Performed

Service Performed
Checked ☒ OK
(May Require Attention Soon
Requires Immediate Attention)



Goodwrench

SIMPLIFIED MAINTENANCE

OWNER'S SERVICE MANUAL

In addition to inspections noted on the front side 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 Allison Transmission only: inspect external control - main filter, replace if necessary
- ☐ ☐ ☐ Perform any additional services. See "Additional Required Services" in Owner's Manual

MI MAINTENANCE MENU

In addition to listed MI menu, also complete the following for MI:

- ☐ ☐ ☐ Clean outside of radiator and condenser, pressure-check cooling system and cap
- ☐ ☐ ☐ Inspect radiator and heater hoses for cracks, swelling, or deterioration
- ☐ ☐ ☐ 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
- ☐ ☐ ☐ Lubricate key lock cylinders, body door hinges, hood, door, and trunk hinges
- ☐ ☐ ☐ Inspect throttle linkage and ignition wires
- ☐ ☐ ☐ 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 transmission fluid level, add fluid if necessary
- ☐ ☐ ☐ Trucks without a filter restriction indicator: replace engine air cleaning filter
- ☐ ☐ ☐ Perform any additional services. See "Additional Required Services" in Owner's Manual

ADDITIONAL REQUIRED SERVICES (see service manual for mileage intervals)

- ☐ ☐ ☐ Inspect fuel system for damage or leaks
- ☐ ☐ ☐ Replace engine air cleaner filter. An emission-control service
- ☐ ☐ ☐ Supercharger service (if equipped). An emission-control service
- ☐ ☐ ☐ Change automatic transaxle fluid and filter (severe service)
- ☐ ☐ ☐ Change automatic transaxle fluid and filter (normal service)
- ☐ ☐ ☐ 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

COMMENTS

Consultant

Technician

- 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 System Check - 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 Step 3	Go to Diagnostic Aids
3	1. Use the scan tool in order to clear the DTCs 2. Operate the vehicle within normal conditions. Does the DTC reset?	Go to Step 2	System OK

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2005 Chevrolet Cobalt

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2005 Chevrolet Cobalt

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



WE SUPPORT VOLUNTARY
TECHNICIAN
CERTIFICATION

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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 [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:

- Non ABS equipped vehicles may set a DTC U2108 falsely. If this is the case there is no malfunction with this system.
- 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.
- This step tests for the correct power supply conditions of the suspect module or modules.
- This step identifies which of the GMLAN busses the module or modules use for communication.
- 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.
- 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	Yes	No
Schematic Reference: Data Link Connector (DLC) Schematics			
Connector End View Reference: Master Electrical Component List in Wiring Systems			
1	Did you perform the Diagnostic System Check - Vehicle?	Go to Step 2	Go to Diagnostic System Check - Vehicle 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
	1. Install a scan tool.		

4	<ol style="list-style-type: none"> Turn ON the ignition, with the engine OFF. Attempt to communicate with the body control module (BCM). 		
	Were you able to communicate with the BCM?	Go to Step 6	Go to Step 5
5	<ol style="list-style-type: none"> 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 <u>Circuit Testing</u> and <u>Wiring Repairs</u> in <u>Wiring Systems</u>. <ul style="list-style-type: none"> 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
6	<p>Attempt to communicate with all of the modules on the vehicle.</p> <p>Were you able to communicate with all of the modules?</p>	Go to <u>Testing for Intermittent Conditions and Poor Connections</u> in <u>Wiring Systems</u>	Go to Step 7
7	<p>Test the following circuits of the modules that do not communicate:</p> <ul style="list-style-type: none"> Switched B+ supply circuits Constant B+ supply circuits Ground circuits <p>Did you find and correct the condition?</p>	Go to Step 11	Go to Step 8
8	<ol style="list-style-type: none"> Refer to <u>Data Link References</u> 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 <u>Data Link Connector (DLC) Schematics</u>. 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. <p>Did you find and correct the condition?</p>	Go to Step 11	Go to Step 9
9	<p>Inspect for poor connections at the harness connector of the non-communicating module. Refer to <u>Testing for Intermittent Conditions and Poor Connections</u> and <u>Connector Repairs</u> in <u>Wiring Systems</u>.</p> <p>Did you find and correct the condition?</p>	Go to Step 11	Go to Step 10
10	<p>Replace the non-communicating module. Refer to <u>Control Module References</u> in <u>Computer/Integrating Systems</u> for replacement, setup, and programming.</p> <p>Did you complete the replacement?</p>	Go to Step 11	-
11	<ol style="list-style-type: none"> 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. <p>Does the scan tool display any DTCs which do not begin with a "U"?</p>	Go to <u>Diagnostic System Check - Vehicle in Vehicle</u> DTC Information	Go to Step 12
12	<p>Use the scan tool to clear the DTCs that begin with a "U".</p> <p>Did you complete the action?</p>	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 <u>Diagnostic System Check - Vehicle in Vehicle DTC Information</u>	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. <ol style="list-style-type: none">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 <u>Step 4</u>	System OK

