



6720 Bearcat Court, Gilroy, CA 95020  
(408) 842-9301



CVCS242029

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.**  
A CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED. ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER NO.	85765	ADVISOR	RICHARD RUIZ	2418	TAG NO.	5780	INVOICE DATE	04/13/06	INVOICE NO.	CVCS242029	
[REDACTED]		LABOR RATE	[REDACTED]		LICENSE NO.	[REDACTED]		COLOR	ARRIVAL BLU	STOCK NO.	5C59
HOLLISTER, CA		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/SD		MILEAGE	12,151		DELIVERY DATE	08/28/05	DELIVERY MILES	24
[REDACTED]		VEHICLE I.D. NO.	1G1AK52F557		[REDACTED]		SELLING DEALER NO.	[REDACTED]		PRODUCTION DATE	[REDACTED]
[REDACTED]		P.T.E. NO.	[REDACTED]		P.O. NO.	[REDACTED]		R.O. DATE	04/11/06	[REDACTED]	
[REDACTED]		COMMENTS		MO: 12151							

JOB# 1 CHARGES-----

LABOR-----

J# 1 45CVZ01 STEERING CONCERN TECH(S):2425 WARRANTY

CUSTOMER STATES VEHICLE LOST POWER STEERING & STEERING LIGHT  
DISPLAYED ON DASH. VEHICLE WAS BUCKING AT SAME TIME.  
SCANNED SYSTEM, FOUND CODE U2100, U2107. PERFORMED TROUBLE  
CODE DIAGNOSIS, POWER & GROUNDS OK, COMMUNICATION OK.  
CALLED TAC ASSIST CASE #8879612. STEERING COLUMN HAS  
INTERNAL FAULT.  
REPLACED STEERNIG COLUMN & TRANSFERRED ALL PARTS.  
CLEARED CODES.

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY-----
	1	10394224	COLUMN KI 6.518		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 74CVZ-GM RENTAL VEHICLE TECH(S):2418 WARRANTY

GM ALTERNATE TRANSPORTATION  
GM RENTAL  
VIN#1GTC5136868

SUBLET-----	PO#-----	VEND INV#-----	INV. DATE-----	DESCRIPTION-----	WARRANTY-----
	27104	D155819	04/13/06	RENTAL	
				TOTAL - SUBLET	0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

COMMENTS-----

[REDACTED]

**GM**  
**Goodwrench**  
[www.gilroychevy.com](http://www.gilroychevy.com)

**GM** **Goodwrench**  
**Fleet Service**

**BECAUSE TIME IS MONEY.**

BAR # AL230842  
E.P.A. ID # CAL000276560



6720 Bearcat Court, Gilroy, CA 95020

(408) 842-9301



CVWS242029

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.  
A CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED. ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CELL: [REDACTED]

CUSTOMER NO <b>85765</b>	ADVISOR <b>RICHARD RUIZ</b>	2418	TAG NO <b>5780</b>	INVOICE DATE <b>04/23/06</b>	INVOICE NO <b>CVWS242029</b>
[REDACTED]	LABOR RATE	LICENSE NO	MILEAGE <b>12,151</b>	COLOR <b>ARRIVAL BLU</b>	STOCK NO <b>5C59</b>
<b>HOLLISTER, CA</b>	YEAR / MAKE / MODEL <b>05/CHEVROLET/COBALT/SD</b>	VEHICLE I.D. NO <b>1G1AK52F557</b>		DELIVERY DATE <b>08/28/05</b>	DELIVERY MILES <b>24</b>
	F.T.E. NO	P.O. NO	R.O. DATE <b>04/11/06</b>	PRODUCTION DATE	
COMMENTS					MO: 12151

JOB# 1 CHARGES

LABOR  
J# 1 45CVZ01 STEERING CONCERN HOURS: 3.60 TECH(S):2425 353.09  
CUSTOMER STATES VEHICLE LOST POWER STEERING & STEERING LIGHT  
DISPLAYED ON DASH. VEHICLE WAS BUCKING AT SAME TIME.  
SCANNED SYSTEM.FOUND CODE U2100,U2107- PERFORMED TROUBLE  
CODE DIAGNOSIS. POWER & GROUNDS OK. COMMUNICATION OK.  
CALLED TAC ASSIST CASE #8879612. STEERING COLUMN HAS  
INTERNAL FAULT.  
REPLACED STEERNIG COLUMN & TRANSFERRED ALL PARTS.  
CLEARED CODES.

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	10394224	COLUMN KI 6.518	421.02	421.02	589.43	589.43
				COST TOTAL	421.02		
				TOTAL - PARTS			589.43

JOB# 1 TOTALS  
LABOR 353.09  
PARTS 589.43

JOB# 2 CHARGES  
J# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL 942.52

LABOR  
J# 2 74CVZ-GMRENTAL RENTAL VEHICLE HOURS: 0.00 TECH(S):2418 0.00  
GM ALTERNATE TRANSPORTATION  
GM RENTAL  
VIN#1GTCS136868

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
	27104	D155819	04/13/06	RENTAL	146.00
					TOTAL - SUBLET
					146.00

JOB# 2 TOTALS  
SUBLET 146.00  
J# 2 JOURNAL PREFIX CVWS JOB# 2 TOTAL 146.00

COMMENTS  
[REDACTED]

R/O TAX 0.00  
R/O TOTALS 1088.52

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	1073.52
CLAIM TOTALS	1073.52

APPROVED BY SIGNATURE

**GM**  
**Goodwrench**  
[www.gilroychevy.com](http://www.gilroychevy.com)

**GM** **Goodwrench**  
**Fleet Service**

**BECAUSE TIME IS MONEY.**

BAR # AL230842

E.P.A. ID # CAL000276560



## PURCHASE ORDER

## PURCHASE ORDER TO

2176  
 ENTERPRISE RENT A CAR PARTS-SERV  
 340 E 10TH ST.  
 BLDG F  
 GILROY CA 95020-6582

SHIP TO  
 GILROY CHEVROLET CADILLAC INC  
 6720 BEARCAT CT  
 GILROY CA 95020

## NUMBER

27104

WRITTEN BY

RICHARD RUIZ

DEPARTMENT

SERVICE

DATE 04/11/06

P. O. AMOUNT

116.00

## BILL TO

GILROY CHEVROLET CADILLAC INC  
 6720 BEARCAT CT  
 GILROY CA 95020

TAX EXEMPT #

QTY.	DESCRIPTION	PRICE	AMOUNT
	242029 RENTAL	116.00	

ACCT.	AMOUNT	CONTROL NUMBER	ACCT.	AMOUNT	CONTROL NUMBER
246	116.00	242029			

*Richard Ruiz*  
 SIGNATURE



**GILROY**  
 CHEVROLET CADILLAC

6720 Bearcat Court, Gilroy, CA 95020  
 (408) 842-9301

[www.gilroychevy.com](http://www.gilroychevy.com)



## Technical Service Person

FAX THIS SIDE

FAX # 1 800 544-1761

Caller Name: R C Weaver Dealer Code: 06418  
 VIN: 57 RO Number: 242029  
 Mileage: 12151 Dealer Name: Gilroy Chev/Cad  
 State: CA Date: 4/12/06 Fax Phone: \_\_\_\_\_  
 TAC Case No: 8879612 TAC Consultant's Name: Wayne Wilson  
 Consumer Relation Case No. \_\_\_\_\_

## Questions To Answer Prior to Contacting Technical Assistance

1. What is the number of times this vehicle has been to your dealership for the same condition?  
 2. How many days has this vehicle been in your dealership for this condition?  
 What is the customers concern (why did the customer bring their vehicle to your dealership)?  
 4. Is the vehicle in your dealership now?  
 1. Can you duplicate the customers concern? DTC A2100, U2107  
 What is the frequency of the concern? Times per day Per km/miles  
 Have you compared this vehicle to an identical vehicle? VIN (if known)  
 Does this vehicle have any after market accessories, or has it been modified from production?  
 Please list.  
 Have you reviewed the service or owner's manual? What is the page number? \_\_\_\_\_ What is the SI 2000 document number? 1530293; 1530314  
 What Bulletins or Service Manual procedures were performed? \_\_\_\_\_ Bring them to the phone.  
 What diagnostic checks were performed and what were the results?  
 Can you isolate the area of the customers concern? Tech 2 software version: \_\_\_\_\_

TAC Suggested Action: Order Steering assembly

TAC Case Closing Information: (In the technician's own words, what fixed the vehicle? Be specific.  
 Include circuit and terminal numbers, locations, part name and numbers)

Labor Op: \_\_\_\_\_

## TAC Dealer Survey - - Technician Only

We would like your feedback on the assistance you received. To assure quality improvements, it is important that only the related technician for this repair complete this survey.

Please use this rating system for the questions below:

Completely satisfied	select 5	Somewhat satisfied	select 2
Very satisfied	select 4	Not satisfied	select 1
Satisfied	select 3		

- Did the TAC Consultant handle the call in a professional manner? \_\_\_\_\_
- Was the TAC Consultant knowledgeable about the product? \_\_\_\_\_
- Did the TAC Consultant provide clear and adequate technical direction to assist in fixing the vehicle? \_\_\_\_\_
- Considering all of your contacts with the "General Motors Technical Assistance Center", how would you rate your overall satisfaction level with us? \_\_\_\_\_

Comments: \_\_\_\_\_

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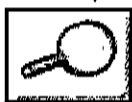
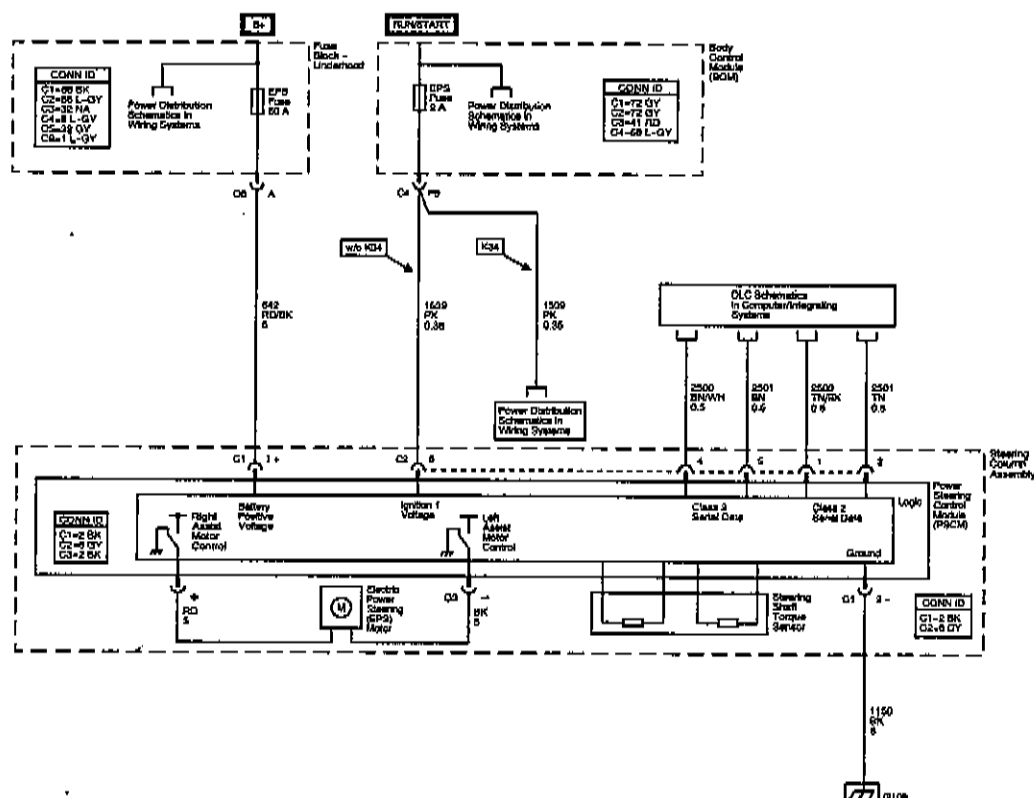
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2005 Chevrolet Cobalt

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# Power Steering Schematics



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

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6	the vehicle. Were you able to communicate with all of the modules?	Intermittent Conditions and Poor Connections in Wiring Systems	Go to Step 7
7	Test the following circuits of the modules that do not communicate: <ul style="list-style-type: none"><li>• Switched B+ supply circuits</li><li>• Constant B+ supply circuits</li><li>• Ground circuits</li></ul> Did you find and correct the condition?	Go to Step 11	Go to Step 8
8	<ol style="list-style-type: none"><li>1. Refer to Data Link References to identify the GMLAN buss or busses that the modules use to communicate and make a note.</li><li>2. If more than one module is not communicating, use the data link connector (DLC) schematic to determine which module is closest to the DLC. Start the analysis at that module. Refer to Data Link Connector (DLC) Schematics .</li><li>3. Disconnect the harness connectors from the non-communicating modules.</li><li>4. Test for an open circuit in the appropriate buss between the GMLAN terminals of the disconnected harness connector and the DLC. Use the note from item one for buss identification.</li></ol> Did you find and correct the condition?	Go to Step 11	Go to Step 9
9	Inspect for poor connections at the harness connector of the non-communicating module. Refer to Testing for Intermittent Conditions and Poor Connections and Connector Repairs in Wiring Systems. Did you find and correct the condition?	Go to Step 11	Go to Step 10
10	Replace the non-communicating module. Refer to Control Module References in Computer/Integrating Systems for replacement, setup, and programming. Did you complete the replacement?	Go to Step 11	--
11	<ol style="list-style-type: none"><li>1. Make sure that the scan tool has been cycled OFF for at least 15 seconds in order to reset it.</li><li>2. Install the scan tool, if necessary.</li><li>3. Turn ON the ignition, with the engine OFF.</li><li>4. Retrieve DTCs from the module that was not communicating.</li></ol>	Go to Diagnostic System Check -	

