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

November 24, 2010



Service Request: 1-427881225 Customer Relationship Specialist: Sarah Harris

Dear

We sincerely regret that you experienced a concern with your 2005 Chevrolet Malibu, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$592.29. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit <u>www.mygmlink.com</u>. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.







AUG 2 8 2008

CHEVROLET Service # 1 - 427881225 P.O. BOX 33170 DETROIT, MI 48232-5170 48232+5170



CHEVROLET Service # 1-427881225 P.O. Box 33170 Detroit, Michigan 48232-5170

Dear Ms. Rebekah Krug

This letter is to inform you about a service problem I had with my 2005 Chevy Malibu LS. On Friday, August 18, 2006 my car broke down in Sidney, OH. I was driving home from work at a speed of 40 miles per hour. I was left stranded in a parking lot, and had to call 800-CHEV USA for assistance. The service representative gave me the phone number to the nearest Chevy dealer (Dan Hemm Auto Mall – Sidney, OH). I called Dan Hemm's business on my cell phone. I talked to the service department, asking if they could "trouble shoot" what was wrong with my vehicle. The service representative told me I would have to have my car towed into the dealership and they would look at the car. When I asked the service representative for the phone number to another trusted dealership in the area (Rick James Chevy – Piqua, OH), the representative became very defensive and told me I could either have my car towed to their dealership or they wouldn't be able to help me. Feeling helpless, I had my car towed to Dan Hemm Auto Mall.

After my car was diagnosed, the Dan Hemm service representative told me the car was not working because the steering column was cracked. My 2005 Mallibu has 47,000 miles on it so the dealership said I would have to pay for the complete repair. My repair charges came to a total of \$592.29.

I called the Chevy Service number and talked with Rebekah Krug. She asked me if I had an extended warranty on the car, and I told her I did not. The reason why I did not purchase an extended warranty is because I have been purchasing new GM vehicles since 1997 and have NEVER had a problem with them up until now. I trusted the GM brand not to brake down based on my good relationship with the company for the past nine years. Rebekah told me GM might possibly be able to help me out financially with the repair costs. My service request number is #1-427881225.

I am requesting GM to repay me the \$592.29 that I paid to have my car repaired. Reimbursing me will help me out financially and also show me GM stands behind the vehicles they put on the road.

If you need more information concerning my claim, please call me on my cell phone. The number is

Thank you for your concern.

Sincerely,	1	



2596 W. Michigan St. P.O. Box 949 Sidney, OH 45365 (937) 498-1124 (877) 498-1124 (TOLL FREE)



CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
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	VEHICLE I.D. NO.			SELLING DEALER NO.	PRODUCTION DATE
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				08/18/06	
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## STATE OF OHIO - BUREAU OF MOTOR VEHICLES CERTIFICATE OF REGISTRATION

PLATE NO VALIDATION NO.: 60710685 OWNER NAME:	REG. DATE: 12/05/2005 90	EXP. DATE:	07/09/2006 VEHICLE	ISSUE DATE: OWNERSHIP:	12/05/2005 SINGLE	APP NO.: AGENCY: USER ID:	196667AA 5506 TS
OWNER ADDR.:							
CITY: NEW BREN	(EN						
STATE: OH	ZIP:						
TAX DISTRICT: NEW BREM	1EN						
COUNTY: AUGLAIZE							
INSIDE CORP LIMIT: YES	VEHI	CLE CLASS:	PASSEN	GER			
VEHICLE YEAR: 2005	ODOM	IETER READING	: 28,943				
BODY TYPE: 4S	MAKI	: CHEV			STATE	FEES:	<b>\$2</b> 7.25
CERTIFICATE TITLE NO.:	PLAT	E TYPE: SUNBL	JRST		PERSON	ALIZED	\$35.00
VEH. SERIAL NO.: IGIZTS	528X5F REG 1	YPE: NEW			LOCAL	TAX:	\$15.00
PURCHASE DATE: 12/05/2	005				REFL./C	O. FEE:	\$0.75
NEW	SUSPE	INSION/REVOCA	TION: NO	้	DEPUTY	FEE:	\$3,50
		PRIOR	OPERATI	ON: NO			
		FEESI	PAID: NO		TOTAL	FEES:	<b>\$81</b> .50

In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.

It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.

PROOF OF COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket\*At all vehicle inspection stops\*Upon traffic court appearances\*Upon random checks by the Registrar of Motor Vehicles.

- ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license for 90 days on first
  offense, one year on second offense\* Lose his or her license plates and vehicle registration\*Pay reinstatement fees of \$75.00 on first offense, \$250.00 for second offense,
  and \$500.00 on any additional offense\*Pay a \$50.00 benalty for any failure to surrender his or her driver license plates or registration AND\*Be required to
  maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.
- ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates
  confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will
  not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
- IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have\*A SECURITY SUSPENSION for TWO YEARS or more and\*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
- THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
- WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING:\*AN INSURANCE POLICY showing automobile liability
  insurance of at least \$12,500 bodily injury per person, \$25,000 injury two or more persons, and \$7,500 property damage\*AN INSURANCE IDENTIFICATION CARD
  (same coverage)\*A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company\*A BMV BOND SECURED BY REAL ESTATE
  having equity of at least \$60,000\*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of
  State\*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

#### PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate,

#### SIGNATURE ON FILE

SIGNATURE OF OWNER(S) WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13. APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

DO NOT DISCARD.

THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

BMV5701 08/05

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1.05 per per: 11 2/2002 1.

**CUSTOMER COPY** 

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

FAX COVER SHEET

To: Kimberly Labut	From:	Dee Baum /	EAA
GM PAR	Date:	09/09/2006	·· · ·
866-255-3725	845-3	39-5106 Cell#	845-594-1646
RE. File # 1-428592121. P. Cantone. 2005 Malibu	RDee	Baum@aol.com	A
Urgent Reply ASAP Please comm	nent	Please review	For your information
Total pages, including cover:			
Comments:			
Owners statement.			
Police report.			
Dealer repair order # 222129			
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DATE:	9/06/06
TO:	DEE BROWN
FROM:	
CC:	PETER CANTONE

## RE: STATEMENT for CHEVY MALIBU VIN 1GIZT62825F

During the week of August 14<sup>th</sup>, I, **Sector and Sector and Sector** 

Several days later, the same situation occurred. The same circumstances were present and the power steering began to malfunction again. We then sent it back to McDermott Chevrolet for service on Friday August 18, 2006 and they called us back to pick it up.

The next Sunday, 8/20/06, as per the police report, the 2005 Malibu's steering wheel malfunctioned again resulting in air bags deploying.

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DUPLICATE 1 PAGE 1

# DAVID MODERMOTT CHEVROLET LEXUS

655 MAIN ST. - CONN. TPKE. I-95 EAST HAVEN, CT 06512 (203) 466-1000

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X     Customere signature       REVISED     Date       ESTIMATE(1) #     Time       REVISED     ESTIMATE(2) #       LINE     OP CODE       # A     CHECK FOR STEER       ON DASH / /	LABOR INSTRU	CTIONS AND DESCRIP CHECK FOWER ST	IONSM, NO.	AXLE NO.	PROD. DATE METHOD OF PAYMENT SPLLING DEALER WARBANTY EXPIRES GASJON JOREASE	LABOR RATE 80.00 CASH
CUSTOMER'E SIGNATURE REVISED ESTIMATE(1) # DATE TIME BY REVISED ESTIMATE(2) # LINE OP:CODE # A CHECK FOR STEEF ON DASH 7 /		AT	TERING MESSAGE	AXLE NO.	PROD. DATE	LABOR RATE 80.00 CASH
CUSTOMER'E BIGNATURE REVISED ESTIMATE(1) \$ REVISED ESTIMATE(2) \$ LINE OP CODE # A CHECK FOR STEER ON DASH / /	LABOR INSTRUCTION		TERING MESSAGE	AXLE NO.	PROD. DATE	AMOUNT
CUSTOMER'S EIGNATURE REVISED ESTIMATE(1) 9 REVISED ESTIMATE(2) 9 LINE OP CODE # A CHECK FOR STEER ON DASH / /	LABOR INSTRUM		ANSM, NO. ADA EERING MESSAGE 26 BAC A. A. H.	AXLE NO.	PROD. DATE	AMOUNT
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X CUSTOMER'S EIGNATURE ESTIMATE(1) 9 PREVISED ESTIMATE(2) 9 LINE OP CODE # A CHECK FOR STEER ON DASH 7 7 COM DASH 7	LABOR INSTRUC LABOR INSTRUC ING LOCKING UP. C WSPECCO 2009 2009 2009 2009 2009 2009 2009 200		IGA EERING MESSAGE R. L. H.	AXLE NO.	PROD. DATE	AMOUNT
X CUSTOMER'E BIGNATURE ESTIMATE(1) \$ REVISED ESTIMATE(2) \$ LINE OP CODE # A CHECK FOR STEER ON DASH 7 7 CON DASH 7 7 C	LABOR INSTRU ING LOCKING UP. C MSPECE 2009 2009 2009 2009 2009 2009 2009 200	AT	EERING MESSAGE	AXLE NO.	PROD. DATE	AMOUNT
X CUSTOMER'E BIGNATURE ESTIMATE(1) \$ REVISED ESTIMATE(2) \$ LINE OP.CODE # A CHECK FOR STEER ON DASH / /	LABOR INSTRU ING LOCKING UP. C MARCA MARCA CARACTERISTICS	AT	EERING MESSAGE	AXLE NO.	PROD. DATE	AMOUNT
ALL PARTS ARE NEW UNLESS OTHERWISE	LABOR INSTRUCTING LOCKING UP. C TING LOCKING UP. C TSPECIFIED, FOR		EERING MESSAGE	AXLE NO.	PROD. DATE	AMOUNT
X       CUSTOMER'E EIGNATURE         REVISED       DATE         ESTIMATE(1) #       DATE         REVISED       ESTIMATE(2) #         LINE       OP. CODE         # A       CHECK FOR STEER         ON DASH / /         GOV DASH / /         ALL PARTS ARE NEW UNLESS OTHERWISE         ALL PARTS REMOVED WILL BE DISCARDED         OTHERWISE SPECIFIED.	LABOR INSTRUC LABOR INSTRUC TING LOCKING UP. C MARCON MARCON COMPANY COMPANY CABOR INSTRUC LABOR INSTRUC UP. C CABOR INSTRUC UP. C CABOR INSTRUC UP. C CABOR INSTRUC CABOR INSTRUCT CABOR INTUNA CABOR IN		TERING MESSAGE	AXLE NO.	PROD. DATE	AMOUNT