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Info - 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 #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 on 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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may

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



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Document ID# 1755919
2005 Chevrolet Cobalt

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02/14/2006

HISTORY LISTING

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11:00:53

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CUSTOMER NAME : [REDACTED] SERIAL NO. : 1G1AL12F657 [REDACTED]

R.O NO. : [REDACTED] 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 PARALLEL 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 STEERING HAS SHUT DOWN DUE TO OVER-
HEATING. CONTINUOUS USE OF THE STEERING WILL CAUSE THE MOTOR
TO BECOME HOT. THIS IS A NORMAL CONDITION AND THERE IS NO
FIX FOR THIS CONCERN.

CORRECTION : CHJACK TIE RODS, STEERING, INT STEERING. NO PROBLEM FOUND
\\

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] 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 LABEL IS THERE . IT IS ON THE INSIDE OF THE DOOR
YELLOW LABEL

COMMENTS : WAIT

R.O NO. : [REDACTED] R.O DATE : 08/20/2005 R.O TYPE : S
MILEAGE : 3120 ADVISOR NO. : 72505

JOB NUMBER : 1 OPERATION 01CVZZOIL 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 REPAIR MADE AT THIS TIME

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JOB NUMBER : 3 OPERATION 20CVZZEXMISC OP. DESC. EXTERIOR TRIM MISC
SALE TYPE : W TECHNICIAN NO(S). 79543 RD00 75962 71776 80665 77171
COMPLAINT : CUSTOMER STATES EXTERIOR TRIM
BOLT FOR LEFT REAR MUD FLAP MISSING.
PASS REAR WHEEL WELL MISSING RIBOT
CORRECTION : REINSTALLED MUDFLAP
ORIGINAL : REINSTALLED MUDFLAP
CORRECTION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] 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
TOM 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 STATES
ORDERD TOUCH UP PAINT SOP IF NECESS
CAUSE :
CORRECTION :

COMMENTS : WAIT

R.O NO. : [REDACTED] R.O DATE : 07/11/2005 R.O TYPE : S
MILEAGE : 2070 ADVISOR NO. : 78460

JOB NUMBER : 1 OPERATION 11CVZZSES OP. DESC. SES LAMP ON
SALE TYPE : W TECHNICIAN NO(S). 79543 RD00 476 75962 71776 77171
COMPLAINT : CUSTOMER STATES SES LAMP IS ON
STATED FEELS 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

HISTORY LISTING

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WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] J9991

JOB NUMBER : 2 OPERATION 30CVZZSHUTTLE OP. DESC. SHUTTLE RIDE
SALE TYPE : W TECHNICIAN NO(S). 76601
COMPLAINT : CUSTOMER REQUESTS SHUTTLE RIDE
CAUSE : COURTESY TRANSPORTATION
CORRECTION : PROVIDED SHUTTLE RIDE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] 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



239108

239108

7830 COMMERCE DRIVE / FLORENCE, KY 41042
PHONE (859) 371-7566
FAX (859) 371-5110 www.tomgill.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZZOIL	OIL SERVICE	MI	24 90	04CVZZFEA	FRONT END ALIGN	MI	55 00
04CVZZFEACHECK	FRONT END CHECK	MI	27 50	04CVZZFEA4	FOUR WHEEL ALIGN	MI	83 00
01CVZZINTERBEST	BEST INT SERVICE	MI	397 00	01CVZZINTERBEST	BETTER INT SERVICE	MI	286 00
01CVZZMAJORBEST	BEST MAJOR SERVICE	MI	807 00	01CVZZMAJORBEST	BETTER MAJOR SERVICE	MI	526 43