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

Step	Action	Yes	No
<i>Schematic Reference:</i> Data Link Connector (DLC) Schematics			
<i>Connector End View Reference:</i> Master Electrical Component List in Wiring Systems			
1	Did you perform the Diagnostic System Check - Vehicle?	Go to Step 2	Go to Diagnostic System Check - Vehicle in Vehicle DTC Information
2	Is U2108 the only DTC set between the range of U2105 through U2199?	Go to Step 3	Go to Step 4
3	Is the vehicle equipped with ABS?	Go to Step 4	Go to Step 14
4	1. Install a scan tool. 2. Turn ON the ignition, with the engine OFF. 3. Attempt to communicate with the body control module (BCM).  Were you able to communicate with the BCM?	Go to Step 6	Go to Step 5
5	1. Turn the ignition OFF. 2. Disconnect the harness connectors from the BCM. 3. Test the following circuits of the BCM harness connector for the indicated condition. Refer to Circuit Testing and Wiring Repairs in Wiring Systems. <ul style="list-style-type: none"><li>- Switched and constant B+ supply circuits, for power</li><li>- Ground circuits, for continuity</li><li>- All communications circuits, for continuity</li></ul> Did you find and correct the condition?	Go to Step 11	Go to Step 10
	Attempt to communicate with all of the modules on	Go to Testing for	

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

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

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

DTC Symptom	DTC Symptom Descriptor
00	No Additional Information

#### Conditions for Running the DTCs

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

#### Conditions for Setting the DTC

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

#### Action Taken When the DTC Sets

The module uses a default value for the missing parameter.

#### Conditions for Clearing the DTC

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

#### Diagnostic Aids

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

#### Test Description

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

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

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## DTC U2105-U2199

42107

### Circuit Description

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

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

### DTC Descriptors

This diagnostic procedure supports the following DTCs:

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



## Service Information

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- The module suspends all message transmission.
- The module uses default values for all parameters received on the serial data circuits.
- The module inhibits the setting of all other communication DTCs.

**Conditions for Clearing the DTC**

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

**Diagnostic Aids**

- This DTC cannot be retrieved with a current status. Diagnosis of a current DTC is accomplished via the symptom, Scan Tool Does Not Communicate with High Speed or Low Speed GMLAN Device. Refer to Data Link References for the correct procedure for the specific modules.
- An intermittent condition is likely to be caused by a short on the GMLAN serial data circuits. Use the Scan Tool Does Not Communicate with High Speed or Low Speed GMLAN Device procedure in order to isolate an intermittent condition. Refer to Data Link References for the correct procedure for the specific modules.

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## DTC U2100

### Circuit Description

The GMLAN serial data circuits are controller area network (CAN) high speed serial data buses used to communicate information between the control modules. Typical data transmission speeds must be high enough to ensure that a required real-time response is maintained. On this vehicle there are 2 utterly different types of GMLAN serial data circuits, the High speed 2-wire circuit and Low speed single wire circuit. Refer to Data Link Communications Description and Operation for the complete description of these buses. The GMLAN serial data circuits also communicate directly to the DLC connector. Messages are interpreted by the externally connected CANdi module which acts as a transceiver for the scan tool.

Modules connected to the GMLAN serial data circuits monitor communications during normal vehicle operation, where operation information is exchanged among the modules. All the modules on the GMLAN networks, maintain a transmit error counter (TEC) and a receive error counter (REC). The counter values increase with detected errors and will decrease with error-free messages. If the TEC value exceeds 255, the controller removes itself from the network and DTC U2100 will result.

### DTC Descriptor

This diagnostic procedure supports the following DTC:

#### DTC U2100 Controller Area Network (CAN) Bus Communication

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

DTC Symptom	DTC Symptom Descriptor
00	No Additional Information

### Conditions for Running the DTCs

- Supply voltage to the modules are in the normal operating range.
- The vehicle is in the RUN power mode.

### Conditions for Setting the DTC

The module setting the DTC has attempted to establish communications on the GMLAN circuits for more than 7 times.

### Action Taken When the DTCs Sets

Verify cust concern - DTC U2100, U2107  
 Flow chart diagnosis - power, ground 2425 L1  
 @ data comm. OK - B module not  
 responding.

Can't see - case 8879612 - order  
 AS KIT (column assembly) 2425 L1

For column of transfer components  
 (switches etc)

2425 L1 THE

2425 L1 Sep.

.8

.9

.3

4/13/93  
 2.7

4.7

1.6



SPECIAL ORDER

242029

6720 Bearcat Court, Gilroy, CA 95020

BAR # AL230842

(408) 842-9301

E.P.A. ID # CAL000276560

DATE  
TECH  
PART  
SIGN

4-12-06



242029

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVS*3000SYNTHBK SERVICE		MI	99.95	01CVZ*3000	DO NOT USE	MI	0.00
01CVZ*3000SYNTHDO NOT USE		MI	0.00	01CVZ**3KGM5VC 3K SERVICE		MI	29.95
01CVZ**6KGM5VC 6K SERVICE		MI	89.95	01CVZ**3KGM5YN 3K SERVICE		MI	89.95
01CVZ**3KGM5VC 3K SERVICE		MI	69.95	01CVZ**12KGM5VC 2K SERVICE		MI	159.95
01CVZ**1KREX	KREX SERVICE	MI	9.95	01CVZ**30KGM5VC 30K SERVICE		MI	249.95

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/17/05	257125	390	2582	2210	W	60CVZ	INTERIOR TRIM

SALESPERSON NO. 907 DAVID F NUNEZ

SERVICE

STATE REG# RL230842

ALL OLD PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE

SAVE OLD PARTS YES ☐ NO ☐

APPOINTMENT ☐ Yes ☒ No

JOB

VEHICLE NO. 1GTAK52F557

YEAR/MAKE/MODEL 05/CHEVROLET/COBALT/SD

PRODUCTION DATE 5C59

LICENSE NO. 242029

CUSTOMER NO. 85765

SERVICE CONTRACT CMPP

DELIVERY DATE 08/28/05

DELIVERY MILES 24

SELLING DEALER NO. 840

DATE 04/11/06

ARRIVAL BLUE/GRAY

CONTRACT NO.

EXPIRATION DATE 08/28/11

EXPIRATION MILES 72,024

5780

TURBO CVZ

AIR COND. P.S.

TRANS

MILEAGE 12,151

ADVISOR NO. 2418

ADVISOR RICHARD RUIZ

I hereby authorize the repair work to be done along with the necessary material and sublet repairs, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs therein. Dealer not responsible for unavailability of parts or delays in parts shipments.

SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE OF THIS CONTRACT.

Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by fire or vandalism while the property remains with the dealer. Customer states no articles of personal property are left in the vehicle.

PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

DATE TIME ESTIMATED TOTAL

COMMENTS: 831-801-4142

1 W 45CVZ01 STEERING CONCERN  
CUSTOMER STATES VEHICLE LOST POWER STEERING & STEERING LIGHT DISPLAYED ON DASH. VEHICLE WAS BUCKING AT SAME TIME.  
H-Route to repair ordered 4/13/06  
2.0 hour OK 4/13/06

2 W 74CVZ-GM RENTAL RENTAL VEHICLE # 27104  
GM ALTERNATE TRANSPORTATION

255819 116.00

1GTCS136868

4/m done 4.13.06  
1:13pm

WARRANTY PARTS

DEC'D [Signature]

4-13-06

REPAIR #1 \$

REVISSED ESTIMATE

ADD'L COST

REASON

BY CONTACTED VIA PHONE ☐ IN PERSON ☐

PERSON CONTACTED

DATE & TIME CALLED

REPAIR #2 \$

REVISSED ESTIMATE

ADD'L COST

REASON

BY CONTACTED VIA PHONE ☐ IN PERSON ☐

PERSON CONTACTED

DATE & TIME CALLED

REPAIR #3 \$

REVISSED ESTIMATE

ADD'L COST

REASON

BY CONTACTED VIA PHONE ☐ IN PERSON ☐

PERSON CONTACTED

DATE & TIME CALLED

DAMAGE NOTATION

△ - SCRATCH

X - DENT

C - CHIP

□ - CLEAN

A CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED. ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

"By law, you may choose another licensed smog check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

CHECK ACCEPTANCE POLICY

1. PREPRINTED CHECKS - NAME, ADDRESS, PHONE #

2. VALID CALIFORNIA APPROVED IDENTIFICATION.

WE RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS

www.gilroychevy.com

242029



RVDC Case# 106064

BRC Case Number	1414121178	Vehicle is going to:	Auction	Is Vehicle Drivable?	Y	Issue 1099?	Y
Customer Name		Dealer Admin Fee Applies?	Y	Issue Release	N		
Original VIN	1G1AK52F557	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase					
BAC	172876	Retrieve Sales Tax? Y		Title Brand?			
Dealership Name	GREENWOOD CHEVROLET-PONTIAC-BUICK-GM	Reason for not Retrieving Sales Tax:					
Dealer Contact/Title	Brad Krowkower, Service Manager	Original Sales Tax Paid in State: CA	Repurchased Under Laws of State: CA				
Dealer Phone	8316375328	Vehicle Meets Presumption of LEMON LAW? Y					
Dealer Fax	8316372369	Closing Schedule:	Established on:				
Delivery Date	2005-08-28	2006-09-28	2006-09-18				
Buyback Mileage	14062	If no, where: BAC is 0					
Transmission	A	Location Site Name:					
UCC Code(s)	M0105	Contact Name:					
MSRP	15515.00	Address 1:					
Est. Auction Value	7344.50	Address 2:					
Case Number	106064	City:	State:		Zip:		
TAC Case Number		Phone ☐:					
Type of Transaction	SL	Fax ☐:					
Replacement VIN		Comment:					
Repurchase Type	Legal-Early Resolution-NISM						
Repurchase Source	Tamera Shultz-BRC Legal	GM Legal Case Number:					
Reason for Repurchase: Power Steering inoperative		GM Counsel Name: N/A					
		Gm Counsel Contact Name: N/A					
		Address1:					
		Address2:					
		City:	State:		Zip:		
		Phone ☐:					
		Fax ☐:					

**Lien Payoff**

Lien Payoff Amount: 14051.08	Lien Payoff Expires on: 2006-10-03	Per Diem: 2.68
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

**Check Information**

Customer		Lienholder		Plaintiff's Attorney	
Check Amt:	0.00			Check Amt:	2848.74
Payee1:		Payee1:	Bank of America	Payee1:	Law Offices of Susan Johnson Bates
Payee2:		Payee2:	FL9-600-02-26	Payee2:	Nancie Lopez Reyna
Address1:		Address1:	9000 Southside Blvd.	Address1:	333 W. Santa Clara Street
Address2:		Address2:	Bldg. 600	Address2:	Suite 612
City:	Hollister	City:	Jacksonville	City:	San Jose
State:	CA	State:	FL	State:	CA
Zip		Zip	32256	Zip	95113-1715
Phone ☐:		Phone ☐:	(800)215-6195	Phone ☐:	(408)286-9700
Fax ☐:		Fax ☐:	(404)532-3203	Fax ☐:	(408)286-9403
		Attention:	Payoff Processing	Attention:	Susan Johnson Bates
		Account ☐:	650-10004731959	Fed Tax ID:	56-7523215

				Firm Name:	LawOfficesof SusanJo
--	--	--	--	------------	----------------------

Case ID: 106064	Initiator: shultz
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LAW OFFICES  
**SUSAN JOHNSON BATES**  
333 W. SANTA CLARA STREET, SUITE 612  
SAN JOSE, CALIFORNIA 95113  
TELEPHONE (408) 286-9700

**FACSIMILE TRANSMITTAL**

THIS FACSIMILE AND THE INFORMATION IT CONTAINS ARE INTENDED TO BE A CONFIDENTIAL COMMUNICATION ONLY TO THE PERSON OR ENTITY TO WHOM IT IS ADDRESSED. IF YOU HAVE RECEIVED THIS FACSIMILE IN ERROR, PLEASE NOTIFY US BY TELEPHONE AND RETURN THE ORIGINAL FAX TO THIS OFFICE BY MAIL.