# EAA Inspection Request - Austin

Date: 8/30/06 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) **Vehicle Information** TO: EAA VIN#: 1G1ZT62825F EAA/SPX Field Coordinator Year/Make: 2005 Chevrolet Phone: 313-768-2147 Model: Malibu MAXX Fax: 313-768-2266 **Contact's Name:** Email: eaafc@servicesolutions.spx.com **Contact's Number:** Vehicle Location: **Dave McDermott Chevrole** From: **Kimberly Labut** PAR Customer Relations Mgr EAST HAVEN, CT If located at a Salvage/Auction Yard: Email: Kimberly\_Labut@gmexpert.com Ins. Adj. Name: Phone: 800-231-1841 ext.11144 Phone #: Fax: 866-255-3725 Claim or Salvage ID #: Mailing Address: **GM PAR Investigations Claimant Information** 7401 E. Ben White PAR File #: 1-428592121 Austin, TX 78741 **Claimant Name: Claimant Home #: Claimant Work #: Claimant Cell #:** Address: Harrison, NY **Required Actions: Advise PAR CRM via voicemail/email of inspection date. Repair Estimate Required Review All PAR File information** Contact PAR CRM After Inspection Please Use Form(s): **Restraint-SIR/Seatbelts** Accelerator/Throttle Control Seats Brake/ABS/TCS/VSES Side Impact **Power Sliding Door Inadvertent Deployment** Steering/Suspension/Tires/Wheels OnStar Engine Exhaust/Odor **Transmission/Transaxle OTHER: Engine Stalling Thermal Events** Special Instructions: Interview Owner? Xes Vetronix Requested **Obtain Fire/Police Report** No **recent steering work at dlr** Investigations can only be rushed if e-mailed by one of the following:

**<u>RUSH</u>** (Name of Team Manager or Ops Mgr Approving the Rush): \_\_\_\_\_

EAA Internal Use Only				
To: SA: Dee Baum	Date E-Mailed to <b>SA</b> : <b><u>8-30-06</u></b>			
From: EAA Field Coordinator	Due Date: <u>9-13-06</u>			
EAA SA Use Only				
Case Acceptance/Investigation:	YES NO			
Please acknowledge acceptance of this case promptly by phone, fax or email.				
Date Report Faxed/Emailed to CRM: 9/10/	/06			

# <u>EAA Inspection Request - Austin</u>

#### Date: <u>8/30/06</u>

### TO: EAA

EAA/SPX Field Coordinator Phone: 313-768-2147 Fax: 313-768-2266 Email: eaafc@servicesolutions.spx.com

# From: Kimberly Labut

PAR Customer Relations Mgr

Email: Kimberly\_Labut@gmexpert.com Phone: 800-231-1841 ext.11144 Fax: 866-255-3725 Mailing Address: GM PAR Investigations 7401 E. Ben White Austin, TX 78741

Vehicle Information	
VIN#: <u>1G1ZT628</u>	<u>825F</u>
Year/Make:	2005 Chevrolet
Model:	Malibu MAXX
Contact's Name:	
<b>Contact's Number:</b>	
Vehicle Location:	Dave McDermott Chevrole
EAST	HAVEN, CT
If located at a Salva	ge/Auction Yard:
Ins. Adj. Name:	
Phone #:	

Claimant Information PAR File #: <u>1-428592121</u> Claimant Name: Claimant Home #: Claimant Work #: Claimant Cell #: Address: Harrison, NY

Claim or Salvage ID #:

## **Required Actions:**

Advise PAR CRM via voicemail/email of inspection date.

**<u> Review All PAR File information</u>** 

Contact PAR CRM After Inspection

#### Please Use Form(s):

Accelerator/Throttle Control	<b>Restraint-SIR/Seatbelts</b>	Seats
Brake/ABS/TCS/VSES	Side Impact	<b>Power Sliding Door</b>
Steering/Suspension/Tires/Wheels	Inadvertent Deployment	OnStar
Engine Exhaust/Odor	Transmission/Transaxle	OTHER:
Engine Stalling	Thermal Events	

#### **Special Instructions:**

<b>Interview Owner?</b>	Yes No	Vetronix Requested	Obtain Fire/Police Report
<b>recent</b> steering v	vork at dlr		

Investigations can only be rushed if e-mailed by one of the following:

**<u>RUSH</u>** (Name of Team Manager or Ops Mgr Approving the Rush): \_\_\_\_

EAA Internal Use Only				
To: <b>SA</b> :	Date E-Mailed to SA:			
From: EAA Field Coordinator	Due Date:			
EAA SA Use Only				
Case Acceptance/Investigation:	S 🗌 NO			
Please acknowledge acceptance of this case promptly by phone, fax or email.				
Date Report Faxed/Emailed to CRM:				

#### PRELIMINARY PAR INSPECTION FIELD PHOTOGRAPHIC NOTES

Division:Chevrolet Ref# 1-428592121 VIN: 1G1ZT62825F								
Claimant's Name (LAST, First)								
Inspected By: Dee Baum Organization: EAA								
Phone: 845-339-5106 845-594-1646 Inspection Date: 09/08/2006 Mileage	e at Inspection: 26439							
Roll Number Page 1 of 2								
Neg.# Description								
0 1 Vahiele identification Windehield sticker								
1. Vehicle identification. Windshield Sticker.								
2. Vehicle identification. Door label.								
J.     The information label.       J.     Vehicle identification. Door label.								
5. Speedometer 26/39 miles Airbag warning lamp on								
6 Speedometer and airbag light								
7 Left rear exterior. No damages								
8. Rear exterior. No damages.								
9. Right rear exterior. No damages.								
10. Right front exterior. No damages.								
11. Front exterior. No damages.								
12. Left side, front exterior. No damages.								
13. Left side exterior. No damages.								
14. Drivers side interior. Airbag deployed.								
15. Passengers side interior. Airbag deployed.								
16. Drivers side floor area. No floor mat.								
17. Drivers side interior from right side. Airbag deployed.								
18. Passengers side interior. Airbag deployed.								
19. Radiator support area. No damages.								
20. Engine compartment and engine area. No damages.								
21. Right side engine area. No damages.								
22. Front engine compartment area. No damages.								
23. Front radiator support area. No damages.								
24. ABS. No leaks. No damages.								
25. Left side, bottom, front bumper and frame rail. Note damages to frame	me rail. Frontal impact.							
26. Left side frame rail impact damages.								
27, Left side frame rail impact damages.								
28. Right side frame rail impact damages.								
29. Right side frame rail impact damages.								
30. Left side frame rail impact damages.								
31. Right side frame rail impact damages.								
32. Right side frame rail impact damages.								
33. Right side frame rall impact damages.								
34. Lett side floor pan impact damages.								
55. Let sue not par impact damages.								