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO 460 STEPHEN R FISCHER

SERVICE

STATE REG# 3

VEHICLE I.D. NO 1G1AL12F657	YEAR/MAKE/MODEL 05/CHEVROLET/COBALT/2 DR LS COUPE	PRODUCTION DATE 7862N	LICENSE NO 239108
CUSTOMER NO 79273	SERVICE CONTRACT EASY CARE	DELIVERY DATE 05/17/05	DELIVERY MILES 153
COLOR BLACK/EBONY CLOTH	CONTRACT NO 4951582	EXPIRATION DATE 05/17/09	EXPIRATION MILES 75,000
TURBO CVZZ	AIR COND P B	TRANS 2,070	ADVISOR NO 78460
ADVISOR MICHAEL RONNEBAUM	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The seller TOM GILL CHEVROLET does not warrant the condition of the vehicle or any implied warranty of merchantability or fitness for any purpose, including any implied warranty of merchantability or fitness for any purpose, including any implied warranty of merchantability or fitness for any purpose.		
TIME RECEIVED 10 32am	DATE/TIME PROMISED 07/11/05 07 00pm	PRIORITY 1	LABOR RATE 0.00
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			

ORIGINAL CUSTOMER ESTIMATE 0.00	TOTAL 0.00
COMMENTS: 1100 SHUTTLE-3RD & VINE DOWNTOWN W. 11CVZZSES: SES LAMP ON CUSTOMER STATES SES LAMP IS ON STATED FEELS SLIGHT LOSS OF POWER False code Doc. PTE3209 DTC 02105 79543 U2105 J9991-3	
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL I ACKNOWLEDGE THAT THE INFORMATION TO THE LEFT IS AN ACCURATE DESCRIPTION OF MY VEHICLE'S PROBLEM (Initials) In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE ORG ESTIMATE CUST ACCEPTANCE AUTH ADDITIONS DATE TIME BY INITIAL HERE	

GM Vehicle Inquiry System Summary

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VIN :	1G1AL12F657
-------	-------------

VEHICLE INFORMATION

Merchandising Model :	1AL37 -2005 COBALT 2-DOOR LS COUPE	Warranty Start Date :	05/21/2005				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	TOM GILL CHEVROLET 7830 COMMERCE D FLORENCE , KY 41042-1568 (859) 371-7566	Selling Source :	13 - CHEVROLET				
		Site Code :	09498				
		Business Associate Code :	158996				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
--

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

ON STAR AND XM SATELLITE RADIO INFORMATION

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

APPLICABLE WARRANTIES

	Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000	BUMPER TO BUMPER	05/21/2005	159 miles	05/21/2008	36159 miles
72/100000	SHEET METAL COVERAGE RUST THROUGH	05/21/2005	159 miles	05/21/2011	100159 miles
96/80000	FEDERAL EMISSION CATALYTIC CONV AND PCM	05/21/2005	159 miles	05/21/2013	80159 miles
36/36000	FEDERAL EMISSION	05/21/2005	159 miles	05/21/2008	36159 miles
60/60000	POWERTRAIN - U S	05/21/2005	159 miles	05/21/2010	60159 miles

CLAIM HISTORY

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

7/11/2005

04/01/2005	016286	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	31 miles
04/01/2005	016286	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	31 miles
03/23/2005	016082	I	Z6999 - PDI RELATED FLUID ADDS	5 miles
03/16/2005	A92708	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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VEHICLE INSPECTION SHEET

Customer Name

Vehicle

Date

Mileage

Vehicle

Inspector

VEHICLE INSPECTION SHEET

MAY BE USED FOR ALL TYPES OF VEHICLES

Headlight / Tail Light / Turn Signal / Brake Light / Hazard Warning Light / Side Marker Light

Windshield Washer Spray / Wiper Operation / Wiper Blade

Windshield Condition (No peeling, cracking, chips or pitting)

Turners / Doors

Emergency Brake Adjustment

Brake Operation

Brake Lock Cap (See Test)

Anti-lock Braking System (if equipped)

Chassis Operation (if equipped)

Shock Absorbers / Suspension / Steering

Steering Gear Box / End Up and Box / End Up and Box / End Up and Box

Shifter / Clutch / Gear / Handbrake

Engine Oil and/or Coolant Levels

Brake Lines / Pipes / Parking Brake / Cable

Drive Shaft Hubs / Universal Velocity Joint / U-joint / Transmission (Leakage if equipped)