**TO: Tamera Shultz, GM Business Resource Center Fax No. 866-270-0206**

**FROM: Susan Johnson Bates, Attorney at Law  
Fax No. 408/286-9403**

**RE: [REDACTED]  
Service Request: 1-414121178  
2005 Chevrolet Cobalt, VIN 1G1AK52F557 [REDACTED]  
Customer Relationship Specialist: Tamera Shultz**

**DATE: September 11, 2006**

**Number of Pages (Including this Cover Sheet):** 4

**We are transmitting from a HP LaserJet 3100 facsimile machine. When we receive automatically (unattended), we would appreciate a cover letter giving us your transmittal information.**

**If there are any problems receiving this message, please telephone Margaret at 408/286-9700. Thank you.**

**Message: Attached are copies of the signed acceptance by Ms Lopez.**

SEP-8-2006 03:05P FROM:HOLLISTER SCHOOL DIS 8316342079  
 sent by: HP LaserJet 3100, 4082869403, 8/31/2006 10:58:13 AM

TO:914082869403  
 FAX SERVER

August 31, 2006  
 Page 2

- \* Payoff to lien holder (good through 9/07/06) \$ 14,051.08
- \* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Repurchase Offer \$ 16,899.82

Total due to attorney and client: \$ 2,848.74

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. We will need a copy of your federal tax ID. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

If this offer is acceptable to your client, please have your client sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling our Business Resource Center at 1-866-790-5600 ext 11333 Monday through Friday between 9:30a.m. and 6:15 p.m., Eastern Time.

Sincerely,

Tamera Shultz  
 General Motors Corporation

Attach.

CURRENT VEHICLE MILEAGE: 14,062

Client's Signature

Date

LG0032 V87





consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasor fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor;

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor and her attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor by counsel prior to its execution;

(f) That Releasor represents and warrants that she is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor does hereby for herself, her heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to be relied upon by Releasor and that this document of 3 pages contains the entire agreement between Releasor and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE  
UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 8th DAY OF

Sept, 2006.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 14062

DATE SIGNED: 9-8-06

WITNESS: [Signature]

[Redacted Signature]

Claimant's Signature

Initials:

Page 2 of 3

SEP-8-2006 03:05P FROM:HOLLISTER SCHOOL DIS 8316342079  
MAIL BY: HP LASERJET 3100; 4082869403;  
FAX 50706 07/31/2006 10:09:10 AM

TO:914082869403  
Aug-01-06 07:00AM; Page 0/0  
PAGE 07/006 FAX 507061

Address

Address

City, State, Zip Code

City, State, Zip Code

STATE OF California

COUNTY OF San Benito

Sworn to (or affirmed) and subscribed before me this 8th day of September  
2006, by [REDACTED]

Valerie R. Denney

Signature of Notary Public

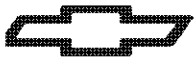


Print, type or stamp Commissioned Name of Notary Public

Personally Known ☒ OR Produced identification ☐

Type of identification CAL

My commission expires: 9/11/2008



**GMC**

**HUMMER**

## **General Motors Business Resource Center**

# **FAX**

**To: Joe Cassisi**

Company: Gilroy Chevrolet Cadillac

Fax: 408-846-0065

Phone: 408-843-1610

**From: Tamera Shultz**

Fax: 1-866-270-0206

Phone: 1-866-790-5600 ext. 11333

E-mail:

**cc:**

---

**NOTES:**



General Motors Corporation  
Business Resource Center  
PO Box 33170  
Detroit, MI 48232-5170

VIA FAX ONLY

August 8, 2006

Joe Cassisi  
Golroy Chevrolet Cadillac

RE: [REDACTED]  
Service Request: 1-414121178  
2005 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AK52F557 [REDACTED]  
Customer Relationship Specialist: Tamera Shultz

Dear Mr. Cassisi:

This is a letter of notification regarding a not-in-suit matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-866-790-5600 ext 11333 Monday through Friday between 9:30 a.m. and 6:15 p.m., Eastern Time.

Sincerely,

Tamera Shultz  
General Motors Corporation

LG0040  
V6302006



**GILROY CHEVROLET CADILLAC**  
**6720 BEARCAT CT**  
**(408) 842-9301**

**(408) 846-0065 FAX**

**FAX**

**TO:** Jamera Shuf

**FAX NUMBER:** 1-800-270-0206

**FROM:** Joe Cassisi

**NUMBER OF COPIES INCLUDING THIS SHEET:** 62

**RE:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



General Motors Corporation  
Business Resource Center  
PO Box 33170  
Detroit, MI 48232-3170

VIA FAX ONLY

August 8, 2006

Joe Cassisi  
Gilroy Chevrolet Cadillac

RE:

Service Request: 1-414121178  
2005 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AK52F557  
Customer Relationship Specialist: Tamara Shultz

Dear Mr. Cassisi:

This is a letter of notification regarding a not-in-suit matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-866-790-5600 ext 11333 Monday through Friday between 9:30 a.m. and 6:15 p.m., Eastern Time.

Sincerely,

Tamara Shultz  
General Motors Corporation

LG0040  
V6302006



FORM NO. 348T 1894 Reynolds and Reynolds TO ORDER: www.reynolds.com; 1-800-344-0996; fax 1-800-581-9055

Pgt. 3/05

## SALES SUMMARY

610A

SALE No. 45894 BY: ROBERT EVANSTE 08/28/05 UNIT: NEW 2005 CHEVROLET 1AK69 STK No. 5C59  
 1G1AK52F557  
 BUYER: [REDACTED]  
 SALESPERSON: DAVID F NUNEZ SALESPERSON: YEVGENIY MARCHUK MGR: VINCENT A STRANGIS

PRICE: \$ 14226.63  
 COST: \$ 14721.13  
 SUB TOTAL: \$ -494.50  
 HOLDBACK (-) 448.50  
 OVER ALLOWANCE: \$ -890.00  
 TFL 69.00  
 ADDITIONS: \$ -671.50  
 ADDITIONS: \$ -149.50  
 ADDITIONS: \$ N/A  
 ADDITIONS: \$ N/A  
 ADDITIONS: \$ N/A  
 TOTAL ADDITIONS: \$ 752.00  
 DEALER INCENTIVE N/A  
 NET GROSS: \$ 1596.00  
 VAC 18.50 HB+58.25 SMOG+525.00 PK+451006.08C  
 GROSS COMM. \$ 519.25  
 AFT MKT BK \$ N/A \$ N/A  
 AFT MKT FR \$ N/A \$ N/A  
 RESERVE \$ 3626.60 \$ 185.22  
 CREDIT LIFE \$ N/A \$ N/A  
 A & H \$ N/A \$ N/A  
 WARRANTY: \$ 1190.00 \$ 650.00  
 COBASIONS \$ N/A \$ N/A  
 TOTAL F&I: \$ 835.22  
 SUB TOTAL: \$ 2431.22  
 TOTAL COMMISSION: \$ 351.49  
 PROFIT ON SALE: \$ 2079.73

## TRADE INFORMATION

YEAR: 2002 MAKE: DODGE TRUCK  
 MODEL: DAKOTA VIN: 1B7HL38X32S [REDACTED]  
 LIC. No. ACV: 9525.00  
 NET PAYOFF: 9484.67 HIGH: LOW:  
 GOOD UNTIL:  
 PAYOFF TO:

## LOAN INFORMATION

DOWN PAYMENT ADVANCE  
 TRADE 8635.00 CASH 1000.00 UNDER OVER  
 HOLD FOR ☐ SENT TO ☐ MONEY IN ☐ 1 PAY DUE  
 LEGAL TO BE: BANK OF AMERICA, N.A.  
 P.O. BOX 2759  
 JACKSONVILLE FL 32203-2759

## PAY VOUCHER

SALESPERSON: DAVID F NUNEZ STK No. 5C59 MAKE-MODEL: NEW 2005 CHEVROLET  
 COBALT 1G1AK52F557 [REDACTED] DATE: 08/28/05  
 BUYER: [REDACTED]  
 COMMISSION: 150.00 ☐ PAY  
 SPIFF: N/A ☐ HOLD FOR  
 GROSS PYBL: 519.25  
 TOTAL COMMISSION: 150.00

## PAY VOUCHER

SALESPERSON: YEVGENIY MARCHUK STK No. 5C59 MAKE-MODEL: NEW 2005 CHEVROLET  
 COBALT 1G1AK52F557 [REDACTED] DATE: 08/28/05  
 BUYER: [REDACTED]  
 COMMISSION: 201.49 ☐ PAY  
 SPIFF: N/A ☐ HOLD FOR  
 GROSS PYBL: 519.25

**WARNING:**

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X

x N/A

**Representations:** I represent the truth and accuracy of the information provided by you in connection with the Trade-in Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6.B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X

Co-Buyer X N/A

**Notice:**

(1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice to do so.

Buyer Signature X

Co-Buyer Signature X

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.**

**THERE IS NO COOLING OFF PERIOD**

California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract for a legal cause, such as fraud.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature \_\_\_\_\_ Date 08/28/05 Co-Buyer Signature X \_\_\_\_\_ Date \_\_\_\_\_

Co-Buyers and Other Owners: If the Buyer is not responsible for paying the entire debt, An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X \_\_\_\_\_ Address \_\_\_\_\_

**GUARANTY**

To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X \_\_\_\_\_ Date \_\_\_\_\_

Guarantor X \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

Address \_\_\_\_\_

Seller Signs

GILROY CHEVROLET CADILLAC INC

Date

08/28/05

By X

Title F&amp;I MGR



## ITEMIZATION OF THE AMOUNT FINANCED

## 1. Total Cash Price

- A. Cash Price of Motor Vehicle and Accessories \$ 14123.38(A)
1. Cash Price Vehicle \$ 14123.38
2. Cash Price Accessories \$ N/A
3. Other (Nontaxable)
- Describe N/A \$ N/A
- Describe N/A \$ N/A
- B. Document Preparation Fee (not a governmental fee) \$ 45.00(B)
- C. Smog Fee Paid to Seller \$ 50.00(C)
- D. Sales Tax (on taxable items in A+B+C) \$ 1030.83(D)
- E. Optional DMV Electronic Filing Fee\* \$ N/A(E)
- F. (Optional) Service Contract\* \$ 1190.00(F)
- G. (Optional) Service Contract\* \$ N/A(G)
- H. Prior Credit or Lease Balance paid by Seller to N/A \$ N/A(H)
- (see downpayment and trade-in calculation)
- I. (Optional) Gap Contract (to whom paid)\* N/A \$ N/A(I)
- J. Other (to whom paid)\* N/A \$ N/A(J)
- For N/A

Total Cash Price (A through J) \$ 16439.21 (1)

## 2. Amounts Paid to Public Officials

- A. License Fees \$ 158.00(A)
- B. Registration/Transfer/Titling Fees \$ N/A(B)
- C. California Tire Fees\* \$ 8.75(C)
- D. Other \$ N/A(D)
- E. Other \$ N/A(E)
- Total Official Fees (A through E) \$ 166.75 (2)

## 3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b)\* \$ N/A (3)

## 4. Smog Certification or Exemption Fee Paid to State

\$ 8.25 (4)

## 5. Subtotal (1 through 4)

\$ 16614.21 (5)

## 6. Total Downpayment

- A. Agreed Trade-In Value Yr 2002 Make DODGE TRUC \$ 8635.00(A)
- Model 1B7HL38X32S Qd 51948
- VIN 1B7HL38X32S
- B. Less Prior Credit or Lease Balance \$ 3484.57(B)
- C. Net Trade-In (A less B) (Indicate if a negative number) \$ -849.57(C)
- D. Deferred Downpayment \$ N/A(D)
- E. Manufacturer's Rebate \$ 500.00(E)
- F. Other \$ N/A(F)
- G. Cash \$ 1000.00(G)

Total Downpayment (C through G) \$ 650.33 (6)(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above) \$ 15963.88 (7)

## 7. Amount Financed (5 less 6)

\$ 15963.88 (7)

\*Seller may keep part of these amounts.

## SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From N/A

Amount \$ N/A Finance Charge \$ N/A

Total \$ N/A Payable in N/A

installments of \$ N/A \$ N/A

from this Loan is shown in item 6D.

## AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

☐ Name of autobroker receiving fee, if applicable:

N/A

## NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

Buyer [Signature] Co-Buyer X [Signature]

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 7, is paid in full on or before N/A, Year N/A SELLER'S INITIALS N/A

Seller X

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

## Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	<u>N/A</u> Mos.		\$ <u>N/A</u>
Credit Disability	<u>N/A</u> Mos.		\$ <u>N/A</u>
Total Credit Insurance Premiums			\$ <u>N/A</u>
Insurance Company Name	<u>N/A</u>		

Home Office Address N/A

N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).

You want to buy the credit insurance.

X N/A

Date N/A Buyer Signature N/A Age N/A

Date N/A Co-Buyer Signature N/A Age N/A

**OPTIONAL GAP CONTRACT** A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 11. See your gap contract for details on the protection it provides. It is a part of this contract.

Term N/A Mos N/A

Name of Gap Contract N/A

You want to buy a gap contract.