#### PRELIMINARY PAR INSPECTION FIELD PHOTOGRAPHIC NOTES

Division: Chevrolet	Ref# 1-428592121	VIN: 1G1ZT62825F					
Claimant's Name (LAST, Fir	Claimant's Name (LAST, First)						
Inspected By: Dee Baum		Organization: EAA					
Phone: 845-339-5106 845-	594-1646 Inspection Date:	09/08/2006	Mileage at Inspection: 26439				
Roll Number Page 2 0f	2						

Neg.# Description

- 38 Right side, front of frame rail damage.
- 39 Left side, front of frame rail damage.
- 40 Tech 2 screen. Power steering data. No stored or active DTC'S
- 41 Tech 2 screen. Power steering data. No stored or active DTC'S
- 42 Tech 2 screen. Power steering data. No stored or active DTC'S

				1 of 2		
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS						
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 1-428592121	<u>Model:</u> <u>VIN:</u>	Inspection Date: Malibu 1G1ZT62825F	09/08/2006		
Mileage at Inspection: 26	439 -339-5106	Inspection	<u>n Location:</u> Dave McDeri 655 Main Str <u>d By:</u> Dee Baum EAA	nott Chevrolet eet. E. Haven, CT 06512		
Section 1	INSPEC	TION SUM	IARY			
Interview with Mr. Charles Campbell who is not the owner, but the driver of this vehicle at the time of the incident. Mr. Campbell states that in the past there had been a Steering code in the Driver Information Center. On 08/09/2006 at 26252 miles he brought this vehicle to McDermott Chevrolet for repair. (please refer to dealership repair order # 222129, faxed along with this report). On 08/20/2006 at 02:30 AM he was driving at about 25 MPH on a rainy night when he reports that the steering started to bind, causing him to run off of the roadway, into a ditch, and all airbags deployed. Mr. Campbell was unable to provide any further detail regarding this incident. He did not volunteer any information regarding damages and that there had been a severe impact to the front frame rails. There are no personal injuries, other property damages or seatbelt concerns reported for this incident. <u>Following the inspection, summarize the facts and observations</u> : (Additional cmts may be placed in section 9) Was unable to duplicate drivers concern regarding "steering binding". Extensive road test with numerous extreme left and right turns did not reveal any steering binding symptoms. There is no current Steering code in the Driver Information Panel. There are no stored or active DTC'S in Tech 2 diagnostics. There is evidence that there had been a severe impact to a solid object to both left and right front frame rails causing both drivers and passengers airbags to deploy. Also, both left and right side seat belt expanders deployed						
Section 2 Obtain all of the informatio	INTER	from the D	DENT DETAILS			
Provide a complete descrip	ption of the incide	ent accordin	ig to the DRIVER / CLA	<u>IMANT</u>		
Interview mode: X E Interview date: 09/06/20 Was a police/fire departme Provide driver/claimant's des of other vehicles involved; de may be placed in section 9) All described in the above.	By Telephone In <b>D06</b> <b>nt report obtained</b> cription of incident escribe all objects of <b>Section 1</b>	n Person d?	Incident Date	and Time: <b>08/20/2006 02:30 AM</b> I collision events; include description they were contacted. <i>(Additional cmts</i>		
Driver/other occupant's phys No disabilities. If there was a collision: Describe extent of any injurie concerns.	ical description (ind	clude name, o injuries. Al	gender, height, weight, Il air bags and seat bel	& disabilities ): t expanders deployed. No seat belt		

Describe where other occupants were seated & extent of any injuries: On passenger. No injuries.

What was the exact location of the incident. Olmstead hill Road at Hulda Hill Road. Wilton	n, CT
Driving conditions at the time of the incident:	

	Weather conditions &	Visibility: Rainy App	roximate Temp (°F): <b>78</b>
Road Surface:	Concrete	X Asphalt Gravel	Crushed rock Dirt
Road Condition:	Dry	X Wet 🗌 Icy	Other: {
Confidential GM/PAI	R	·	

2 of 8				
PRODUCT ALLEGATION RESOLUTION				
PRELIMINARY INSPECTION STEERING SUSPENSION AXLE TIRE AND WHEEL SYSTEMS				
Customer's Name:Inspection Date:09/08/2006				
Vehicle Brand:         Chevrolet         Model:         Malibu				
<u>File # 1-428592121 VIN: 1G1ZT62825F</u>				
Shoulder Curb : Concrete Asphalt X Gravel Crushed rock Dirt Shoulder/Curb Condition: Dry X Wet Icy Other: <u>{</u> Posted Speed Limit <b>25 MPH</b> Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) No objects. No road hazards.				
Length of Drive Prior to incident:				
Total Time (hrs. & mins.): <b>30 Minutes</b> Distance (miles): <b>17 Miles</b>				
Estimate of vehicle speed: 25 mph Source of est. Driver				
(Do Not report speed information from the Vetronix data here)				
If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.				
Steering Normal Other X Describe Reported that steering became stiff.				
Suspension     Normal X     Other     Describe {				
Brakes Normal X Other Describe {				
Electrical     Normal     Other     X     Describe     Steering code flashed, on Driver Information				
Message center Display panel.				
Were any warning lights illuminated or driver information center messages displayed? X Yes INo If "Yes", get the details and describe the event(s). Power steering code.				
Has the vehicle behavior noted during this incident ever been noted prior to this incident? X Yes INO If "Yes", get the details and describe the event(s). Steering column replaced by dealer, mcDermot Chevrolet on 09/08/2006 at 26252 miles. Repair order # 222129, Faxed in addition to this report.				
Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. Report that a steering code illuminated.				
Describe any evasive action: X Turning X Braking Accelerating Other: {				
Describe cargo (in the vehicle interior, trunk and/or trailer (if any): <b>No trailer</b>				
Estimated total weight of cargo: <b>N/A</b> Estimated weight of the trailer, if any. <b>N/A</b> If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.				
Did the vehicle leave the roadway?: X Yes $\Box$ No Describe: Ran to the side of the road.				
Objects Impacted: <b>Cement barrier</b> How was the vehicle transported from the incident site to the present location? <b>X</b> Tow Truck  I Flat Bed Other				
Additional comments concerning the incident: Driver was not exactly sure what impacted to the front of this vehicle.				
Section 3 INTERVIEW - VEHICLE HISTORY				
Source of information (name, address, phone number, & relationship), if other than claimant:				
Comments: (Additional cmts may be placed in section 9)				

				3 of 8		
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS						
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 1-428592121	<u>Model:</u> <u>VIN:</u>	Inspection Date: Malibu 1G1ZT62825F	09/08/2006		
Did the owner purchase the vehicle new? X Yes       Date 05/07/2005         VEHICLE MODIFICATIONS / ALTERATIONS         Are any vehicle modifications or alterations present, and has any after-market equipment been installed?         (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc) Describe:         No alteration or modifications.         VEHICLE REPAIR / SERVICE HISTORY         Prior electrical system service? □ No X Yes If yes, describe:         Repaired by whom? (name, address, phone) N/A         Prior chassis system service, repair, or replacement? X No □ Yes If yes, describe what was done:         Prior clectrical system components serviced, repaired, or replaced by whom? (name, address, phone) N/A         Prior chassis system service, repair, or replaced, or replaced by whom? (name, address, phone number)         McDermott Chevrolet. Repair Order # 222129. 09/08/2006. 26252miles.         Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? □ No X Yes If yes, describe: Steering column replacement.						
Section 4	VEHI		TION - VISUAL/PHOTO			
THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN						
OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.						

PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.

#### DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

No exterior body damages,

UNDERBODY / FRAME / CHASSIS AREA: Describe any damage to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

There was a severe impact to the left and front frame rails. Both left and right side frame rails are mangled and bent. There are scrape marks to the bottom of both frame rails. The floor pan at the left rear of this vehicle is scraped and dented. Both drivers and passengers airbags deployed. Both Drivers and passengers seat belt expanders deployed. No upper body damages. No sheet metal, glass or otherwise.

#### **CORNER ASSEMBLIES**

Struts/shocks Springs Control arms Comments: No damages.

#### **UNDERHOOD**

Engine compartment Brake fluid level and condition Comments: No damages.

Ball joints Steering knuckles Axle assemblies

Tire/wheel assemblies

Power steering lines, hoses, clamps and connections Power steering fluid level and condition

#### **GENERAL OBSERVATIONS**

Photograph and comment on any aftermarket equipment found, vehicle modifications or items that are unusual or out of place. Confidential GM/PAR Rev 04-19-2004

4 of 8		4	of	8
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#### **PRODUCT ALLEGATION RESOLUTION** PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: Vehicle Brand: File # Chevrolet

Model:

VIN:

1-428592121

Malibu 1G1ZT62825F

Inspection Date:

09/08/2006

Comments:

No aftermarket or modifications.

Section 5

#### **VEHICLE INSPECTION - PASSENGER COMPARTMENT**

#### INTERIOR

Instrument panel Controls Overall view of seat position Photo of options label-glove box/trunk Personal items/cargo

Odometer Steering wheel and column Driver and passenger seat back angle (inclinometer measurement) Sunvisors and headliner

**INTERIOR INSPECTION** (Describe any damage and photograph) Drivers and passengers airbags and seat belt expanders deployed.

#### STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION Section 6

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs.

Performed extensive road test for steering and brake performance. All brake functions work normal. ABS activates on gravel surface. Made numerous extreme left and right turns with no binding of steering as reported by owner. There are no codes in the Driver Information Center. Tech 2 diagnostics for steering system electronics did not display any stored or active DTC'S. (photo submitted) Was unable to duplicate drivers reported concern of steering binding.

STE	PRELIMINARY INSPECTION ERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS
Customer's Name	Inspection Date: 09/08/2006
Vehicle Brand: Che	vrolet Model: Malibu
File # 1-42	8502121 VIN: 1C17T62825E
	$\frac{10121020231}{2}$
Steering evotors Are all	OBSERVATIONS/TEST RESULTS
components in place and	An normal and in good working order.
connected in a normal manner?	
Can the steering wheel be	
rotated lock to lock with	
appropriate movement of the	
front wheels. Is there any	
binding, sticking or uneven feel?	
Steering linkage-Is the linkage	All in good condition.
free from cracks, bends,	
fractures, etc. Are there any	
scrapes, abrasions, signs of	
contact with any of the linkage?	
Gear/rack and pinion-Any sign	No defects.
of leakage, damage to boots on	
objects?	
Steering column ignition switch	All in good condition and working order
intermediate shaft. Does the	
column unlock with the ignition	
key "on"? Is the steering column	
properly fastened to the dash?	
Steering pump, drive, hoses,	N/A Vehicle is equipped with Electric Power Steering.
connections, flow, pressure. If	
possible, start the engine and	
rotate the steering wheel lock to	
lock. Is power assist normal? If	
not, it may be necessary to	
Check pressure and now.	
Color, contamination, odor	N/A
Steering knuckle-All	All normal
attachments secure and	
proper?	
Suspension components – LF	No suspension damages.
Strut attachments, springs	
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. Sway bars	
properly attached.	
Strut attachments, springs	No damages.
intact; control arms properly	
allached, delormed, broken,	
Strut attachmente springe	All normal. No damages
intact: control arms properly	
attached, deformed, broken.	
scraped, etc Rear sway bars,	

**PRODUCT ALLEGATION RESOLUTION** 

#### PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Model:

VIN:

Customer's Name: Vehicle Brand: File #

Chevrolet 1-428592121

Malibu

Inspection Date:

09/08/2006

1G1ZT62825F

trailing arms properly attached	
and undamaged. LR	
Strut attachments, springs	All normal
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. RR	
Rear axle assembly-deformed,	All normal
signs of impact, properly	
located, etc.	
Deformation to the frame	Front of left and right side frame rails display impact/collision damages.
Describe and photograph	N/A
evidence of axle/ suspension/	
tire contact with frame, body or	
components	
Describe and photograph	Left and right frame rails damaged. Left rear floor pan scraped and dented.
contact of the under- carriage	Photos submitted with this report.
with the road surface (road,	
shoulder, curb, or grass)	
Stability Enhancement	No codes. Photos submitted.
system/components-check for	
codes with Tech II	
Engine (normal, other)-Obtain	All normal. No stored or active DTC'S
codes using a Tech II.	
Electrical (normal, other)	Normal. No active or stored DTC'S.
Warning lights/messages	No stored or active DTC'S. No warning indicators in Drivers Information
displayed? Describe and obtain	center.
codes using a Tech II	
Anything components missing?	N/A
Other	N/A

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot". Road test did not reveal any malfunction of the steering system. Numerous extreme left and right turns did not reveal any sticking or binding concerns as reported by the driver. No active or stored DTC'S. No warning indicators in Drivers Information Center.

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation.

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident.

#### TIRE AND WHEEL INSPECTION

Confidential GM/PAR

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS								
<u>C</u>	Customer's Name: Vehicle Brand: <u>File #</u>	Chevrolet 1-42859212	<u>Model:</u> 1 <u>VIN:</u>	Inspection Da Malibu 1G1ZT62825F	ate: 09/08/200	)6		
1. <u>ID</u>	1. IDENTIFICATION:							
					AVE. TREAD	DOT		
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers		
	(Goodyear)	<u>(Eagle GA)</u>	( <u>P205/70R15)</u>	<u>(psi)</u>	32nds of inch			
LF	<b>Bridgestone</b>	<u>Insigna</u>	P215/60R16	<u>29</u>	<u>8/32</u>	<u>UJA</u>		
RF	Bridgestone	<u>Insigna</u>	P215/60R16	<u>31</u>	<u>8/32</u>	<u>UJA</u>		
LR	<b>Bridgestone</b>	<u>Insigna</u>	P215/60R16	<u>30</u>	<u>9/32</u>	<u>UJA</u>		
RR	<b>Bridgestone</b>	<u>Insigna</u>	P215?60R16	<u>30</u>	<u>9/32</u>	<u>UJA</u>		

Note: DOT numbers may be found on the inside of each tire adjacent to the rim.

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF. RR and LR). LF **No damages.** 

RF <u>No damages.</u>

#### LR No damages.

RR No Damages.

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)				
	<u>SIZE</u>	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)	
TIRES	P215/60R16	<u>30</u>	<u>30</u>	
SPARE TIRE	<u>T125/70D16</u>	<u>60</u>	<u>60</u>	

#### Section 7

SITE INSPECTION

#### SITE INSPECTION - PERFORM THE FOLLOWING IF ADDITIONAL INFORMATION MAY BE FOUND:

Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.

- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences, buildings, etc), nearest posted speed limit signs in the direction of travel, etc...
- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

#### Photograph the scene and property if involved.

#### Comments:

7 of 8

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 1-428592121	<u>Model:</u> <u>VIN:</u>	Inspection Date: Malibu 1G1ZT62825F	09/08/2006

No site inspection. Not required.

Section 8

**COMMENT OVERFLOW** 

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

All covered in the above.

Section 9

OTHER REPORT INFORMATION

#### Check here if there was evidence of a "Fire-Related" event.

According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)

X Photographs X Data Downloads X Other Records

Owner's statement, Dealer repair order and Police report. Faxed. 09/10/2006

40 photo's.

Vetronix PDF and CDR files.

8 of 8

### PRELIMINARY PAR INSPECTION FIELD PHOTOGRAPHIC NOTES

Division:Chevrolet		Ref# 1-428592121	VIN: 1G1ZT62825F	
Claimant's Name (LAST, First)				
Inspected	By: Dee Baum		Organization: EAA	
Phone: 8	45-339-5106 845-	-594-1646 Inspection Date: 0	9/08/2006 Mileage at Inspection: 26439	
<b>_</b>				
Roll Nu	mber Page 1 o	<u>of 2</u>		
<u>Neg.#</u>	<b>Description</b>			
1.	Vehicle identif	fication. Windshield sticker		
2.	Vehicle identif	fication. Door label.		
3.	Tire informatio	on label.		
4.	Vehicle identif	fication. Door label.		
5.	Speedometer.	. 26439 miles. Airbag warn	ing lamp on.	
6.	Speedometer	and airbag light.		
7.	Left rear exter	ior. No damages.		
8.	Rear exterior.	No damages.		
9.	Right rear exte	erior. No damages.		
10.	Right front ext	erior. No damages.		
11.	Front exterior.	NO damages.		
12.	Left side, front	t exterior. No damages.		
13.	Lett side exter	nor. No damages.		
14. 1 <i>E</i>	Drivers side interior. Airbag deployed.			
15. 16	Drivers side fl	oor area. No floor mat	u.	
10.	Drivers side in	uui alta. Nu 11001 111al. Iterior from right side Airb	na deployed	
18	Passennere ei	ide interior Airhad denlove	ng deployed. d	
19	Radiator supp	ort area No damades		
20	Engine compa	artment and engine area N	o damages.	
21	Right side engine area. No damages			
22.	Front engine c	compartment area. No dan	ages.	
23.	Front radiator support area. No damages.			
24.	ABS. No leaks	s. No damages.		
25.	Left side, bottom, front bumper and frame rail. Note damages to frame rail. Frontal impact			
26.	Left side frame	e rail impact damages.		
27,	Left side frame	e rail impact damages.		
28.	Right side fran	me rail impact damages.		
29.	Right side fran	me rail impact damages.		
30.	Left side frame	e rail impact damages.		
31.	Right side fran	me rail impact damages.		
32.	Right side fran	ne rail impact damages.		
33.	Right side fran	ne rail impact damages.		
34.	Left side floor pan impact damages.			
35.	Left side floor pan impact damages.			
36.	Left side frame	e rail impact damages.		
37.	Right side fran	me rail impact damages.		