Transmission / Differential / Transfer Case (Check fluid level, fluid condition and fluid leaks)

Fuel Lines and Components / Fuel Tank / Fuel Tank Vent System Hoses

Inspect Hoses and Holes on Body (Leakage)

Fluid Levels: Oil / Coolant / Battery / Power Steering / Brake Fluid / Washer / Automatic Transmission

Engine Air Filter

Fuel Filter (condition and adjustment)

Engine Coolant Temperature

Exhaust System (Leakage, Hoses, and Components)

Radiator Core / Fan / Cooling System (if equipped)

VEHICLE INSPECTION SHEET

MAY BE USED FOR ALL TYPES OF VEHICLES

Ball Joint / Caster / Camber

Chassis Condition of Battery (Charge Capacity Test)

Brake Inspection Box Performed This Visit

VEHICLE INSPECTION SHEET

MAY BE USED FOR ALL TYPES OF VEHICLES

Left Front

1	2	3	4	5	6	7	8	9	10
11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	26	27	28	29	30
31	32	33	34	35	36	37	38	39	40

Right Front

41	42	43	44	45	46	47	48	49	50
51	52	53	54	55	56	57	58	59	60
61	62	63	64	65	66	67	68	69	70
71	72	73	74	75	76	77	78	79	80

Left Rear

81	82	83	84	85	86	87	88	89	90
91	92	93	94	95	96	97	98	99	100
101	102	103	104	105	106	107	108	109	110
111	112	113	114	115	116	117	118	119	120

Right Rear

121	122	123	124	125	126	127	128	129	130
131	132	133	134	135	136	137	138	139	140
141	142	143	144	145	146	147	148	149	150
151	152	153	154	155	156	157	158	159	160

Brake Inspection Box Performed This Visit

Customer Copy

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2005 Chevrolet Cobalt

Feedback

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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)

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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 U21xx 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

vehicle may benefit from the information



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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: <ul style="list-style-type: none">• Switched B+ supply circuits• Constant B+ supply circuits• Ground circuits Did you find and correct the condition?	Go to Step 11	Go to Step 8
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 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 Did you find and correct the condition?	Go to Step 11	Go to Step 10
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 11	
11	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 3. Turn ON the ignition, with the engine OFF 4. Retrieve DTCs from the module that was not communicating.	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". 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
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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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	Action	Yes	No
<i>Schematic Reference</i> Data Link Connector (DLC) Schematics			
<i>Connector End View Reference</i> Master Electrical Component List in Wiring Systems			
1	Did you perform the Diagnostic System Check - Vehicle?	Go to Step 2	Go to Diagnostic System Check - Vehicle 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	<ol style="list-style-type: none"> 1. Install a scan tool. 2. Turn ON the ignition, with the engine OFF. 3. Attempt to communicate with the body control module (BCM) Were you able to communicate with the BCM?	Go to Step 6	Go to Step 5
5	<ol style="list-style-type: none"> 1. Turn the ignition OFF. 2. Disconnect the harness connectors from the BCM 3. Test the following circuits of the BCM harness connector for the indicated condition. Refer to <u>Circuit Testing</u> and <u>Wiring Repairs</u> in Wiring Systems. <ul style="list-style-type: none"> - 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.



0101ICVCS239108

79273

MICHAEL RONNEBAUM 78460 357 07/11/05 CVCS239108

2,070 BLACK/EBONY 7862N

HIGHLAND HEIGHTS, KY

05/CHEVROLET/COBALT/2 DR LS COUPE

05/17/05

153

1 G 1 A L 1 2 F 6 5 7

07/11/05

LABOR & PARTS

0101ICVZZSES: SES LAMP ON TECH(S): 79543 RD001 WARRANTY
 CUSTOMER STATES SES LAMP IS ON
 STATED FEELS SLIGHT LOSS OF POWER
 FOUND FALSE CODE U2105 LOOKED UP DOCUMENT ID#15778775.
 CLEARED CODE AND TEST DROVE PER DOCUMENT NO PROBLEMS

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE

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

COMMENTS

1100 SHUTTLE-3RD & VINE DOWNTOWN

TOTALS

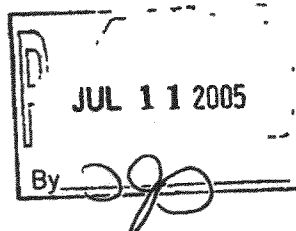
 * CASH [] CHECK [] CHARGE [] *
 * VISA [] MASTER CARD [] AMEX [] *
 * DISCOVER [] CPP [] *