Buyer X N/A

**OPTIONAL SERVICE CONTRACT(S)** You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1.F and/or 1.G above.

1.F Company GNPP

Term 72 Mos. or 72000 Miles

1.G Company N/A

Term N/A Mos. or N/A Miles

Buyer X [Signature]

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

[Signature]

X [Signature]

Co-Buyer Signs

## SIMPLE INTEREST FINANCE CHARGE

Dealer Number 59862 Contract Number 45894 R.O.S. Number 11930377 Stock Number 5C59

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
<b>HOLLISTER CA SAN BENITO</b>	<b>GILROY CHEVROLET CADILLAC INC 6720 BEARCAT COURT GILROY CA 95020</b>

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2005	CHEVROLET COBALT	24	1G1AK52F557	<input checked="" type="checkbox"/> Personal, family or household <input type="checkbox"/> business or commercial

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
6.99 %	\$ 3626.60	\$ 15963.88	\$ 19590.40	\$ 20240.80

SUBJECT TO LENDER'S CREDIT APPROVAL  
YOUR PAYMENT SCHEDULE WILL BE:

(e) means an estimate

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71 Payments	272.09	Monthly, Beginning 09/27/2005
Payments	N/A	Monthly, Beginning
One Final Payment	272.09	DUE ON 08/27/2011

**Late Charge.** If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

**Prepayment.** If you pay off all your debt early, you may be charged a minimum finance charge.

**Security Interest.** You are giving a security interest in the vehicle being purchased.

**Additional Information:** See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

## STATEMENT OF INSURANCE

**NOTICE.** No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

## Vehicle Insurance

	Term	Premium
\$ N/A Ded. Comp., Fire & Theft	Mos.	\$ N/A
\$ N/A Ded. Collision	Mos.	\$ N/A
Bodily Injury \$ N/A Limits	Mos.	\$ N/A
Property Damage \$ N/A Limits	Mos.	\$ N/A
Medical N/A	N/Mos.	\$ N/A
	N/Mos.	\$ N/A
Total Vehicle Insurance Premiums		\$ N/A

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer ☒ N/ACo-Buyer ☒ N/ASeller ☒ X

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

## Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both  
☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A Mos.		\$ N/A
Credit Disability	N/A Mos.		\$ N/A
Total Credit Insurance Premiums			\$ N/A

Insurance Company Name N/A

Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages

## ITEMIZATION OF THE AMOUNT FINANCED

## 1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories \$ 14123.39(A)

1. Cash Price Vehicle \$ 14123.38

2. Cash Price Accessories \$ N/A

3. Other (Nontaxable)

Describe N/A \$ N/ADescribe N/A \$ N/A

B. Document Preparation Fee (not a governmental fee) \$ 45.00(B)

C. Smog Fee Paid to Seller \$ 50.00(C)

D. Sales Tax (on taxable items in A+B+C) \$ 1030.83(D)

E. Optional DMV Electronic Filing Fee\* \$ N/A(E)

F. (Optional) Service Contract\* \$ 1190.00(F)

G. (Optional) Service Contract\* \$ N/A(G)

H. Prior Credit or Lease Balance paid by Seller to N/A \$ N/A(H)

(see downpayment and trade-in calculation)

I. (Optional) Gap Contract (to whom paid)\* N/A \$ N/A(I)J. Other (to whom paid)\* N/A \$ N/A(J)For N/A

Total Cash Price (A through J) \$ 15439.21 (1)

## 2. Amounts Paid to Public Officials

A. License Fees \$ 158.00(A)

B. Registration/Transfer/Titling Fees \$ N/A(B)

C. California Title Fees\* \$ 8.75(C)

D. Other N/A \$ N/A(D)

ESTIMATED

**GM**

# General Motors Corporation

## CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: NANCIE LOPEZ REYNAVIN: 1 G 1 A K 5 2 F 5 5 7 [REDACTED] (or see attached list\*)**CUSTOMER INCENTIVE(S)****1. Customer Incentive**

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) <sup>XX</sup> to the down payment of this vehicle, (b) where permissible by law, as a price reduction (Bill of Sale indicates pre-rebate price, amount of rebate and final price with rebate applied), or (c) a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
<del>CONSUMER CASH</del>	\$ 500.00	<del>CWE</del>
	\$ N/A	
	\$ N/A	
	\$ N/A	
	\$ N/A	
	\$ N/A	
Total Incentive Amount Received	\$ 500.00	

**2. Other Program Selection** (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc.)

a. I elect to receive \_\_\_\_\_  
 in lieu of \_\_\_\_\_ and/or \_\_\_\_\_

b. I elect to receive \_\_\_\_\_

**CUSTOMER AND DEALER ACKNOWLEDGMENT**

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 08 28 05. I acknowledge receipt of incentive(s) as described in Item # \_\_\_\_\_ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED]Date: 08 28 05

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # \_\_\_\_\_ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [REDACTED]Date: 08 28 05Dealership Name: GILROY CHEVROLET CADILLAC INCDealer Code: 06418

\*List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File

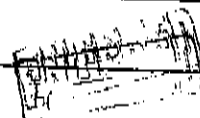
## DESK TO FINANCE

DEAL# 45894DATE: 8/28/05SELLING PRICE \$ 14123.38CUSTOMER NAME: ReynaDOWN PYMT \$ 1000STOCK# 5C59 MILES           HOLD CHECK DATE           YEAR 2005 MAKE ChevroletTERM 72 RATE 8.5MODEL Cobalt COLOR blueREBATE \$ 500 INCENT CODE CWESLSMAN#1 Eugene SLSMAN#2 DaveREBATE \$            INCENT CODE           CLOSER            DESKMAN           GM C/C \$            AUTH CODE           TRADE-IN           DLR CASH            CUST OR GROSS           YEAR 2002 MAKE Dodge

## DEAL CHECKLIST

Comp App ☒ Bureaus ☒Invoices ☒ In and Out ☒License ☒ Book/Appr For Trade ☒Insurance ☒ Trade Reg ☒Bus Lic Contractor ☒ Copy Reg For Licent ☒MODEL Dakota COLOR silverALLOWANCE \$ 8635 ACV 9525LIENHOLDER B of APHONE#           PAYOFF \$            GOOD UNTIL           ACCT #            QUOTED BY:           MAIL PAYOFF TO:           

FINANCE NOTES:

B of A / FIRST LANE ?OTF

## BARS Document Display

Page 1 of 1

2005 COBALT 4-DOOR SEDAN  
 91U' ARRIVAL BLUE METALLIC  
 14B GRAY

/L4G

ORDER NO. HXTC6F/TRE

STOCK NO.

VIN 1G1 AK52 F5 57

5C59

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 10D78603403

\*\*\*\*\*13\*063628

## MODEL &amp; FACTORY OPTIONS

MSRP

INV AMT

RETAIL - STOCK

1AK69 COBALT 4-DOOR SEDAN

13625.00

12739.38

INVOICE 03/03/05

DT4 ASHTRAY AND LIGHTER

15.00

13.50

SHIPPED 03/03/05

L61 2.2L DOHC 4 CYL ENGINE

0.00

0.00

EXP I/T 03/18/05

MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE

850.00

765.00

INT COM 03/18/05

T43 REAR DECK-LID SPOILER

275.00

247.50

PRC EFF 03/03/05

UN0 AM/FM STEREO W/CD PLAYER

185.00

166.50

KEYS XXXXX XXXXX

YF5 50-STATE EMISSIONS

N/C

N/C

WFP-S QTR OPT-1

BANK: COMERICA BA

CHG-TO 06-362

SHIP WT: 2785

HP: 18.4

GMS: 14123.38

SUPPLR: 14755.56

MRM: 15515.00

DAN: BASIC

MEMO 672.50

REYNA

TOTAL MODEL & OPTIONS	14950.00	13931.88	ACT 231	14048.38
DESTINATION CHARGE	565.00	565.00	H/B 261	448.50
LAM DEALER CONTRIBUTION		149.50	ADV 261	149.50
LAM GROUP CONTRIBUTION		74.75	EXP 65A	74.75

TOTAL	15515.00	14721.13	PAY 310	14721.13
-------	----------	----------	---------	----------

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT

14068.25

\*\*\*\*\*  
 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
 \*\*\*\*\*

WITTMEIER CHEVROLET

**CREDIT APPLICATION****IMPORTANT: READ THESE DIRECTIONS BEFORE COMPLETING THIS APPLICATION.****(Purchase / Lease)**

Check

Appropriate

Box

- ☐ If you are applying for individual credit in your own name and are relying on your own income or assets and not the income or assets of another person as the basis for repayment of the credit requested, complete Sections A and C.
- ☐ If you are married and live in a community property state, complete all Sections including Section B providing information about your spouse.
- ☐ If this is an application for joint credit with another person, complete all Sections providing information in Section B about the co-applicant.

**NOTE: APPLICANT, IF MARRIED, MAY APPLY FOR A SEPARATE ACCOUNT.**

DEALER NUMBER

SELLER <b>GILROY CHEVROLET CADILLAC, INC</b>		STOCK NO.		DATE		AMOUNT REQUESTED	
SECTION A. Information Regarding Applicant		APPLICANT'S CELL PHONE		APPLICANT'S E-MAIL			
LAST NAME		CITY		STATE		ZIP	
FIRST NAME		CITY		STATE		ZIP	
PREVIOUS ADDRESSES (TO COVER 5 YEARS RESIDENCE)		CITY		STATE		ZIP	
OCCUPATION OR RANK		PRESENT EMPLOYER		STATE		ZIP	
PREVIOUS EMPLOYMENT (TO COVER 5 YEAR HISTORY)		ADDRESS		CITY		STATE	
NEAREST RELATIVE NOT LIVING WITH APPLICANT		CITY		STATE		ZIP	

**INCOME:**

Applicant's gross monthly income from employment (Income may require verification) \$

Alimony, child support or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

Alimony, child support, separate maintenance received under: court order ☐ written agreement ☐ verbal understanding ☐ Amount \$

Amount of other monthly income and source(s) \$

**SECTION B. Information Regarding Spouse, or Co-Applicant (Use separate sheets if necessary.)**

**TOTAL MONTHLY INCOME \$ 35,900**

LAST NAME (PRINT)		FIRST		INITIAL		BIRTHDATE		DRIVER'S LIC. NO.		SOCIAL SECURITY NO.		RELATIONSHIP TO APPLICANT		AGES OF DEPENDENTS		<input type="checkbox"/> MARRIED <input type="checkbox"/> UNMARRIED <input type="checkbox"/> SEPARATED	
ADDRESS		CITY		STATE		ZIP		PHONE		HOW LONG?		YRS.		MOS.		LIVED IN COMMUNITY?	
PREVIOUS ADDRESSES (TO COVER 5 YEARS RESIDENCE)		CITY		STATE		ZIP		PHONE		HOW LONG?		YRS.		MOS.		LIVED IN COMMUNITY?	
OCCUPATION OR RANK		PRESENT EMPLOYER		ADDRESS		CITY		STATE		ZIP		PHONE		HOW LONG?		YRS.	
PREVIOUS EMPLOYMENT (TO COVER 5 YEAR HISTORY)		ADDRESS		CITY		STATE		ZIP		PHONE		HOW LONG?		YRS.		MOS.	
NEAREST RELATIVE NOT LIVING WITH APPLICANT		ADDRESS		CITY		STATE		ZIP		PHONE		HOW LONG?		YRS.		MOS.	

**INCOME:**

Joint Applicant's gross monthly income from employment \$

Alimony, child support or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

Alimony, child support, separate maintenance received under: court order ☐ written agreement ☐ verbal understanding ☐ Amount \$

Amount of other monthly income and source(s) \$

**SECTION C. Asset and Debt Information: List All Debts Including Alimony, Child Support, Separate Maintenance. (Use a Separate Page if Necessary.)**

**TOTAL MONTHLY INCOME \$**

(If Section B has been completed, this Section should be completed giving information about both the Applicant and Joint Applicant or Other Person. Please mark Applicant-related information with an "A". If Section B was not completed, only give information about the Applicant in this Section.)

LANDLORD OR MORTGAGE HOLDER		ADDRESS		ACCOUNT NO.		MORTGAGE BALANCE		PYMT. OR RENT	
OWN		RENT		DATE HOME PURCHASED		AGE OF HOME		PRICE PAID FOR HOME	
MARKET VALUE		2nd MORTGAGE AMOUNT		PAYMENT		BALANCE		HIGH	
TYPE OF CREDIT		COMPANY NAME OF ALL OBLIGATIONS		ACCOUNT NO.		ADDRESS		CITY	
OPEN		CLOSED		ADDRESS		CITY		STATE	
OPEN		CLOSED		ADDRESS		CITY		STATE	
OPEN		CLOSED		ADDRESS		CITY		STATE	
OPEN		CLOSED		ADDRESS		CITY		STATE	
PRESENT VEHICLE FINANCED BY / LEASED BY:		ACCOUNT NO.		ADDRESS		CITY		STATE	
PRESENT VEHICLE FINANCED BY / LEASED BY:		ACCOUNT NO.		ADDRESS		CITY		STATE	
BANK REFERENCE		ACCOUNT NO.		BRANCH / ADDRESS		CHECKING		SAVINGS	
BANK REFERENCE		ACCOUNT NO.		BRANCH / ADDRESS		CHECKING		SAVINGS	
HAVE YOU EVER HAD ANY PROPERTY REPOSSESSED?		DO YOU HAVE ANY LAWSUITS PENDING AGAINST YOU?		HAVE YOU EVER FILED BANKRUPTCY OR IS A BANKRUPTCY PROCEEDING IN PROGRESS OR EXPECTED?		MILITARY RESERVE?		ACTIVE	
PERSONAL FRIENDS KNOWN OVER ONE YEAR		ADDRESS		CITY		STATE		ZIP	

NAME Terry Samuels ADDRESS 1000 1st St STATE CA ZIP 95110 PHONE (415) 831-0916

**INSURANCE -- IF YOU WISH TO APPLY FOR VEHICLE INSURANCE IN CONNECTION WITH THIS CREDIT APPLICATION, COMPLETE THE FOLLOWING:**

Notice: No person is required as a condition pursuant to financing the purchase of a motor vehicle to purchase insurance through a particular insurance company, agent or broker.