Photo Log Page 1 of 2 1-428592121 Cantone.doc

#### PRELIMINARY PAR INSPECTION FIELD PHOTOGRAPHIC NOTES

Division: Chevrolet Ref# 1-428592121		VIN: 1G1ZT62825F		
Claimant's Name (LAST, Fi	rst)			
Inspected By: Dee Baum		(	Drganization: EAA	
Phone: 845-339-5106 845-	594-1646 Inspection D	ate: 09/	08/2006	Mileage at Inspection: 26439
Roll Number <u>Page 2 0f</u>	2			

#### <u>Neg.#</u> <u>Description</u>

- 38 Right side, front of frame rail damage.
- 39 Left side, front of frame rail damage.
- 40 Tech 2 screen. Power steering data. No stored or active DTC'S
- 41 Tech 2 screen. Power steering data. No stored or active DTC'S
- 42 Tech 2 screen. Power steering data. No stored or active DTC'S

				1 of 8
	PROD		GATION RESOLUTION	
	PRELIMII STEERING. SUS	NARY INSPE SPENSION. A	ECTION AXLE. TIRE AND WHEEL	SYSTEMS
		,	, , , , ,	00/00/2007
<u>Customer's Name:</u> Vehicle Brand:	Chevrolet	Model	Inspection Date: Malibu	09/08/2006
File #	1-428592121	VIN:	1G1ZT62825F	
Mileage at Inspection:	26439	Inspectio	on Location: Dave McDerm	ott Chevrolet
Inspector's phone number: 84	15-339-5106	Inspecte	655 Main Stre Ed By: Dee Baum EAA	et. E. Haven, CT 06512
		mspeed	<u>A by.</u> Dee Buum EAA	
Section 1		CTION SUM	MARY	
BRIEFLY Describe the cu Interview with Mr. Charle	<u>istomer's ALLEGA</u> s Campbell who is	<u>A I ION below</u> s not the owl	<u>r:</u> her, but the driver of this	vehicle at the time of the incident.
Mr. Campbell states that	in the past there h	ad been a S	teering code in the Drive	er Information Center. On
08/09/2006 at 26252 miles	s he brought this v	ehicle to Mo	Dermott Chevrolet for re	epair. (please refer to dealership
repair order # 222129, fax	ced along with this	s report). Or	08/20/2006 at 02:30 AM	he was driving at about 25 MPH
on a rainy night when he	reports that the st	teering start	ed to bind, causing him	to run off of the roadway, into a
ditch, and all airbags de	information regar	ding damag	ble to provide any furthe	er detail regarding this incident.
frame rails. There are no	personal injuries.	other prope	rty damages or seatbelt	concerns reported for this
incident.	percentarjance,	enner brobe		
<b>F</b> . U				
Following the inspection	<u>, summarize the fa</u> drivers concorp re	acts and obs	ervations: (Additional cmts m	nay be placed in section 9)
extreme left and right tur	ns did not reveal a	any steering	binding symptoms The	re is no current Steering code in
the Driver Information Pa	inel. There are no	stored or ac	tive DTC'S in Tech 2 dia	gnostics.
Thora is avidance that th	oro had boon a sou	voro impost	to a solid object to both	loft and right front frame rails
causing both drivers and	passengers airba	as to deploy	. Also, both left and rig	nt side seat belt expanders
deployed.	p	.ge te deprej		
Oration 0				
Obtain all of the informat	ion for this section	n from the D	IDENT DETAILS	
Provide a complete desc	<u>ription of the incid</u>	lent accordi	ng to the DRIVER / CLAI	<u>MANT</u>
Interview mode: X	By Telephone	In Person	Incident Date a	and Time: 08/20/2006 02:30 AM
Interview date: 09/06	/2006			
Was a police/fire department report obtained? U Yes U No				
of other vehicles involved: describe all objects contacted and the sequence in which they were contacted. (Additional ants				
may be placed in section 9)		contactou ai		
All described in the abov	e. Section 1			
Driver/other occupant's phy	vsical description (ir	nclude name	aender, heiaht, weiaht &	disabilities ):
No disabilities.				
If there was a collision:				
Describe extent of any inju	ries to the Driver: <b>_N</b>	lo injuries. A	II air bags and seat belt	expanders deployed. No seat belt
Concerns.	inante were costed	& avtant of a	ny iniuries: On passonas	r No injuries
	pants were seated	a evieni n g	ny injunes. On passenge	1. NO IIIJUIICO.

What was the exact location of the incident. Olmstead hill Road at Hulda Hill Road. Wilton, CT	
Driving conditions at the time of the incident:	

	Weather conditions 8	Visibility: Rainy Ap	proximate Temp (°F): <b>78</b>	
Road Surface:	Concrete	X Asphalt Grave	I Crushed rock Dirt	
Road Condition:	Dry	X Wet 🗌 Icy	Other:_{	
Confidential GM/PA	R			

Rev 04-19-2004

2 of 8				
PRODUCT ALLEGATION RESOLUTION				
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
Customer's Name: 09/08/2006				
Vehicle Brand: Chowrolat Model: Malibu				
$\frac{\text{venicle Bland.}}{\text{Eil}_0 \# 1.428502121} \qquad \text{VIN} \cdot 1C17T62825F$				
$\frac{FHE}{T} = \frac{1}{420392121} = \frac{VHN}{1012102023F}$				
Shoulder Curb : Concrete Asphalt X Gravel Crushed rock Dirt Shoulder/Curb Condition: Dry X Wet Icy Other: <u>{</u> Posted Speed Limit <b>25 MPH</b> Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) <u>No objects. No road hazards.</u>				
l ength of Drive Prior to incident:				
Total Time (hrs. & mins.): 30 Minutes Distance (miles): 17 Miles				
Estimate of vehicle speed: 25 mph Source of est. Driver				
Estimated vehicle speed at impact: 25 mph Source of est. Driver				
(Do Not report speed information from the Vetronix data here)				
If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.				
Steering Normal Other X Describe Reported that steering became stiff.				
Suspension Normal X Other Describe {				
Brakes Normal X Other Describe {				
Engine Normal X Other Describe {				
Electrical Normal U Other X Describe Steering code flashed, on Driver Information				
message center Display panel.				
Were any warning lights illuminated or driver information center messages displayed? X Yes D No If "Yes", get the details and describe the event(s). Power steering code.				
Has the vehicle behavior noted during this incident ever been noted prior to this incident? X Yes No If "Yes", get the details and describe the event(s). Steering column replaced by dealer, mcDermot Chevrolet on 09/08/2006 at 26252 miles. Repair order # 222129, Faxed in addition to this report.				
Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. <b>Report that a steering code illuminated.</b>				
Describe any evasive action: X Turning X Braking Accelerating Other: {				
Describe cargo (in the vehicle interior, trunk and/or trailer (if any): <b>No trailer.</b> Estimated total weight of cargo: <b>N/A</b> Estimated weight of the trailer, if any. <b>N/A</b> If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.				
Did the vehicle leave the roadway?: X Yes $\Box$ No Describe: Ran to the side of the road				
Objects Impacted: Cement barrier How was the vehicle transported from the incident site to the present location? X Tow Truck I Flat Bed Other				
Additional comments concerning the incident: Driver was not exactly sure what impacted to the front of this vehicle.				
Section 3 INTERVIEW - VEHICLE HISTORY				
Source of information (name, address, phone number, & relationship), if other than claimant:				
N/A Commonts: (Additional anta may be placed in section 2)				
•				

	3 01 8			
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
Customer's Name:Inspection Date:09/08/2Vehicle Brand:ChevroletModel:MalibuFile #1-428592121VIN:1G1ZT62825F	006			
Did the owner purchase the vehicle new? X Yes Date <u>05/07/2005</u> <u>VEHICLE MODIFICATIONS / ALTERATIONS</u> Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc) <u>Describe:</u> <b>No alteration or modifications.</b>				
VENICE REPART SERVICE INSTORT         Prior clision repair? X No       No       X Yes       If yes, describe:         Prior collision repair? X No       Yes       If yes, describe:         Repaired by whom? (name, address, phone)       N/A         Prior chassis system service, repair, or replacement? X No       Yes       If yes, describe what was done:				
Prior electrical system components serviced, repaired, or replaced by whom? (name, address, ph McDermott Chevrolet. Repair Order # 222129. 09/08/2006. 26252miles. Any other pertinent vehicle history information (from interview, GM warranty or dealership history f If yes, describe: Steering column replacement.	one number) iles)? 🗌 No 🛛 X Yes			
Section 4 VEHICLE INSPECTION – VISUAL/PHOTO	I			
THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOT	OS AND WRITTEN			
OBSERVATIONS, RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION				

# DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

No exterior body damages,

UNDERBODY / FRAME / CHASSIS AREA: Describe any damage to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT

REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.