TOTAL LABOR. . . 0.00
 TOTAL PARTS . . . 0.00
 TOTAL SUBLET. . . 0.00
 TOTAL G O G . . . 0.00
 TOTAL MISC CHG. . . 0.00
 TOTAL MISC DISC . . . 0.00
 TOTAL TAX . . . 0.00

THANK YOU FOR YOUR BUSINESS

TOTAL INVOICE \$ 0.00

OUR SERVICE TEAM'S GOAL IS FOR YOU, OUR CUSTOMER
 TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE
 NOT COMPLETELY SATISFIED PLEASE CONTACT ME AT 859/342-2805
 OR BY EMAIL AT JSHROUT@E-PULSETRAK.COM
 JIM SHROUT



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 miles

Vehicle Sold

Vehicle 2005 Chevrolet Cobalt

VIN 1G1AL12F657

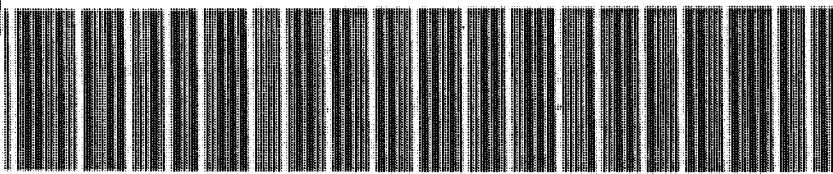
310 Amount	\$16,718.38
Less H/Back 261	\$0.00
Write Check for 261	\$0.00
Write Check for 65A	\$0.00
	\$0.00
Net Floor Amount	\$16,718.38

Vehicle Purchased

Vehicle 2005 Chevrolet Cobalt

VIN 1G1AK12F257

310 Amount	\$14,946.03
Check to us for 261 H/B	\$0.00
Check to US for 261	\$0.00
Check to US for 65A	\$0.00
Check for Final Pay	\$0.00
Net Floor Amount	\$14,946.03



DELIVERY RECEIPT / LTNL2370001

Carrier Information LEASEWAY MOTORCAR TRANSPORT / A PTS COMPANY 35005 MICHIGAN AVE WAYNE, MI 48184 Damages/Claims Issues- Phone : (734) 858-1804 (8 - 5 EST) Fax : (734) 858-1904 (24 Hours) Delivery Issues - Phone : (330) 393-1000		Load Information Shipper : GENERAL MOTORS CORPORATION Load # : LTNL2370001 Drop # : 1 of 6 Disp Date : 03/22/2005 Origin : LORDSTOWN, OH	
Dealer/Consignee Ship To Information JACK BURFORD CHEV-OLDS-GE -- ID# : 1325045 819 EASTERN BYPASS RICHMOND, KY 40475 Phone : 859-623-3350 Delivery Hrs :		Driver Information ID / Name : XXXXXXXXXX Tractor/Trailer : 278602 / 288602 Home Terminal : GEO Assigned Terminal :	
Special Instructions Exit 87, Lft On Bypass 3 Miles On Lft In Back			
# Bay/Lot 1 F 66 M Order# : XXXXXXXXXX	Vehicle Number 1G1AL12F6 57 XXXXXXXXXX Exceptions: XXXXXXXXXX SPRINT 8805	Description COBALT 2DR	Color BLACK Orientation 7
5 DIGIT NUMERIC CODING MUST BE USED TO DESCRIBE DAMAGE. DRIVERS SIDE IS LEFT SIDE OF VEHICLE.			
Dealer Remarks: OK Signature: XXXXXXXXXX Date: 3/23/05 Time: 1:00 M.		Driver Remarks: Signature: XXXXXXXXXX Date: 3/23/05 Time: 11:30 M.	