PREVIOUS INSURANCE CO. OR AGENT (NAME AND ADDRESS)		PHONE	WHERE WILL VEHICLE BE GARAGED?	POLICY NO.
Has your insurance ever been canceled by any company?	<input type="checkbox"/> YES <input type="checkbox"/> NO	NO. OF INSURANCE LOSSES IN PAST 5 YEARS		TOTAL AMOUNT OF LOSSES \$

In the following sentence, the applicant/co-applicant is referred to as "I" and the creditor is referred to as "you and your". I, the undersigned (1) make the above representations, which are certified correct, for the purpose of securing credit; (2) authorize financial institutions to obtain consumer credit reports on me periodically and to gather employment history as they consider necessary and appropriate; (3) authorize your affiliates to obtain consumer credit reports on me; (4) Understand, that you or any financial institution to whom it is submitted will retain this application whether or not it is approved, and that it is the applicant's responsibility to notify the creditor of any changes of name, address or employment.

The financial institutions named below may be requested to purchase a sales finance contract written, or to be written, in connection with your purchase. You are notified pursuant to the Fair Credit Reporting Act, that your application may be submitted to them or to other financial institutions.

**FINANCIAL INSTITUTION(S) AND ADDRESS(ES)**

**AMERICREDIT / ARCADIA / B OF A / BANK OF THE WEST / CAPITAL ONE**

**CHASE AUTO FINANCE / GMAC / HAFC / HSBC / MECHANICS BANK / ONYX**

**TECH CU / TRIAD / US BANK / WELLS FARGO / WFFA / WFS FNCL INC**

**PURCHASER HEREBY ACKNOWLEDGES RECEIPT OF A COPY OF THIS CREDIT STATEMENT.**

**X**

APPLICANT'S

**LAW\* FORM NO. 750S-PN** (REV 4/04)

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**CO-APPLICANT'S SIGNATURE MEANS YOU INTEND TO APPLY FOR JOINT CREDIT.**

**X**

CO-APPLICANT'S SIGNATURE

Reference Number: 1-02390-18400-0000

TID: 1-02390-18400

Credit Report provided by First American CREDCO. The content of this credit report has not been verified or manipulated by First American CREDCO. For all declination purposes, please refer all inquiries to:

First American CREDCO

12395 First American Way, Poway, CA, 92064-0495. 800 637 2422

PAGE 1 DATE 8-28-2005 TIME 18:43:35 V801 BCAA

SS: \*\*\*

E: EXTENDED HELP

DOB: [REDACTED]

RPTD: 5-03 I

HOLLISTER CA [REDACTED]

RPTD: 4-90 TO 5-05 U 14X

LAST SUB: 3202754

E: CHEVYS MEXICAN REST

GILROY

RPTD: 9-98 I

\*

TURLOCK CA [REDACTED]

RPTD: 3-03 U 1X

HOLLISTER CA [REDACTED]

RPTD: 2-94 TO 7-97 U [REDACTED]

## ----- PROFILE SUMMARY -----

PUBLIC RECORDS-----0	PAST DUE AMT-----\$332	INQUIRIES---1	CNT 03/01/00/66
INSTALL BAL---\$11,067	SCH/EST PAY-----\$378	INQS/6 MO---0	SATIS ACCTS---9
R ESTATE BAL---\$71,226	R ESTATE PAY-----\$516	TRADELINE--23	NOW DEL/DRG---9
TOT REV BAL---\$13,839	TOT REV AVAIL-----50%	PAID ACCT---9	WAS DEL/DRG---5
			OLD TRADE--3-92

## ----- SCORE SUMMARY -----

EXP/FAIR ISAAC AUTO SCORE 2 = 707 SCORE FACTORS: 38, 10, 20, 14

SUBSCRIBER				OPEN	AMT-TYP1	AMT-TYP2	ACCTCOND	PYMT STATUS
SUB#	KOB	TYP	TRM	ECO	BALDATE	LEVEL	MOS	REV
ACCOUNT #					LAST PD	PAST DUE	MAXIMUM	BY MONTH
*RICKENBACKER GROUP					5-01	\$75-0		
6980238 YC COL	1	1			8-16-05	\$106	7-03	(26) GGGGGGGGGGGG-
100010833226431						\$106	7-03/G	GGGGGGGGGG-GG
ORIGINAL CREDITOR: MEDICAL PAYMENT DATA								
*GRANT & WEBER					10-01	\$77-0		
3980206 YC COL	1	1			7-26-05	\$77	1-02	(43) GGGGGGGGGGGG
G800CEN0350775997						\$77	5-03/G	GGGGGGGGGG-G-
ORIGINAL CREDITOR: MEDICAL PAYMENT DATA								
*CREDIT CONSULTING SVC					6-04	\$73-0		
3980313 YC COL UNK	1				8-31-04	\$73	11-03	(10) G-----G
1877854								
ORIGINAL CREDITOR: MEDICAL PAYMENT DATA								
*CREDIT CONSULTING SVC					4-04	\$98-0		
3980313 YC COL UNK	1				6-30-04	\$98	11-03	( 8) G-----G
1868692								
ORIGINAL CREDITOR: MEDICAL PAYMENT DATA								
*CALIFORNIA BUSINESS BU					8-03	\$149-0		
3980057 YC COL UNK	1				10-25-03	\$149	12-02	(11) G-----G
297804101						\$149		
ORIGINAL CREDITOR: MEDICAL PAYMENT DATA								
*CREDIT CONSULTING SVC					4-03	\$141-0		
3980313 YC COL UNK	4				5-30-03	\$141	5-03	( 1) G
1819001								
ORIGINAL CREDITOR: MEDICAL PAYMENT DATA								
*CREDIT CONSULTING SVC					11-02	\$128-0		
3980313 YC COL UNK	4				12-31-02	\$128	12-02	( 1) G
1797813								
ORIGINAL CREDITOR: MEDICAL PAYMENT DATA								
*CREDIT CONSULTING SVC					9-02	\$447-0		
3980313 YC COL UNK	4				12-01-02	\$447	12-02	( 1) G
1790330								
ORIGINAL CREDITOR: SAN BENITO ORAL & MAXILLOFACIA								
*CREDIT CONSULTING SVC					2-00	\$215-0		

COLLACCT



3980313 YC COL UNK	4	4-30-00	\$215	4-00	( 1) G
1678432					
ORIGINAL CREDITOR: MEDICAL PAYMENT DATA					
*CREDIT CONSULTING SVC		11-02	\$84-O		PAID COLLACCT
3980313 YC COL UNK	4	12-31-04		12-04	(24) B-----
1802879					-----G
ORIGINAL CREDITOR: MEDICAL PAYMENT DATA					
*CREDIT CONSULTING SVC		5-02	\$104-O		PAID COLLACCT
3980313 YC COL UNK	1	12-31-04		12-04	(31) B
1775703					6-02/G
ORIGINAL CREDITOR: MEDICAL PAYMENT DATA					
*CREDIT CONSULTING SVC		11-02	\$50-O		PAID COLLACCT
3980313 YC COL UNK	4	5-30-03		5-03	( 6) B----G
1797810					
ORIGINAL CREDITOR: MEDICAL PAYMENT DATA					
*CREDIT CONSULTING SVC		5-02	\$50-O		PAID COLLACCT
3980313 YC COL UNK	4	5-30-03		5-03	(12) B-----G
1775704					
ORIGINAL CREDITOR: MEDICAL PAYMENT DATA					
*CAPITAL ONE FSB		3-01	\$432-H		PAID CURR ACCT
1205950 BC CRC REV	2	7-03-05		7-05	(53) BCCCCCCCCCCCC
517805231293		5-05			CCCCCCCCCCCCC
** ACCOUNT CLOSED AT CONSUMER'S REQUEST **					
FORD CRED		8-01	\$8,585-O		PAID CURR ACCT
1631440 FA AUT	60	2 10-18-04		10-04	(37) BCCCCCCCCCCCC
28591025					CCCCCCCCCCCCC
*SPIEGEL		11-00	\$400-L		PAID CURR ACCT
3321470 DZ CHG REV	1	6-07-02		5-02	(19) BB0000000000
12318					000000
** ACCOUNT CLOSED AT CONSUMER'S REQUEST **					
*CAP ONE BK		9-98	\$496-H		PAID CURR ACCT
1270246 BC CRC REV	1	4-03-02		4-02	(43) BCCCCCCCCCCCC
529107150057					CCCCCCCCCCCCC
** ACCOUNT CLOSED AT CONSUMER'S REQUEST **					
BANK OF STOCKTON		4-92	\$12,589-O		PAID CURR ACCT
3171898 BB R/E	5Y	2 5-30-97		5-97	(63) BCCCCCCCCCCCC
2126878955					CCCCCCCCCCCCC
*WORLD SAVINGS & LOAN		3-92	\$146,000-O		OPEN CUR WAS 60
3822014 FS R/C 30Y	2	7-25-05	\$71,226	3-04	(99) CCCCCCCCCCCCC
5120008037186		6-05	\$516		CCCC121CCCC
GEMB/MERVYNS		12-02	\$500-L	\$521-H	OPEN CURR ACCT
1314989 DC CHG REV	1	8-17-05	\$0	8-05	(31) 0CCCCCCCCCCCC
604589113180		8-05			CCCCCCCCCCCCC
BANK OF AMERICA		5-03	\$12,549-O		OPEN CURR ACCT
1186460 BB AUT	72	2 7-30-05	\$9,633	7-05	(26) CCCCCCCCCCCCC
65010000581020		7-05	\$235		CCCCCCCCCCCCC
BANK OF AMERICA		3-04	\$2,500-L	\$2,709-H	OPEN CURR ACCT
3202754 BC CRC REV	3	7-27-05	\$2,480	7-05	(17) CCCCCCCCCCCCC
485100328043		7-05	\$71		CCCC
WORLD SAVINGS & LOAN		4-01	\$25,000-L	\$21,905-H	OPEN CURR ACCT
3822014 FS H/E LOC	1	7-25-05	\$11,359	7-05	(51) CCCCCCCCCCCCC
512001482		7-05	\$72		CCCCCCCCCCCCC
----- INQUIRIES -----					
700 CREDIT		9-26-04	7964183 AU		AUT
----- MESSAGES -----					
SSN MATCHES					
END -- EXPERIAN 1.1					

Reference Number: 1-02390-18228-0000

TID: 1-02390-1822

Credit Report provided by First American CREDCO. The content of this credit report has not been verified or manipulated by First American CREDCO. For all declination purposes, please refer all inquiries to:

First American CREDCO

12395 First American Way, Poway, CA, 92064-0495. 800 637 2422

USER REF. 102390182280000

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BEACON 5.0 SCORE (AUTO FINANCE): 638 00038/00010/00020/00014

SERIOUS DELINQUENCY AND DEROGATORY PUBLIC RECORD OR COLLECTION FILED

PROPORTION OF BALANCES TO CREDIT LIMITS, TOO HIGH ON BANK/OTHER REVOLVING ACCTS

LENGTH OF TIME SINCE DEROGATORY PUBLIC RECORD OR COLLECTION IS TOO SHORT

LENGTH OF TIME ACCOUNTS HAVE BEEN ESTABLISHED

\*\*\*\*\*

\* ADDRESS DISCREPANCY - NO SUBSTANTIAL DIFFERENCE OCCURRED \*

\*\*\*\*\*

\* 006 EQUIFAX INFORMATION SERVICES LLC,

P O BOX 740241,

ATLANTA, GA, 30374-0241, 800/685-1111

SINCE 09/21/84 FAD 09/26/04

FN-397

HOLLISTER, CA, 95023, TAPE RPTD 07/04

TURLOCK, CA, 95382, TAPE RPTD 01/04

MORGAN HILL, CA, 95037, TAPE RPTD 03/94

FN

FN

BDS- SSS-

01 ES-WAITRESS, CHEVYS RESTAURANT

02 EF-CASHIER RECPT, GAVILAN HONDA, , EMP 06/88, VER 07/88

\*SUM-03/92-08/05, PR/OI-NO, COLL-YES, FB-NO, ACCTS:10, HC\$0-146K, 10-ONES.