There was a severe impact to the left and front frame rails. Both left and right side frame rails are mangled and bent. There are scrape marks to the bottom of both frame rails. The floor pan at the left rear of this vehicle is scraped and dented. Both drivers and passengers airbags deployed. Both Drivers and passengers seat belt expanders deployed. No upper body damages. No sheet metal, glass or otherwise.

#### **CORNER ASSEMBLIES**

Struts/shocks Springs Control arms Comments: No damages.

#### **UNDERHOOD**

Engine compartment Brake fluid level and condition Comments: No damages.

Ball joints Steering knuckles Axle assemblies

Tire/wheel assemblies

Power steering lines, hoses, clamps and connections Power steering fluid level and condition

#### **GENERAL OBSERVATIONS**

Photograph and comment on any aftermarket equipment found, vehicle modifications or items that are unusual or out of place. Confidential GM/PAR

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#### **PRODUCT ALLEGATION RESOLUTION** PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name:
Vehicle Brand:
File #

Chevrolet

Inspection Date:

09/08/2006

Model: 1-428592121 VIN: Malibu 1G1ZT62825F

Comments:

No aftermarket or modifications.

# Section 5

Section 6

#### **VEHICLE INSPECTION - PASSENGER COMPARTMENT**

INTERIOR Instrument panel Controls Overall view of seat position Photo of options label-glove box/trunk Personal items/cargo

Odometer Steering wheel and column Driver and passenger seat back angle (inclinometer measurement) Sunvisors and headliner

**INTERIOR INSPECTION** (Describe any damage and photograph) Drivers and passengers airbags and seat belt expanders deployed.

#### STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs.

Performed extensive road test for steering and brake performance. All brake functions work normal. ABS activates on gravel surface. Made numerous extreme left and right turns with no binding of steering as reported by owner. There are no codes in the Driver Information Center. Tech 2 diagnostics for steering system electronics did not display any stored or active DTC'S. (photo submitted) Was unable to duplicate drivers reported concern of steering binding.

PRODUCT ALLEGATION RESOLUTION				
PRELIMINARY INSPECTION				
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
Customer's Name:	Inspection Date: 09/08/2006			
Vehicle Brand: Che	vrolet Model: Malibu			
File # 1-42	8592121 VIN: 1G1ZT62825F			
<u> </u>				
ITEM	OBSERVATIONS/TEST RESULTS			
Steering system-Are all	All normal and in good working order			
components in place and				
connected in a normal manner?				
Can the steering wheel be				
rotated lock to lock with				
appropriate movement of the				
front wheels. Is there any				
binding, sticking or uneven feel?				
Steering linkage-Is the linkage	All in good condition.			
free from cracks, bends,				
fractures, etc. Are there any				
scrapes, abrasions, signs of				
contact with any of the linkage?				
Gear/rack and pinion-Any sign	No defects.			
of leakage, damage to boots on				
the rack, contact by foreign				
Stooring column ignition owitch	All in good condition and working order			
intermediate shaft. Does the	An in good condition and working order.			
column unlock with the ignition				
key "on"? Is the steering column				
properly fastened to the dash?				
Steering pump, drive, hoses,	N/A Vehicle is equipped with Electric Power Steering.			
connections, flow, pressure. If				
possible, start the engine and				
rotate the steering wheel lock to				
lock. Is power assist normal? If				
not, it may be necessary to				
check pressure and flow.				
PS fluid level and condition-	N/A			
Color, contamination, odor				
Steering knuckle-All	All normal.			
attachments secure and				
	No suspension damages			
Suspension components – LF	no suspension damages.			
intact: control arms properly				
attached deformed broken				
scraped, etc. Swav bars				
properly attached.				
Strut attachments, springs	No damages.			
intact; control arms properly				
attached, deformed, broken,				
scraped, etc. RF				
Strut attachments, springs	All normal. No damages.			
intact; control arms properly				
attached, deformed, broken,				
scraped, etc Rear sway bars,				

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#### PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: Vehicle Brand: File #

trailing arms properly attached

Chevrolet 1-428592121

Model: Malibu VIN:

Inspection Date:

09/08/2006

1G1ZT62825F

and property addened	
and undamaged. LR	
Strut attachments, springs	All normal
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. RR	
Rear axle assembly-deformed,	All normal
signs of impact, properly	
located, etc.	
Deformation to the frame	Front of left and right side frame rails display impact/collision damages.
Describe and photograph	N/A
evidence of axle/ suspension/	
tire contact with frame, body or	
components	
Describe and photograph	Left and right frame rails damaged. Left rear floor pan scraped and dented.
contact of the under- carriage	Photos submitted with this report.
with the road surface (road,	
shoulder, curb, or grass)	
Stability Enhancement	No codes. Photos submitted.
system/components-check for	
codes with Tech II	
Engine (normal, other)-Obtain	All normal. No stored or active DTC'S
codes using a Tech II.	
Electrical (normal, other)	Normal. No active or stored DTC'S.
Warning lights/messages	No stored or active DTC'S. No warning indicators in Drivers Information
displayed? Describe and obtain	center.
codes using a Tech II	
Anything components missing?	N/A
Other	N/A

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot". Road test did not reveal any malfunction of the steering system. Numerous extreme left and right turns did not reveal any sticking or binding concerns as reported by the driver. No active or stored DTC'S. No warning indicators in **Drivers Information Center.** 

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation.

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident.

#### TIRE AND WHEEL INSPECTION
	PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS												
<u>C</u>	Customer's Name: Vehicle Brand: <u>File #</u>	Chevrolet 1-428592121	Model: VIN:	Inspection Da Malibu 1G1ZT62825F	<u>ate:</u> 09/08/200	6							
1. <u>ID</u>	ENTIFICATION:												
					AVE. TREAD	DOT							
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers							
	<u>(Goodyear)</u>	<u>(Eagle GA)</u>	( <u>P205/70R15)</u>	<u>(psi)</u>	32nds of inch								
LF	<b>Bridgestone</b>	<u>Insigna</u>	P215/60R16	<u>29</u>	<u>8/32</u>	<u>UJA</u>							
RF	<b>Bridgestone</b>	<u>Insigna</u>	P215/60R16	<u>31</u>	<u>8/32</u>	<u>UJA</u>							
LR	<b>Bridgestone</b>	<u>Insigna</u>	P215/60R16	<u>30</u>	<u>9/32</u>	<u>UJA</u>							
RR	<b>Bridgestone</b>	<u>Insigna</u>	P215?60R16	<u>30</u>	<u>9/32</u>	<u>UJA</u>							

Note: DOT numbers may be found on the inside of each tire adjacent to the rim.

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF. RR and LR). LF **No damages.** 

RF <u>No damages.</u>

#### LR No damages.

RR No Damages.

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)										
	<u>SIZE</u>	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)							
TIRES	P215/60R16	<u>30</u>	<u>30</u>							
SPARE TIRE	<u>T125/70D16</u>	<u>60</u>	<u>60</u>							

#### Section 7

SITE INSPECTION

#### SITE INSPECTION - PERFORM THE FOLLOWING IF ADDITIONAL INFORMATION MAY BE FOUND:

Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.

- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences, buildings, etc), nearest posted speed limit signs in the direction of travel, etc...
- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

#### Photograph the scene and property if involved.

#### Comments:

7 of 8

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS								
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 1-428592121	<u>Model:</u> <u>VIN:</u>	Inspection Date: Malibu 1G1ZT62825F	09/08/2006				

No site inspection. Not required.

Section 8

**COMMENT OVERFLOW** 

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

All covered in the above.

Section 9

OTHER REPORT INFORMATION

#### Check here if there was evidence of a "Fire-Related" event.

According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)

X Photographs X Data Downloads X Other Records

Owner's statement, Dealer repair order and Police report. Faxed. 09/10/2006

40 photo's.

Vetronix PDF and CDR files.

8 of 8

# Vetronix INFORMATION Redacted PURSUANT TO THE FREEDOM OF

# **INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

CDR Flie Information	
Vehicle Identification Number	1G1ZT62825F
Investigator	Dee Baum EAA
Case Number	1-428592121
Investigation Date	Friday, September 8 2006
Crash Date	Sunday, August 20 2006
Filename	1G1ZT62825F CDR
Saved on	Friday, September 8 2006 at 12:07:54 PM
Collected with CDR version	Crash Data Retrieval Tool 2.800
Collecting program verification	02388055
number	92300332
Reported with CDR version	Crash Data Retrieval Tool 2.800
Reporting program verification	0238B05E
number	3230D33E
	Block number: 00
Interface used to collected data	Interface version: 4A
	Date: 11-08-05
	Checksum: 7500
Event(s) recovered	Deployment

# **SDM Data Limitations**

SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event will overwrite the Non-Deployment Event file.

#### SDM Data Limitations:

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

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis.