DUPLICATE

TRACK VEHICLES @ WWW.DS-HC.BIZ



Jack Burford Chevrolet

819 Eastern By-Pass
P.O. Box 450
Richmond, KY 40476
In Richmond 859-623-3350
In Lexington 859-255-3164
Toll Free 1-800-336-8583

R/O	16082	1	G	1	A	1	2	F	6	5	7	INTERNAL - 8805 (05-CHEV CAR)	DATE IN	03/23/05	
YEAR	2005	MAKE	CHEV CAR	MODEL	COBALT	COLOR	BLACK						TIME IN	02:15	
MILES IN	5	MILES OUT	11	FIRST USE	03/23/05	LISC.							CLOSED	03/24/05	
SEE ALSO												RES.	BUS.	WRITER	JIMMY

- (1) COBALT PDI
>>>>>>PDI SERVICE COMPLETED
(Tech:33)
- | | | | | | | |
|--------------------------|----|----|---|----|------|-------|
| Z7000 | 99 | MG | A | 12 | LCEE | 77.84 |
| Total Labor | | | | | | 77.84 |
| Total Repair (NV Insp.) | | | | | | 77.84 |
- (2) 6 GALS GAS
>>>>>>ADDED 6 GALLON GAS
(Tech:33)
- | | | | |
|--------------------------|---|---|-----|
| Labor | A | 0 | |
| Total Repair (Internal) | | | .00 |
- (3) CLEAN UP
>>>>>>CLEANED VEHICLE FOR LOT
(Tech:33)
- | | | | |
|--------------------------|---|---|-----|
| Labor | A | 0 | |
| Total Repair (Internal) | | | .00 |
- (4) ADD WASHER FLUID
>>>>>>ADDED WASHER SOLVENT
(Tech:33)
- | | | | | | | |
|-------------------------|------------|----|-----|------|------|--|
| Z6999 | 99 | MG | A | 0 | | |
| (F)1051515 | (OPTIKLEE) | 1 | LSS | 4.19 | | |
| Total Parts | | | | | 4.19 | |
| Total Repair (Warranty) | | | | | 4.19 | |

Quality Service

Next Service JUL '05 Lube-Oil-Filter	W.C.	INT.	CUSTOMER	
DISCLAIMER OF WARRANTIES <small>Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.</small>	77.84	.00	Labor	.00
	4.19	.00	Parts	.00
	.00	.00	Sublet	.00
	.00	.00	Shop Supplies	.00
	.00	.00	Oil/Grease	.00
	82.03	.00	Total	.00
			Tax	
	82.03	.00	Total	.00
X CUSTOMER SIGNATURE				
Page 1 of 1 Job 16082				
16082 File Copy				



Jack Burford Chevrolet

819 Eastern By-Pass
P.O. Box 450
Richmond, KY 40476
In Richmond 859-623-3350
In Lexington 859-255-3164
Toll Free 1-800-336-8583

R/O 16082		VIN 1G1AL12F657		INTERNAL - 8805 (05-CHEV CAR)		DATE 03/23/05	
YEAR 2005	MAKE CHEV CAR	MODEL COBALT	COLOR BLACK			TIME 02:15	
MILES IN 5	MILES OUT	FIRST USE 03/23/05	DISC.			FROM :	
SERVICE CONTRACT Expires:				RES. () -	BUS. () -	WRITER JIMMY	

(1) COBALT PDI (N)
Rich PDI *MG 99 27000 1.2*
33

(2) 6 GALS GAS (I)
Rich Add Gas
33

(3) CLEAN UP (I)
Quality Cars

(4) ADD WASHER FLUID (W)
Rich Washer Fluid *MG 99 26999*
33

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
12		16082	12	2
		TECH. NO. 3-2405		Richard
				3-2405
				ON

ESTIMATE
BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES.

INITIAL YOUR CHOICE

WRITTEN ESTIMATE
ORAL ESTIMATE
NO ESTIMATE

Original Estimate

\$

CUSTOMER ACCEPTANCE

Authorized Additions

\$

Date

Time

By

Shop supplies: We have added 8% to the labor cost (with a maximum of \$15.00) to your repair order for supplies we have used on your vehicle. Applicable items are rags, towels & etc. Storage of \$10.00 per day will be charged after 48 hours from completion of work.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. The product is sold by the seller "As is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer. If the product proves to be defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary remedies.