\*\*\*\*\* COLLECTION ITEMS \*\*\*\*\*

LIST	RPTD	AMT/BAL	DLA/ECOA	AGENCY/CLIENT	STATUS/SERIAL
05/01	08/05	\$75	05/00*	163YC3560 RCKNBCKR	UNPAID
		\$106	I	SOUTH VALLEY OC	10001083 3226431
11/02	12/04	\$84	06/02*	163YC00000	PAID
		\$0	S		1802879
MEDICAL					
05/02	12/04	\$104	05/01*	163YC00000	PAID
		\$0	I		1775703
MEDICAL					
04/04	06/04	\$98	12/03*	163YC00000	UNPAID
		\$98	I		1868692
MEDICAL					
05/02	05/03	\$50	05/01*	163YC855 CR CONSULT	PAID
		\$0	S	HAZEL HAWKINS M	1775704
11/02	05/03	\$50	07/01*	163YC855 CR CONSULT	PAID
		\$0	S	HAZEL HAWKINS M	1797810
04/03	05/03	\$141	07/01*	163YC855 CR CONSULT	UNPAID
		\$141	S	HAZEL HAWKINS M	1819001
11/02	12/02	\$128	07/01*	163YC855 CR CONSULT	UNPAID
		\$128	S	HAZEL HAWKINS M	1797813
05/01	10/02	\$75	06/00*	163YC3560 RCKNBCKR	UNPAID
		\$85	I	MEDAMERICA BILL	100 1083 3226431
02/00	04/00	\$215	04/99*	163YC855 CR CONSULT	UNPAID
		\$215	S	HAZEL HAWKINS M	1678432
01/99	03/99	\$5290	12/98*	802YA1503 CBMERCHANT	ACCT DISPUTED
		\$5290	I	BANK OF STOCKTO	
08/03	10/03	\$149	12/02*	180YC00000	UNPAID
		\$149	I		297804101
MEDICAL					
06/04	08/04	\$73	12/03*	163YC00000	UNPAID
		\$73	I		1877854
MEDICAL					

USER REF. 102390182280000

THIS FORM PRODUCED BY EQUIFAX

\*\*\*\*\*

FIRM / IDENT CODE	CS	RPTD	LIMIT	HICR	BAL \$	DLA MR (30-60-90+)MAX/DEL
ECOA/ACCOUNT NUMBER		OPND	P/DUE	TERM		24 MONTH HISTORY

-----  
 GEMR/MERV \* [REDACTED] R1 08/05 500 --- 0 08/05 32  
 I/ [REDACTED] 12/02 --- ---

CHARGE

BANKAMERIC [REDACTED] R1 07/05 2500 --- 2480 07/05 16  
 A/ [REDACTED] 03/04 --- 71

CREDIT CARD

WORLD S&L \* [REDACTED] R1 07/05 --- 25000 11359 07/05 50  
 I/5120014827125 04/01 --- 72

HOME EQUITY  
 LINE OF CREDIT

CAP 1 FSB \* [REDACTED] R1 07/05 --- 432 0 05/05 52  
 J/ [REDACTED] 03/01 --- ---

ACCOUNT CLOSED AT CONSUMERS REQUEST  
 CLOSED OR PAID ACCOUNT/ZERO BALANCE

FCNB/SPGL \* [REDACTED] R1 06/02 --- 0 0 04/02 19  
 I/ [REDACTED] 11/00 --- ---

ACCOUNT CLOSED AT CONSUMERS REQUEST  
 CLOSED OR PAID ACCOUNT/ZERO BALANCE

CAP 1 BANK \* [REDACTED] R1 04/02 --- 496 0 04/02 43  
 I/ [REDACTED] 09/98 --- ---

ACCOUNT CLOSED AT CONSUMERS REQUEST  
 CLOSED OR PAID ACCOUNT/ZERO BALANCE

REVOLVING TOTALS 3000 25928 13839  
 --- 143

-----  
 BOA - IALS \* [REDACTED] I1 07/05 --- 12549 9633 07/05 25  
 J/ [REDACTED] 05/03 --- 235

AUTO

WORLD S&L \* [REDACTED] I1 07/05 --- 146K 71226 07/05 62 (02-01-00)  
 S/ [REDACTED] 03/92 --- 516 \*\*\*\*\*/\*\*\*\*\*232\*\*\*\*\*

REAL ESTATE MORTGAGE  
 CONVENTIONAL MORTGAGE

FMCC [REDACTED] I1 10/04 --- 8585 0 10/04 22  
 J/28591025 08/01 --- 213

CLOSED OR PAID ACCOUNT/ZERO BALANCE  
 AUTO

BANK OF ST [REDACTED] I1 06/97 --- 12589 0 05/97 61  
 J/2126878955 04/92 --- 266

CLOSED OR PAID ACCOUNT/ZERO BALANCE

INSTALLMENT TOTALS --- 158549 80859  
 --- 751

USER REF. 102390182280000 THIS FORM PRODUCED BY EQUIFAX

-----  
 GRAND TOTALS 3000 184477 94698  
 --- 894

-----  
 \*INQS-SOUTH CTY 163AN8489 09/26/04 CHASE/CC 401HZ1522 06/19/04

GEMB 404FF3803 01/10/04 &

END OF REPORT EQUIFAX AND AFFILIATES - 08/28/05 1.1

## AGREEMENT TO FURNISH INSURANCE POLICY

(TO BE USED WITH SECURITY AGREEMENT ON SALE OF VEHICLE)

Date 08/28/2005TO SELLER GILROY CHEVROLET CADILLAC INC6720 BEARCAT COURT GILROY CA 95020

The undersigned Purchaser(s) agree(s) to furnish his/their own Insurance Policy, covering property which is the subject of a Security Agreement dated this 28th day of AUGUST, YR 2005

The vehicle referred to herein is described as follows:

Year	Make	Model	Body	Vehicle Identification No.
<u>2005</u>	<u>CHEVROLET</u>	<u>COBALT</u>	<u>SD</u>	<u>1G1AK52F557</u>

Such Insurance Policy must be delivered to the Seller within \_\_\_\_\_ days from the date hereof, and if Seller does not receive such Policy by the time stated, Seller may (but is not required to) procure insurance of the kind and type agreed to be furnished under the terms of the above mentioned Security Agreement.

Ins. Co. STATE FARM Agent \_\_\_\_\_6400 STATE FARM DR ROHNERT PARK CA 94926(831) 637-4442

ADDRESS OF AGENT - STREET CITY STATE ZIP AGENT'S PHONE NUMBER

Policy No. 63 5269-F30-05A Exp. Date 12/30/2005
☐ Fire & Theft - ☐ Additional Coverage ☐ \$ \_\_\_\_\_ Deductible Comprehensive - ☐ \$ \_\_\_\_\_ Deductible Collision

In the event I fail to furnish a valid insurance policy, or written evidence, from an insurance company for comprehensive and deductible collision insurance coverage, within the time specified from above date, I hereby agree to pay to Seller or its assignees any earned premium for any policy they may have to place for the above described vehicle in accordance with repayment procedures established under California Civil Code Section 2982.8.

I/we further agree to assume forthwith any and all responsibility for damage to the property referred to above or resulting from the use, maintenance or operation thereof, and agree to hold Seller free of any loss, claim, or liability resulting from any damage to said property or from the use, maintenance or operation thereof.

Loss Payee \_\_\_\_\_

**NOTICE TO BUYER:** This Agreement does not authorize the ordering of **Public Liability or Property Damage Insurance**.

Any insurance ordered by the financial institution will cover loss of or damage to the above described vehicle only and will not include **Public Liability or Property Damage Insurance**.

**"WARNING: IT IS YOUR RESPONSIBILITY UNDER CALIFORNIA LAW TO OBTAIN LIABILITY INSURANCE OR BE SUBJECT TO PENALTIES FOR VIOLATING SECTION 16020 OF THE VEHICLE CODE, WHICH MAY INCLUDE LOSS OF LICENSE OR FINE. THE INSURANCE ACQUIRED BY THE LIENHOLDER DOES NOT PROVIDE LIABILITY COVERAGE AND DOES NOT SATISFY YOUR RESPONSIBILITY UNDER CALIFORNIA LAW."**

HOLLISTER CA

BUYER'S NAME (Printed)

HOME PHONE

BUSINESS PHONE

CO-BUYER'S SIGNATURE

## Contract Registration

GMPP

XX MRP

Medium  
Duty

GM Cert

MRP Cert

MRP LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

AGREEMENT PURCHASE DATE

1 G 1 A K 5 2 F 5 5 7

0 8 2 8 0 5

YEAR

MAKE

MODEL

CURRENT ODOMETER

4 WHEEL DRIVE

2 0 0 5

CHEVROLET

COBALT

2 4

Customer

FIRST NAME

M.I.

LAST NAME

FLEET

GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE &amp; PHONE NUMBER

MAILING ADDRESS (must include apt. or suite #, if applicable)

CITY

STATE

ZIP CODE

HOLLISTER

CA

Dealer

The Agreement provider is authorized to charge my account for the cost of the Agreement(s) and my share of any subsequent cancellation(s).

DEALER NAME

DEALER CODE (Required)

PROMOTION CODE

GILROY CHEVROLET CADILLAC INC

0 6 4 1 8

ADDRESS

CITY

STATE

ZIP CODE

6720 BEARCAT COURT

GILROY

CA

95020

Lienholder

GMAC

SPP

NAME

OR

OR

ADDRESS

CITY

STATE

ZIP CODE

LEASE

RETAIL

MAJOR GUARD

VALUE GUARD

BASIC GUARD

SMART PROTECTION

MD-PT +

MD-E&amp;T

MD-BASIC

XX

XX

Plan Coverage and Price

## MECHANICAL TERM

THE TERM OF THIS AGREEMENT MAY INCLUDE ALL OR PART OF THE TERM OF THE NEW VEHICLE LIMITED WARRANTY IF STILL IN EFFECT.

NEW

XX

The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. Your deductible is referenced below.

USED

The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. Your deductible is referenced below.

VEHICLE IN SERVICE DATE (In-Warranty vehicles) TERM-MO./MI. (IN 000'S)

DEDUCTIBLE (Required)

PRICE

0 6 / 0 6 / 0 2

7 2 / 7 2

\$0

\$50

\$100

XX \$200

1 1 9 0 0 0

MAINTENANCE TERM The term of your Smart Care will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Smart Care will end at the earlier of the time and mileage option you have selected. The term of your Goodwrench Care will be based on the specified number of services listed herein and performed within 4 years of the Agreement purchase date.

SMART CARE

TERM-MO./MI.  
(IN 000'S)

GOODWRENCH CARE

# OF SERVICES

/

, . 0 0

SURCHARGES &  
OPTIONAL COVERAGE  
(Select all that apply)

BUSINESS

HUMMER

EMERGENCY

SNOWPLOW

TIRE ROAD HAZARD

\$

0 0 0 0 0 0

By signing this, I agree to all the terms and conditions on this form. I acknowledge that purchase of this Agreement is not required in order to purchase or obtain financing for a motor vehicle. I understand that, upon acceptance of this registration, an Agreement will be mailed to the address indicated above.

SUBTOTAL ..... \$ 1 1 9 0 0 0

TAX ..... \$ , .

TOTAL ..... \$ 1 1 9 0 . 0 0

CUSTOMER SIGNATURE

DATE

08/28/2005

## Contract Registration

GMPP

XX MRP

Medium  
Duty

GM Cert

MRP Cert

MRP LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

AGREEMENT PURCHASE DATE

1 G 1 A K 5 2 F 5 5 7

0 8 2 8 0 5

YEAR

MAKE

MODEL

CURRENT ODOMETER

4 WHEEL DRIVE

2 0 0 5

CHEVROLET

COBALT

2 4

Customer

FIRST NAME

M.I.

LAST NAME

FLEET

GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE &amp; PHONE NUMBER

MAILING ADDRESS (must include apt. or suite #, if applicable)

CITY

STATE

ZIP CODE

HOLLISTER

CA

Dealer

The Agreement provider is authorized to charge my account for the cost of the Agreement(s) and my share of any subsequent cancellation(s).

DEALER NAME

DEALER CODE (Required)

PROMOTION CODE

GILROY CHEVROLET CADILLAC INC

0 6 4 1 8

ADDRESS

CITY

STATE

ZIP CODE

6720 BEARCAT COURT

GILROY

CA

95020

Lienholder

GMAC

SPP

NAME

OR

OR

ADDRESS

CITY

STATE

ZIP CODE

LEASE

RETAIL

MAJOR GUARD

VALUE GUARD

BASIC GUARD

SMART PROTECTION

MD-PT +

MD-E&amp;T

MD-BASIC

XX

XX

## MECHANICAL TERM

THE TERM OF THIS AGREEMENT MAY INCLUDE ALL OR PART OF THE TERM OF THE NEW VEHICLE LIMITED WARRANTY IF STILL IN EFFECT.

Plan Coverage and Price

NEW XX

The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. Your deductible is referenced below.

USED

The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. Your deductible is referenced below.

VEHICLE IN SERVICE DATE (In-Warranty vehicles) TERM-MO./MI. (IN 000'S)

DEDUCTIBLE (Required)

PRICE

0 5 / 0 5 / 0 2

7 2 / 7 2

\$0

\$50

\$100

XX \$200

1 1 9 0 0 0

MAINTENANCE TERM The term of your Smart Care will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Smart Care will end at the earlier of the time and mileage option you have selected. The term of your Goodwrench Care will be based on the specified number of services listed herein and performed within 4 years of the Agreement purchase date.

SMART CARE

TERM-MO./MI.  
(IN 000'S)GOODWRENCH  
CARE

# OF SERVICES

/

, . 0 0

SURCHARGES &amp;

BUSINESS

HUMMER

EMERGENCY

SNOWPLOW

TIRE ROAD HAZARD

OPTIONAL COVERAGE

(Select all that apply)

\$

0 0 0 0 0 0

By signing this, I agree to all the terms and conditions on this form. I acknowledge that purchase of this Agreement is not required in order to purchase or obtain financing for a motor vehicle. I understand that, upon acceptance of this registration, an Agreement will be mailed to the address indicated above.

SUBTOTAL ..... \$ 1 1 9 0 0 0

TAX ..... \$ , .