-Calculated Principal Direction of Force (PDOF) is the arctangent of the maximum observed lateral velocity change divided by the maximum observed longitudinal velocity change. PDOF is displayed where zero degrees is located at the front of the vehicle, with 90 degrees is displayed to the right side of the vehicle and so on, clockwise around the vehicle.

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

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

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

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

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

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

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

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

1G1ZT62825F





SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following: -Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.

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





# System Status At AE

Vehicle Identification Number	**1ZT628*5*
Low Tire Pressure Warning Lamp (If Equipped)	OFF
Vehicle Power Mode Status	Run
Remote Start Status (If Equipped)	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp (If Equipped)	OFF

# System Status At 1 second

Transmission Range (If Equipped)	Third Gear
Transmission Selector Position (If Equipped)	Drive
Traction Control System Active (If Equipped)	No
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F) (If Equipped)	71.6
Left Front Door Status (If Equipped)	Closed
Right Front Door Status (If Equipped)	Closed
Left Rear Door Status (If Equipped)	Unused
Right Rear Door Status (If Equipped)	Unused
Rear Door(s) Status (If Equipped)	Closed

#### Pre-crash data

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

#### Pre-crash data

Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	24	24	23	24	20
Engine Speed (RPM)	1088	896	832	832	704
Percent Throttle	3	0	0	0	0
Accelerator Pedal Position (percent)	12	0	0	0	0
Antilock Brake System Active (If Equipped)	No	No	No	No	Yes
Lateral Acceleration (feet/s <sup>2</sup> )(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	32	16	0	16	208
Vehicle Dynamics Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid





# System Status At Deployment

	0100
Ignition Cycles At Investigation	2186
SIR Warning Lamp Status	UFF
Six warning Lamp Olivor Filme (seconds)	14110
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	19
Ignition Cycles At Event	2105
Ignition Cycles Since DTCs were Last Cleared	
Driver's Beit Switch Circuit Status	
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
Driver First Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	Dianaaal
Driver Second Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	Disposal
Passenger First Stage Time Algorithm Enabled to Deployment Command Criteria Met (mscc)	Diamagal
Passenger Second Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	Disposal
Time Between Events (Sec)	IN/A
Driver First Stage Deployment Loop Commanded	Yes
Driver Second Stage Deployment Loop Commanded	Yes
Driver Side Deployment Loop commanded	INO Mar
Driver Pretensioner Deployment Loop commanded	Yes
Driver (Initiator 1) Root Rail/Head Curtain Loop Commanded	NO No
Driver (Initiator 2) Root Rail/Head Curtain Loop Commanded	NO
Driver Knee Deployment Loop Commanded	NO No s
Passenger First Stage Deployment Loop Commanded	Yes
Passenger Second Stage Deployment Loop Commanded	Yes
Passenger Side Deployment Loop Commanded	NO No a
Passenger Pretensioner Deployment Loop Commanded	Yes
Passenger (Initiator 1) Root Rall/Head Curtain Loop Commanded	NO No
Passenger (Initiator 2) Root Rall/Head Currain Loop Commanded	NO No
Passenger Knee Deployment Loop Commanded	NO No
Second Row Left Side Deployment Loop Commanded	NO No
Second Row Left Pretensioner Deployment Loop Commanded	NO
Inird Row Left Root Rail/Head Curtain Loop Commanded	NO
Second Row Right Side Deployment Loop Commanded	NO
Second Row Right Pretensioner Deployment Loop Commanded	NO
Inird Row Right Roof Rail/Head Curtain Loop Commanded	NO
Second Row Center Pretensioner Deployment Loop Commanded	NO
Driver 2nd Stage Deployment Loop Commanded for Disposal	Yes
Passenger 2nd Stage Deployment Loop Commanded for Disposal	Yes
Multiple Event Counter	0
An Event(s) Preceded the Recorded Event(s)	NO No
An Event(s) was in Between the Recorded Event(s)	NO 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
Urash Record Locked	Yes
Venicie Event Data (Pre-Grash) Associated With This Event	Yes
Deployment Event Recorded in the Non-Deployment Record	NO
Event Recording Complete	Yes
Estimated Principal Direction of Force (PDOF) degrees	355







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







Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	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
Lateral Axis Recorded Velocity Change (MPH)	0.68	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00





## **Hexadecimal Data**

This page displays all the data retrieved from the air bag module. It contains data that is not converted by this program.

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\$3E	35	30	00	57	00	00	00	
\$3F \$40	00 00	00 00	90 00	00 00	00 00	00 00	00	
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### **CDR File Information**

Vehicle Identification Number	1G1ZT62825F
Investigator	Dee Baum EAA
Case Number	1-428592121
Investigation Date	Friday, September 8 2006
Crash Date	Sunday, August 20 2006
Filename	1G1ZT62825F CDR
Saved on	Friday, September 8 2006 at 12:07:54 PM
Collected with CDR version	Crash Data Retrieval Tool 2.800
Collecting program verification	02200055
number	9230D95E
Reported with CDR version	Crash Data Retrieval Tool 2.800
Reporting program verification	9238B95E
number	
	Block number: 00
Interface used to collected data	Interface version: 4A
	Date: 11-08-05
	Checksum: 7500
Event(a) recovered	Deployment
Event(s) recovered	

# **SDM Data Limitations**

SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event will overwrite the Non-Deployment Event file.

#### SDM Data Limitations:

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

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis.

-Calculated Principal Direction of Force (PDOF) is the arctangent of the maximum observed lateral velocity change divided by the maximum observed longitudinal velocity change. PDOF is displayed where zero degrees is located at the front of the vehicle, with 90 degrees is displayed to the right side of the vehicle and so on, clockwise around the vehicle.

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

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

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

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

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

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

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

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

1G1ZT62825F





SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following: -Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.

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





# System Status At AE

Vehicle Identification Number	**1ZT628*5*
Low Tire Pressure Warning Lamp (If Equipped)	OFF
Vehicle Power Mode Status	Run
Remote Start Status (If Equipped)	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp (If Equipped)	OFF

# System Status At 1 second

Transmission Range (If Equipped)	Third Gear
Transmission Selector Position (If Equipped)	Drive
Traction Control System Active (If Equipped)	No
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F) (If Equipped)	71.6
Left Front Door Status (If Equipped)	Closed
Right Front Door Status (If Equipped)	Closed
Left Rear Door Status (If Equipped)	Unused
Right Rear Door Status (If Equipped)	Unused
Rear Door(s) Status (If Equipped)	Closed

#### Pre-crash data

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

#### Pre-crash data

Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	24	24	23	24	20
Engine Speed (RPM)	1088	896	832	832	704
Percent Throttle	3	0	0	0	0
Accelerator Pedal Position (percent)	12	0	0	0	0
Antilock Brake System Active (If Equipped)	No	No	No	No	Yes
Lateral Acceleration (feet/s <sup>2</sup> )(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	32	16	0	16	208
Vehicle Dynamics Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid





# System Status At Deployment

	0100
Ignition Cycles At Investigation	2186
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	14110
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	19
Ignition Cycles At Event	2165
Ignition Cycles Since DTCs were Last Cleared	
Driver's Beit Switch Circuit Status	UNBUCKLED
Diagnostic Trouble Codes at Event, fault number: 1	<u>N/A</u>
Diagnostic Trouble Codes at Event, fault number: 2	<u>N/A</u>
Diagnostic Trouble Codes at Event, fault number: 3	<u>N/A</u>
Diagnostic Trouble Codes at Event, fault number: 4	<u>N/A</u>
Diagnostic Trouble Codes at Event, fault number: 5	N/A
Diagnostic Trouble Codes at Event, rault number: 6	<u>N/A</u>
Driver First Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	52
Driver Second Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	Disposal
Passenger First Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	52
Passenger Second Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	Disposal
Time Between Events (sec)	<u>N/A</u>
Driver First Stage Deployment Loop Commanded	Yes
Driver Second Stage Deployment Loop Commanded	Yes
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	Yes
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	Yes
Passenger Second Stage Deployment Loop Commanded	Yes
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	Yes
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Second Row Left Side Deployment Loop Commanded	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Second Row Right Side Deployment Loop Commanded	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Second Row Center Pretensioner Deployment Loop Commanded	No
Driver 2nd Stage Deployment Loop Commanded for Disposal	Yes
Passenger 2nd Stage Deployment Loop Commanded for Disposal	Yes
Multiple Event Counter	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
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
Estimated Principal Direction of Force (PDOF) degrees	355







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







Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	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
Lateral Axis Recorded Velocity Change (MPH)	0.68	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00





# **Hexadecimal Data**

This page displays all the data retrieved from the air bag module. It contains data that is not converted by this program.