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

Page 1 of 1

16082 Job 16082

X

CUSTOMER'S SIGNATURE



Jack Burford Chevrolet

819 Eastern By-Pass
P.O. Box 450
Richmond, KY 40476
In Richmond 859-623-3350
In Lexington 859-255-3164
Toll Free 1-800-336-8583

R/O	16286	VIN	1G1AL12F657	INTERNAL - 8805 (05-CHEV CAR)	DATE	04/01/05	
YEAR	2005	MAKE	CHEV CAR	MODEL	COBALT	TIME	08:03
MILES IN	31	MILES OUT	31	USC	BLACK	CLOSED	
SEE ALSO			03/23/05	RES.	BUS.	04/01/05	WRITER
							RICKY MT

(1) C/S POWER STEERING MESSAGE ON DISPLAY.
ALSO STEERING HARD TO TURN.HAS TO TAKE T
OO HANDS TO TURN
ADVISE
>>>>SCAN SYSTEM HAS CODE C0895-ULC05.FOUND BA
TTERY VOLTAGE.CHARGED BATTERY AND ROAD TEST.C
ALLED TECH LINE CHECKED POWER AND GROUND TO C
OLUMN MODULE REPLACED STEERING COLUMN.OK NOW
(Tech:30)

E7680	6G	OG	A	15	AAAR	97.31
(F)15232432	(COLUMN K)			1	CECEO	565.70
FREIGHT CH 2401					LEAE	20.30
Total Labor						97.31
Total Parts						565.70
Total Sublet						20.30
Total Repair (Warranty)						683.31

Next Service JUL '05 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

CUSTOMER SIGNATURE

Page 1 of 1 Job 16286

16286 File Copy

W/C	INT.	CUSTOMER
97.31	.00 Labor	.00
565.70	.00 Parts	.00
20.30	.00 Sublet	.00
.00	.00 Shop Supplie	.00
.00	.00 Oil/Grease	.00
683.31	.00 Total	.00
	Tax	
683.31	.00 Total	.00



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P.O. Box 450
Richmond, KY 40476
In Richmond 859-623-3350
In Lexington 859-255-3164
Toll Free 1-800-336-8583

R/O 16286	VIN 1G1AL12F657	INTERNAL - 8805 (05-CHEV CAR)		DATE 04/01/05
YEAR 2005	MAKE CHEV CAR	MODEL COBALT	COLOR BLACK	TIME 08:03
MILES IN 31	MILES OUT 42	FIRST USE 03/23/05	LIC.	PHONE 00:00
SERVICE CONTRACT Expires:			RES. () - BUS. () -	WRITER RICKY MI

(1) C/S POWER STEERING MESSAGE ON DISPLAY.
ALSO STEERING HARD TO TURN. HAS TO TAKE TWO HANDS TO TURN
ADVISE

06-66 E7680 1.5 (W)

seen system has C0845-VLC05



16286

2w/ found battery voltage low change battery & test
called tech assistance, check power & ground to column module
system steering column

Quality Cars

FRIGHT CHARGES

MF-98 25000 < 20.50

REPAIR LABOR SALES	FLAT RATE	R.O. NO. 16286	ELAPSED TIME 1.5	OFF GARY 4-4-05
1.5		TECH. NO. 4-4-05		ON

16082D	03/24/2005	5	33 W	ADD WASHER FLUID
16082C	03/24/2005	5	33 I	CLEAN UP
16082B	03/24/2005	5	33 I	6 GALS GAS
16082A	03/24/2005	5	33 N	COBALT PDI

ESTIMATE
BY LAW YOU HAVE THE
RIGHT TO AN ESTIMATE OF
THE EXPECTED COST OF
REPAIRS OR SERVICES.

Original Estimate

\$

CUSTOMER ACCEPTANCE

INITIAL YOUR CHOICE

WRITTEN
ESTIMATE

ORAL
ESTIMATE

NO
ESTIMATE

Authorized Additions

\$

Date

Time

By

Shop supplies: We have added 8% to the labor cost (with a maximum of \$15.00) to your repair order for supplies we have used on your vehicle. Applicable items are rags, towels & etc. Storage of \$10.00 per day will be charged after 48 hours from completion of work.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. The product is sold by the seller "As Is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer. If the product proves to be defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary remedies.

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

Page 1 of 1

16286

Job 16286

X

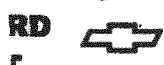
CUSTOMER'S SIGNATURE

Gary Murphy
Called GM
→

Case 8095080
Gair

Alt 16286 W

REPAIR AUTHORIZATION



ARE YOU A NEW CUSTOMER?