TOTAL ..... \$ 1 1 9 0 . 0 0

CUSTOMER SIGNATURE

DATE

08/28/2005

**CUSTOMER ENROLLMENT FORM - TIRES FOR LIFE REWARDS PROGRAM**

Please Print or Type

ENROLLMENT NO. 1207870

T4L

Customer's name: [REDACTED]

Address: [REDACTED]

City: HOLLISTER

State: CA

Zip: [REDACTED]

Phone: [REDACTED]

E-mail address:

Selling Dealer: CHEVROLET CADILLAC INC

Dealer Code:

Telephone: 408-962-9301

Address: 6720 BEARCAT COURT

City: GILROY

State: CA

Zip: 95020

**VEHICLE INFORMATION**
☒ NEW Year: 2005 Make: CHEVROLET Model: COBALT V.I.N. 1G1AK52F557 [REDACTED]

☐ USED Purchase Date: 08/28/2005 Mileage at time of sale: 24
**TIRE INFORMATION (Required)**

	Tire #1 (or all)	Tire #2	Tire #3	Tire #4
Brand:	CONTINENTAL			
Model:	TOURING CONTACT			
Size:	195/60R15			

**WHAT YOU MUST DO TO MAINTAIN ELIGIBILITY FOR THE REWARD OF TIRES FOR LIFE**

☒ For purposes of this program, you have purchased a new vehicle (less than 12,000 miles). To maintain your eligibility, YOU ARE REQUIRED TO PERFORM ALL MAINTENANCE SERVICES THAT ARE RECOMMENDED AND/OR REQUIRED BY THE MANUFACTURER (see your Owner's Manual) OR THIS DEALERSHIP (see listing of Service(s) recommended by your Dealer), INCLUDING TIRE ROTATIONS AND BALANCES (balances only if required by Dealer at time of rotation), AT THIS DEALERSHIP FOR AS LONG AS YOU OWN YOUR VEHICLE. ALL SERVICES MUST ALSO BE PERFORMED WITHIN 1,000 MILES OF THE RECOMMENDED SERVICE INTERVALS TO MAINTAIN YOUR ELIGIBILITY. Purchaser initials: [REDACTED]

☐ For purposes of this program, you have purchased a used vehicle (more than 12,000 miles). To maintain your eligibility, YOU ARE REQUIRED TO CHANGE YOUR OIL AND FILTER EVERY 3,000 MILES AND ROTATE AND BALANCE (balances only if required by Dealer at time of rotation) YOUR TIRES EVERY 6,000 MILES AT THIS DEALERSHIP FOR AS LONG AS YOU OWN YOUR VEHICLE. ALL SERVICES MUST BE PERFORMED WITHIN 1,000 MILES OF THESE REQUIRED SERVICE INTERVALS TO MAINTAIN YOUR ELIGIBILITY. Purchaser initials: \_\_\_\_\_

**WHAT IS COVERED UNDER THE TIRES FOR LIFE REWARDS PROGRAM**

If you perform all the services above, this Dealership will provide, at no cost to you, any tire if the tread depth has worn to 3/32 of an inch or less. You will be responsible for the cost of mounting, balancing, and sales tax (if applicable) of tires provided under this program. Tire(s) provided will be new tires of the same or comparable brand and size on your vehicle as of the Purchase Date above. Only tires worn out due to normal wear will be replaced. Tires damaged by misalignment, improper inflation, or abnormal wear are not eligible for replacement. Purchaser initials: [REDACTED]

Customer's Signature

Date

Dealership Representative Signature

Date

**GILROY CHEVROLET CADILLAC, INC**

(Name of Company)

**PRIVACY NOTICE**

In accordance with federal regulations, we are giving you this Privacy Notice to tell you how we may use non-public personal information ("Private Information") about you or your account. The kinds of Private Information we collect about you or your account are described below. This Privacy Notice applies whether you are our current or former customer. This Privacy Notice is provided to you as required by federal laws and regulations applicable to our business. This Privacy Notice does not amend or alter our obligations under any applicable state or local laws, regulations or ordinances.

**Collection and Use of Private Information**

We may collect the following kinds of Private Information about you from the following sources:

- **Information you provide on applications, forms, or other correspondence**, such as your name, address, social security number and income.
- **Information about your transactions with us or others**, such as your account balance and payment history.
- **Information we receive from consumer reporting agencies, credit references, employers, insurance companies and insurance agencies**, such as your credit history and creditworthiness, and information that we obtain to verify employment history or that insurance coverage is in force.

**Disclosure of Private Information**

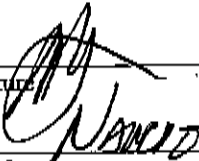
We may disclose Private Information (described above) under the following circumstances:

- **To Marketing Service Providers and Joint Marketing Partners.** We may disclose all Private Information to companies that perform marketing services for us or to other financial institutions with which we have joint marketing agreements.
- **With Non-Affiliated Third Parties.** We may disclose all Private Information about you with non-affiliated third parties as permitted by law.

**Protection of Information**

We restrict access to your Private Information to our employees and third parties who need to know that information in order to service your account. Additionally, we maintain physical, electronic, and procedural safeguards to protect your Private Information in a manner consistent with industry standards for similar companies. We will review our safeguards from time to time, and strive to maintain them in a manner consistent with federal regulations that may be in effect from time to time.

By signing below, you acknowledge receipt of this Privacy Notice.

Signature 	Date: <u>8/20/05</u> m d y	Signature _____	Date: ____/____/____ m d y
Print Name <u>Nancy D Gilroy</u>		Print Name _____	



## IN AND OUT

DATE 8-27-05CUSTOMER REYNA

## UNIT BEING SOLD

STOCK NUMBER 5059 UNIT TYPE COBALTVIN # 1G1AK52F551 [REDACTED] MILES 409LICENSE NUMBER N/A EXPIRATION DATE N/A

## TIRES FOR LIFE TIRE INFORMATION

BRAND	<u> touring Contact </u>	/	/	/
	TIRE #1 OR ALL	TIRE #2	TIRE #3	TIRE #4
MODEL	<u> Continental </u>	/	/	/
	TIRE #1 OR ALL	TIRE #2	TIRE #3	TIRE #4
SIZE	<u> P195/60R15 </u>	/	/	/
	TIRE #1 OR ALL	TIRE #2	TIRE #3	TIRE #4

## TRADE IN

BRAND Dodge MODEL DAKOTA CREW CABVIN # 1B7HL38X32 [REDACTED] MILES 51948LICENSE NUMBER [REDACTED] EXPIRATION DATE 4-30-06FRONT LICENSE PLATE (YES) NO REAR PLATE (YES) NO

**Transaction Results Details****VIN:**

1G1AK52F557 [REDACTED]

**Status:**

Accepted

**Dealer Code:**

06418

**User ID:**

LZKMPG

**Transaction Date:**

08/28/2005

**User Role:**

00005

**Transaction Type:**

Delivery

**Timestamp Date:**

2005-08-29-18.16.56.598000

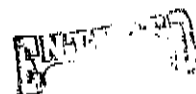
**Delivery Type:**

010 - Individual Purchase

**Transaction Messages:**

1096 - Incentive sent to BARS

1097 - GMPP sent to MIC





# VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

This form is not the ownership certificate. It must accompany the titling document or application for a duplicate title.

INSTRUCTIONS ON REVERSE SIDE ALL SIGNATURES MUST BE IN INK PHOTOCOPIES NOT ACCEPTED

Vehicle/Vessel ID

## SECTION 1: Vehicle/Vessel Description

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF #	MOTORCYCLE ENGINE #
1G1AK52F557	2005	CHEVROLE		

Bill of Sale

## SECTION 2: Bill of Sale

I/We GILROY CHEVROLET CADILLAC INC sell, transfer, and deliver the above vehicle/vessel

(PRINT SELLER'S NAME(S))

to [REDACTED] on 08 28 2 0 0 5 for the amount of \$ [REDACTED]

MO DAY YR

(SELLING PRICE)

If this was a gift, indicate relationship: N/A (e.g., parents, spouse, friend, etc.)

\$ N/A  
(GIFT VALUE)

Odometer

## SECTION 3: Odometer Disclosure Statement (Void if Mileage is Altered or Erased)

Federal and State Law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads [REDACTED] 2 4 10 (no tenths) miles, and to the best of my knowledge reflects the actual mileage **unless one of the following statements is checked.**

### WARNING—ODOMETER DISCREPANCY

☐ Odometer reading is NOT the actual mileage

☐ Mileage exceeds the odometer mechanical limits

Explain odometer discrepancy: \_\_\_\_\_

Buyer

## SECTION 4: Buyer and Seller (MUST print his or her name, date and sign this section.)

### BUYER

I acknowledge the odometer reading and the facts of the transfer. I certify under penalty of perjury under the laws of the State of California that the information I have provided is true and correct.

PRINT NAME	[REDACTED]	DATE	08/28/05	DL, ID OR DEALER #	N 8 4 7 7 8 0 5
PRINT NAME	[REDACTED]	DATE		DL, ID OR DEALER #	
PRINT NAME	[REDACTED]	SIGNATURE	[REDACTED]	DATE	
PRINT NAME	[REDACTED]	SIGNATURE	[REDACTED]	DATE	
MAILING ADDRESS	[REDACTED]	CITY	HOLLISTER	STATE	CA
		ZIP	[REDACTED]	DAYTIME PHONE #	[REDACTED]

### SELLER

I certify under penalty of perjury under the laws of the State of California that the information I have provided is true and correct.

PRINT NAME	GILROY CHEVROLET CADILLAC INC	SIGNATURE	[REDACTED]	DATE	08/28/05	DL, ID OR DEALER #	5 9 8 6 2
PRINT NAME	[REDACTED]	SIGNATURE	[REDACTED]	DATE		DL, ID OR DEALER #	
PRINT NAME	[REDACTED]	SIGNATURE	[REDACTED]	DATE		DL, ID OR DEALER #	
PRINT NAME	[REDACTED]	SIGNATURE	[REDACTED]	DATE		DL, ID OR DEALER #	
MAILING ADDRESS	6720 BEARCAT COURT	CITY	GILROY	STATE	CA	ZIP	95020
						DAYTIME PHONE #	(408)842-9301

Power of Attorney

## SECTION 5: Power of Attorney

I/We [REDACTED] appoint GILROY CHEVROLET CADILLAC INC

(PRINT NAME(S))

(PRINT NAME(S))

as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

Signature [REDACTED] Attorney

DATE  
08/28/2005

Signature required by person appointing Power of Attorney

DATE

X

# DMV CALIFORNIA DMV

## DRIVER LICENSE

CLASS: C

477805

SEX: F HAIR: RED  
DOB: 05-02 NT: 130

DOB: 05-02 NT: 130

*James R. Lane*

05/30/2002 546 06 10/06



THIS CARD MUST BE CARRIED IN THE INSURED MOTOR VEHICLE FOR PRODUCTION UPON DEMAND.

### IF YOU HAVE AN ACCIDENT - NOTIFY THE POLICE IMMEDIATELY

1. Write down names, addresses, telephone numbers, and license numbers of persons involved and of witnesses. Also write down the license plate number and state of each vehicle involved.
2. Do not admit fault. Do not discuss the accident with anyone except State Farm or police.
3. Notify your agent promptly (in any injuries, phone nearest State Farm Agent or Claim Office.)

EXAMINE POLICY EXCLUSIONS CAREFULLY. THIS FORM DOES NOT CONSTITUTE ANY PART OF YOUR INSURANCE POLICY.

130-4180 nCA.4

### HOW TO IDENTIFY YOUR COVERAGE

SEE POLICY FOR FULL NAME AND DEFINITION

A Liability	H Emergency Road Service	S Death, Dismemberment and Loss of Sight
C Medical Payments	L Physical Damage	T Total Disability
D Comprehensive	LE Limited Economic Loss	U Uninsured Motor Vehicle
F Collision - 80%	R Car Rental Expense	UI Uninsured Motor Vehicle-PD
G Collision	R1, R2 Car Rental and Travel Expense	Z Loss of Earnings

4 1 2 Q

HOLLISTER CA  
 (510) 635-1325 WORK # (510) 635-1111

151AK521557

**DUE BILL****WORK PROMISED TO BE PERFORMED AT TIME OF SALE**

DATE	DESCRIPTION OF CAR	LICENSE	CUSTOMER'S NAME	SALESPERSON	STOCK NO.
08/28/05	CHEVROLET COBALT		NANCIE LOPEZ REYNA	DAVID F. MUNIZ	5054

**PRESENT THIS ORDER WHEN WORK IS TO BE COMPLETED**1. SOLD AS EQUIPPED

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

6. \_\_\_\_\_

7. \_\_\_\_\_

NO OTHER WORK PROMISED OR IMPLIED

NOTE: THE ABOVE PROMISED WORK IS THE ONLY WORK TO BE PERFORMED FREE OF CHARGE. ANY ADDITIONAL WORK WILL BE CHARGED FOR IN ACCORDANCE WITH THE TYPE OF WARRANTY ISSUED AT TIME OF SALE, AND WILL BE CASH ON DELIVERY. ALL WORK MUST BE DONE IN OUR SHOP, AND YOU MUST MAKE AN ADVANCE APPOINTMENT WITH THE SERVICE DEPARTMENT BEFORE THE ABOVE WORK CAN BE PERFORMED.

Signed: Sales Mgr. **X**

Signed: Customer

**DUE TO INSURANCE REGULATIONS — NO LOAN CARS AVAILABLE****LAW**

FORM NO. 4120

©2006 Reynolds and Reynolds. Reproduction or use of this document for any purpose other than the one intended by Reynolds and Reynolds is prohibited. This document is the property of Reynolds and Reynolds. It is to be used only for the purpose intended and is not to be distributed outside the company.