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\$05 \$06	42 55	55 55	FF rr	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF		
\$07	42	54	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF		
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INFORMATION Redacted PURSUANT TO THE FREEDO INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



ŕ	2. C	MFD BY GENER	AL MOTORS CORP	
	DATE	GVWR	GAWR FRT	GAWR R
	05/05	2002 KG	1057 KG	945 KG
		4415 LB	2331 LB	2084 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1G1ZT62825F

G

KANSAS CITY KANSAS

TYPE: PASS CAR



# TIRE AND LOADING INFORMATION

SEATING CAPACITY | TOTAL 5 | FRONT 2 | CENTER C REAR 3

The combined weight of occupants and cargo should never exceed 416 kg or 917 lbs.

ORIGINAL TIRE SIZE	COLD TIRE INFLATION PRESSURE		SEE OWNER'S
P215/60R16	FRONT	210 kPa 30 PSI	MANUAL FOR
P215/60R16	REAR	210 kPa 30 PSI	ADDITIONAL
T125/70D16	SPARE	420 kPa, 60 PSI	INFORMATION














































































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

November 26, 2010



Service Request: 1-428777145 Customer Relationship Specialist: David Ashley

Dear

We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu MAXX, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

November 26, 2010



Service Request: 1-428777145 Customer Relationship Specialist: Carolyn Niefer

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We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu MAXX, but we have been unsuccessful in our attempts to contact you.

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Sincerely,

November 26, 2010



Service Request: 1-428777145 Customer Relationship Specialist: David Ashley

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Sincerely,

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

#### CHEVROLET

#### Customer Assistance Center

Chevrolet Division General Motors Corporation P.O. Box 33170 Detroit, MI 48232-5170





ACT 2 2 2008

### CHEVROLET

#### **Customer Assistance Center**

Chevrolet Division General Motors Corporation P.O. Box 33170 Detroit, MI 48232-5170

October 13, 2006



CUSTOMER DID NOT RECEIVE THIS FROM GMC

Service Request: 1-428777145 Customer Relationship Specialist: David Ashley

Dear

We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu MAXX, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,



#### CHEVROLET Customer Assistance Center

Chevrolet Division General Motors Corporation P.O. Box 33170 Detroit, MI 48232-5170







HEVROLET

#### **Customer Assistance Center**

Chevrolet Division General Motors Corporation P.O. Box 33170 Detroit, MI 48232-5170

September 22, 2006



CUSTOMER DID NOT RECEIVE THIS FROM GMC

Service Request: 1-428777145 Customer Relationship Specialist: David Ashley

Dear

We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu MAXX, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

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Sincerely,

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

November 26, 2010



Service Request: 1-430820407 Customer Relationship Specialist: Michael Highlands

Dear :

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Value Guard plan for your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54895F

- 36 months or 36,000 miles, whichever occurs first, beginning on November 17, 2006 and ending on November 17, 2009, and begins with 34,225 and ends with 70,225 odometer miles
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit <u>www.mygmlink.com</u>. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

CASE ASSESSMENT BY: Michael Highlands Siebel/CARS Request No: 1-430820407
Customer Name:
Year of Vehicle: 2005 Make: Chevrolet Model: Malibu Current Mileage: 34,153
Vehicle ID No.: 1G1ZT54895F n Service Date: 11/11/04 Purchased: Used If used: 31,987
What is customer seeking: Unspecified assistance
VEHICLE REPAIR HISTORY
CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Power steering inoperativeDate:Mileage:Days Out:Description of Repair:.8/02/0632,1182RO 161259 (Grossman ) Replaced steering column.
OTHER SYMPTOM/CONCERN:No start. Had to jump startDate:Mileage:Days Out:Description of Repair:10/23/0633,9952RO 168084 (Grossman ) Replaced battery.
OTHER SYMPTOM/CONCERN:Right rear turn signal inoperativeDate:Mileage:Days Out:Description of Repair:8/10/0632,531 1RO 161948 (Grossman) Replaced bulb.
OTHER SYMPTOM/CONCERN: Date: Mileage: Days Out: Description of Repair: .
Total Days Out of Service:5(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)
VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO: X
What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? _Eligible for repurchase, replacement and repairs

### AVM and/or DEALER RECOMMENDATION(s):

### <u>CRM RECOMMENDATION & RATIONALE (EXPLAIN):</u> Offer Basic Guard for 24/36 or 36/30 up to 24/40 or 36/36 or Smart Care for 3/36

Χ

GMPP Requ	lest for F	TOGESSING	
SR# 1-430820407			
New/Used: Used Division: Chevrolet Vehicle Style: Car			
Complete VIN 1G1ZT54895F Vehicle Year: 2005			
Division – Dealer Code: Chevrolet 13-32888			
<ul> <li>General Motors has agreed to: 1. Approve and pay for a new plan</li> <li>1. Approve and pay for a new plan – no GMPP Coverage Currently</li> <li>2. Authorize a new plan or upgrade; customer will pay total cost</li> <li>3. Approve and pay for an upgrade; apply original coverage refund to Division making request.</li> </ul>			
Special Instructions: Check if applicableTransfer all claims to new policyEndorse selling dealer code to Division code			
(Selling dealer to keep profit. Division is debited the dealer's profit)			
Delivery Date: 11/11/2004 Odometer reading: 34,225			
Plan Purchase Date: 11/17/2006 Customer Ownership: Owner			
Business Name:			
Customer Name - Title: Mrs. (First - M.I Last):			
Address Line 1:			
Address Line 2:			
City: Worthington State: MN	Zip:		
Plan Type: Value Guard	# of Months: 36 Months	Mileage: 36,000	
Plan Type:	# of Months:	Mileage:	
Deductible: 0	MSRP: 1,460		
Plan Lien Holder (Select Division): Chevrolet			
Division Address: P.O. Box 33170 Detroit, MI 48232-5170			
CRM (Decision Maker): Michael Highlands			
Team Manager / Liaison: Vanessa Bueno			
Team CARS Site: Austi	n	Date: 07/05/2007	
AVM Requested			
## INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

July 6, 2007



Service Request: 1-430820407 Customer Relationship Specialist: Michael Highlands

Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Value Guard plan for your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54895F

- 36 months or 36,000 miles, whichever occurs first, beginning on November 17, 2006 and ending on November 17, 2009, and begins with 34,225 and ends with 70,225 odometer miles
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit <u>www.mygmlink.com</u>. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.









GENERAL MOTORS BUSINESS RESOURCE CENTER

7/05/2007

To: Steve McMann and/or Ben Lavine From: Michael Highlands GM BRC-ADR Regarding: Siebel case # 1-430820407 Vin: 1G1ZT54895F

Dear Mr. McMann and Mr. Lavine:

I have attempted to contact you regarding the current repair situation with 2005 Chevrolet Malibu. Unfortunately I have not been able to reach you. I do want to confirm that late last year we did agree to provide with a 36/36,000 Value Guard. She has advised us that she never received this and it does appear that GMPP did not process this. We are working to correct that at this time. However the service contract can not be processed in time to cover the current repair which I understand would have been covered under the terms of the Value Guard. If that is correct we will agree to cover under the warranty any current repairs that would be covered under the terms of the Value Guard. If that is confirm this with you verbally. My contact information is below and I am available Monday – Friday from 9:00 AM to 5:30 PM CT.

Sincerely,

Michael Highlands BRC Customer Relationship Specialist Ph# 866-790-5700 extension 21495 FAX# 866-293-0851



## GENERAL MOTORS BUSINESS RESOURCE CENTER

## VIA FAX ONLY

11/07/2006

Ben Lavine GROSSMAN CHEVROLET-CADILLAC 1200 W 141ST ST BURNSVILLE, MN 55337-4496 (952) 435-8501

Re:

Siebel Request: 1-430820407 2005 Chevrolet Malibu VIN # 1G1ZT54895F

Dear Mr. Lavine:

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

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

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

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

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

Sincerely,

Michael Highlands BRC Customer Relationship Specialist Ph# 866-790-5700 extension 21495 FAX# 866-293-0851

P. 01



## FAXSIMILE COVER SHEET

DATE: 11-105 TO: GM\_\_\_\_ COMPANY\_ FAX NBR 866/293/0851 FROM: Ken L TOTAL NBR. OF PAGES INCLUDING COVER SHEET IF YOU DO NOT RECEIVE ALL OF THE PAGES, PLEASE CALL/US AT (952) 435-8501 TO TRANSMIT TO US AUTOMATICALLY, OUR FAX NUMBER IS (952) 435-9370 SPECIAL MESSAGES: Re: BBB. VIN# 51

GROSSMAN CHEVROLET COMPANY, INC.

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An Equal Opportunity Euployet 1200 West 141st Street • Burnsville, Minnesota 55337 • (952) 435-8501 • Fax (952) 435-9370

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L. Williams

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Customer Copy

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P. 07



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

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

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

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

Sincerely,

Michael Highlands RICC Custamer Relationship Specialist Ph# 866-790-5700 extension 21495 FAX# 865-293-0851