YES

NO

ate 4-1-03	Tag #	Vehicle Identification Number 57592708			
ame JBC		Year 05	Make Chevy	Model Cobalt	Ext Color Blk
ddress		Mileage 31	Written By RM	Promise Date & Time 2:00	
ity / State / Zip Code		Home Phone	Work Phone	Cell Phone	

ITEMS TO PERFORM		WORK TYPE
1	What? CIS Steering was hard. Had to take 2 hands to turn	
	How Long?	
	Where On Vehicle?	RO # 16286
	When?	C W I SC
	Who? Been Worked On Before?	Estimate \$
2	What?	
	How Long?	
	Where On Vehicle?	RO #
	When?	C W I SC
	Who? Been Worked On Before?	Estimate \$
3	What?	
	How Long?	
	Where On Vehicle?	RO #
	When?	C W I SC
	Who? Been Worked On Before?	Estimate \$
4	What?	
	How Long?	
	Where On Vehicle?	RO #
	When?	C W I SC
	Who? Been Worked On Before?	Estimate \$

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with a repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft, or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways, or elsewhere for the purpose of testing and/or detecting such vehicle.

Price Estimate Parts & Labor	Customer OK of Estimate	Revised Estimate	Date	Time	Approved By:	NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.
		\$				
Customer Signature:						

VEHICLE INVOICE

373-05

MAY 25 2005

3073

STK#
8805

SOLD TO: Tom Gill Chevrolet, Inc.

DATE 5/20/2005

MILEAGE:

ADDRESS 7830 Commerce Drive
Florence, KY 41041-

SALESMAN: Dealer Trade

169 YEAR	MAKE	MODEL	BODY STYLE	NEW OR USED	KEY NO.
2005	CHEV CAR	COBALT	2-DR	N	G1587
VIN		UPHOLSTERY		TRANSMISSION NO.	
1G1AL12F657					
INSURANCE COVERAGE INCLUDES					
<input type="checkbox"/> FIRE AND THEFT		<input type="checkbox"/> PUBLIC LIABILITY - AMT.			
<input type="checkbox"/> COLLISION - AMT. DEDUCT.		<input type="checkbox"/> PROPERTY DAMAGE - AMT.			
OPTIONAL EQUIPMENT AND ACCESSORIES					
GROUP	DESCRIPTION				PRICE
NEW VEH. - FACTORY INSTALLED:					
NEW VEH. - DEALER INSTALLED:					
USED VEH. - TRADE-IN:					
NAME OF FINANCE COMPANY:					

PRICE OF VEHICLE	16,718.38
SALES TAX	
DELIVERED PRICE	16,718.38
EXTRAS:	
OPTIONAL EQUIP. & ACC.:	N/A
FACTORY INSTALLED	
DEALER INSTALLED	
	N/A
	N/A
SALES TAX	0.00
TOTAL CASH PRICE	16,718.38
COST OF FINANCING	N/A
COST OF INSURANCE	
TOTAL TIME PRICE	16,718.38
SETTLEMENT:	
DEPOSIT	16,718.38
CASH ON DELIVERY	N/A
TRADE-IN	N/A
LESS LIEN	N/A
YEAR	MAKE
MODEL	BODY
VIN	
PAYMENTS:	
AT \$	
AT \$	
TOTAL	16,718.38

THE PURCHASER AUTHORIZES THE DEALER TO INSTALL THE OPTIONAL EQUIPMENT, ACCESSORIES AND SERVICES HEREON DESCRIBED, AND TO PLACE THE INSURANCE AS HEREON CHECKED; ACKNOWLEDGES RECEIPT OF THIS CAR AND A COPY OF THIS INVOICE.

PURCHASER'S SIGNATURE

310

PARENTAL RELEASE AND INDEMNIFICATION OF ALL CLAIMS

FILE NUMBER: 8213-259-505870

Claims Administrator: Tiffini Hails

RECEIVED
MAR 19 2007
ESIS-GM CLAIMS UNIT

KNOW ALL MEN BY THESE PRESENTS: . . .

That I, [REDACTED] and [REDACTED] 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 child, 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.

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, sealed and delivered this 15 day of March, 2017.

CAUTION: READ BEFORE SIGNING

[REDACTED] LS

WITNESS

[REDACTED] LS

WITNESS

[REDACTED] LS

PARENT

[REDACTED] LS

PARENT

State of Ohio

County of Hamilton

On the 15 day of March, 2017, before me personally appeared

[REDACTED] to me known

to be the person(s) named herein and who executed the foregoing Release and indemnification acknowledged to me that above / they voluntarily executed the same.

My term expires Oct. 18, 2010

Michael F. Fussey
Notary Public
MICHAEL F. FUSSEY