THE PAGE OF THIS DOCUMENT HAS A COLORED BACKGROUND ON WHITE PAPER

**GILROY**  
CHEVROLET CADILLAC6720 Bearcat Ct., Gilroy, CA 95020  
408-842-9301

003137

003137

P-V

DATE

AMOUNT

TO THE  
ORDER  
OF

Bank of America



NAME

NUMBER

REMITTANCE ADVICE  
DETACH AND RETAIN

GILROY CHEVROLET CADILLAC

003137

AMOUNT

GILROY CHEVROLET CADILLAC INC  
6720 BEARCAT CT  
GILROY, CALIFORNIA 95020

CASH RECEIVED FROM  
BANK OF AMERICA

RECEIPT NUMBER 112145  
RECEIVED BY MARY LAMMI  
DATE 08/31/05  
TIME 11:02  
PAYMENT TYPE

AMOUNT

CHECK

15,963.88

ACCT.	AMOUNT	CONTROL NUMBER
205	15,963.88	85765

REMARKS

MESSAGE THANK YOU FOR YOUR BUSINESS

PAGE 1

# Bank of America



## CONTRACTS PURCHASED FAX TRANSMITTAL

Date : 08/31/2005

Time : 19:29:56

Document To :

Dealership Name: GILROY CHEVROLET CADILLAC INC  
6720 BEARCAT COURT  
GILROY, CA 95020

Fax Number : (408) 842-2579

Document From : Bank of America

Fax Number : ( ) -

### CONTRACTS PURCHASED

IMPORTANT : Please forward this transmittal to the appropriate department stated below immediately. No verbal follow-up will be made regarding this communication.

Attention : Office Manager

The contract(s) listed below have been purchased by Bank of America effective 08/31/2005. Availability of ACH funds should be confirmed with your financial institution. If disbursement by check, checks made payable to your dealership, including floorplan payoffs, customer payments, etc. have been sent via an overnight delivery service. If you have any questions, please call our office.

Customer Name	App Number	Payee / Type	Transaction Amount	Discount Rate	Reserves Payable	CK/ ACH
N REYNA	4731959	Proceeds	\$15963.88	6.54%	\$185.22	ACH
		Reserves Paid	\$0.00			
		Total Deposit	\$15963.88			

1 Contract(s) totaling \$15963.88 included on this transmittal.

\*\*\*\*\*  
NOTE: Reserves payable amounts are provided for verification only and may not be included with this deposit.  
\*\*\*\*\*

85765

262B



**SmartCash**

WARNING: Current day cutoff has expired

Transactions entered will be reflected on GMAC's next business day of 07-07-2005

Acct#

Dir Name:

045-81118-001 Gilroy Chevrolet Cadillac



R/L Proceeds Wholesale Customer Pmt/Payoff Misc Due GMAC

Effective Date

RLP ACH

Other ACH

Daily Record Report

07/07/2005

\$0.00

\$14,721.13

07/06/2005

07/07/2005

**Wholesale Floorplan a Vehicle: Confirm Funding**

Your request has been successfully processed

Dir # Type VIN

Yr/Mk/Mdl

EDC/AWV

Mileage

Amt

Description



045-81118-001

1G1AK1E66674112

2005 CHEVROLET COBALT

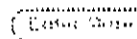
314 721 13

314 721 13

5C59/310

\* Required documentation must be submitted before the floorplan request will be funded.

Please do not use the browser Back button to make changes

[Click here to view Terms and Conditions](#)[Click here to view Transactions](#)



*A Public Service Agency*

# VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

***This form is not the ownership certificate. It must accompany the titling document or application for a duplicate title.***

**INSTRUCTIONS ON REVERSE SIDE      ALL SIGNATURES MUST BE IN INK      PHOTOCOPIES NOT ACCEPTED**

**SECTION 1: Vehicle/Vessel Description**

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF #	MOTORCYCLE ENGINE #
16A1AK52F551	05	Cher		

## SECTION 2: Bill of Sale

I/We Worthaler (PRINT SELLER'S NAME(S)) sell, transfer, and deliver the above vehicle/vessel  
to Gilroy (PRINT BUYER'S NAME(S)) on 10 2 2005 for the amount of \$                       
MO DAY YR (SELLING PRICE)

If this was a gift, indicate relationship: \_\_\_\_\_ (e.g., parents, spouse, friend, etc.) \$ \_\_\_\_\_  
(GIFT VALUE)

**SECTION 3: Odometer Disclosure Statement** *(Void if Mileage is Altered or Erased)*

**Federal and State Law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.**

The odometer now reads ,   (no tenths) miles, and to the best of my knowledge reflects the actual mileage **unless one of the following statements is checked.**

### WARNING—ODOMETER DISCREPANCY

☐ Odometer reading is **NOT** the actual mileage  
Explain odometer discrepancy: \_\_\_\_\_

☐ Mileage exceeds the odometer mechanical limits

**SECTION 4: Buyer and Seller (MUST print his or her name, date and sign this section.)**

**BUYER**

***I acknowledge the odometer reading and the facts of the transfer. I certify under penalty of perjury under the laws of the State of California that the information I have provided is true and correct.***

PRINT NAME Gilroy Chevrolet Cadillac	SIGNATURE X <i>Kelly Hernandez</i>	DATE	DL. ID OR DEALER #
PRINT NAME 3720 Bearcat Court	SIGNATURE X	DATE	DL. ID OR DEALER #
PRINT NAME Gilroy, CA 95020	SIGNATURE X	DATE	DL. ID OR DEALER #
MAILING ADDRESS	CITY	STATE	ZIP
			DAYTIME PHONE #

**SELLER**

***I certify under penalty of perjury under the laws of the State of California that the information I have provided is true and correct.***

PRINT NAME	<b>Wittmeier Chevrolet</b>	SIGNATURE	<i>[Signature]</i>	DATE	10/2/05	DL ID OR DEALER #	88
PRINT NAME	<b>2292 Forest Ave.</b>	SIGNATURE	<b>X</b>	DATE		DL ID OR DEALER #	
PRINT NAME	<b>Chico, CA 95928</b>	SIGNATURE	<b>X</b>	DATE		DL ID OR DEALER #	
MAILING ADDRESS		CITY		STATE		ZIP	DAYTIME PHONE #

## SECTION 5: Power of Attorney

I/We _____ (PRINT NAME(S))	appoint _____ (PRINT NAME(S))
as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.	
Signature required by person appointing Power of Attorney X	DATE
Signature required by person appointing Power of Attorney X	DATE

## GILROY CHEVROLET CADILLAC

8720 BEARCAT COURT  
GILROY, CA 95020  
4088429301

## RECEIPT

02625

RECEIVED FROM

DATE

ADDRESS

FOR

DETAIL	ON ACCOUNT	ON NOTE	HOW PAID	✓
AMOUNT DUE			CASH	
AMOUNT PAID			CHECK	
			CREDIT CARD	
BALANCE DUE			MONEY ORDER	

BY X

THANK YOU

## GILROY CHEVROLET CADILLAC

8720 BEARCAT COURT  
GILROY, CA 95020  
4088429301

## RECEIPT

02625

RECEIVED FROM

DATE

ADDRESS

FOR

DETAIL	ON ACCOUNT	ON NOTE	HOW PAID	✓
AMOUNT DUE			CASH	
AMOUNT PAID			CHECK	
			CREDIT CARD	
BALANCE DUE			MONEY ORDER	

BY X

THANK YOU

LAW OFFICES  
**SUSAN JOHNSON BATES**  
333 W. SANTA CLARA STREET, SUITE 612  
SAN JOSE, CALIFORNIA 95113  
TELEPHONE (408) 286-9700

**FACSIMILE TRANSMITTAL**

THIS FACSIMILE AND THE INFORMATION IT CONTAINS ARE INTENDED TO BE A CONFIDENTIAL COMMUNICATION ONLY TO THE PERSON OR ENTITY TO WHOM IT IS ADDRESSED. IF YOU HAVE RECEIVED THIS FACSIMILE IN ERROR, PLEASE NOTIFY US BY TELEPHONE AND RETURN THE ORIGINAL FAX TO THIS OFFICE BY MAIL.

**TO: Tamera Shultz, GM Business Resource Center Fax No. 866-270-0206**

**FROM: Susan Johnson Bates, Attorney at Law  
Fax No. 408/286-9403**

**RE: [REDACTED]  
Service Request: 1-414121178  
2005 Chevrolet Cobalt, VIN 1G1AK52F557 [REDACTED]  
Customer Relationship Specialist: Tamera Shultz**

**DATE: August 11, 2006**

**Number of Pages (Including this Cover Sheet): 4**

**We are transmitting from a HP LaserJet 3100 facsimile machine. When we receive automatically (unattended), we would appreciate a cover letter giving us your transmittal information.**

**If there are any problems receiving this message, please telephone Margaret at 408/286-9700. Thank you.**

**Message:**

LAW OFFICES  
**SUSAN JOHNSON BATES**  
333 W. SANTA CLARA STREET, SUITE 612  
SAN JOSE, CALIFORNIA 95113-1715  
TELEPHONE (408) 286-9700

August 11, 2006

SENT BY FACSIMILE ONLY

General Motors Corporation  
c/o MSX International, ATTN: BRC Legal  
1919 Concept Drive  
Warren, MI 48091

RE:

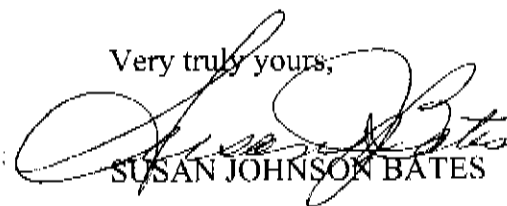
[REDACTED]  
Service Request: 1-414121178  
2005 Chevrolet Cobalt, VIN 1G1AK52F557 [REDACTED]  
Customer Relationship Specialist: Tamera Shultz

Dear Ms. Shultz:

Attached are copies of the Release of Lien Information and the DMV Vehicle Registration Renewal Notice. When we receive a copy of the registration, I will forward that to you.

Thank you for your attention to this matter.

Very truly yours,

  
SUSAN JOHNSON BATES

cc: client

## RELEASE OF LIEN INFORMATION

I [REDACTED] [REDACTED]  
(Client's Name) (Client's Social Security Number)

hereby authorize Bank of America  
(Lien holder Name)

P.O. Box 30010 Los Angeles CA 90030- 1800-215-6195  
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account [REDACTED]  
(Account Number)

with Bank of America  
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date 8/10/06

## VEHICLE INFORMATION

The current vehicle mileage is 14,062 Date mileage read: 8-10-06

[REDACTED]

Signature

LG0006  
V6302006



GMC



Oldsmobile



AUG-11-2006 10:11A FROM:HOLLISTER SCHOOL DIS 8316342079

TO:914082869403

P.4

ISD 83VR (REV. 11/2005)



A Public Service Agency



## VEHICLE REGISTRATION RENEWAL NOTICE

VIN	MAKE	YR	BODY TYPE	LICENSE PLATE	AMOUNT DUE	DUE DATE
1G1AK52F557	CHEV	2005	4D		\$144	09/02/2006

To renew, just provide:



Renewal Fees



Evidence of Liability Insurance (see reverse side of notice)



Return by MAIL only

## FEES

REGISTRATION FEE	\$40
LICENSE FEE (May be an income tax deduction)	\$82
WEIGHT FEE	\$0
SPECIAL PLATE FEE	\$0
COUNTY/DISTRICT FEES	\$10
OWNER RESPONSIBILITY FEE	\$0
SMOG ABATEMENT FEE	\$12

TOTAL DUE ON OR BEFORE 09/02/2006 \$144

OR \$16 TO FILE PLANNED NONOPERATION

## LATE PAYMENT

POSTMARKED	RENEWAL	PNO
After 09/02/06 through 09/12/06	\$162	\$34
After 09/12/06 through 10/02/06	\$175	\$47
After 10/02/06 through 12/01/06	\$223	\$95
AFTER 12/01/2006	\$223	NO PNO

## PLANNED NONOPERATION

If you plan not to operate (PNO) this vehicle, please check the box and return the bottom part with your PNO payment.



Planned Nonoperation

Change of Address (see back)

For DMV Use Only

☐
☐
☐

DETACH AND RETURN

 020101 05253520090101 0014400 24560709040000  
 00050102000 0000007900 16036999 54

1521111A	C081506P01	42419	P10002
LICENSE NUMBER	MAKE		
	CHEV		
VIN			
1G1AK52F557			
DMV USE	DUE DATE	AMOUNT DUE	
	09/02/2006	\$144	

MAKE PAYMENT TO:

HOLLISTER CA

 DMV RENEWAL  
 P.O. BOX 942894  
 SACRAMENTO CA 94294-0894

02010105253520090101001440024560709040000005010200000000079001603699954



**GMC**

**HUMMER**

**General Motors Business Resource Center**

**FAX**

**To: Joe Cassisi**  
**Company:** Gilroy Chevrolet Cadillac  
**Fax:** 408-846-0065  
**Phone:** 408-843-1610

**From: Tamera Shultz**  
**Fax:** 1-866-270-0206  
**Phone:** 1-866-790-5600 ext. 11333  
**E-mail:**

**cc:**

---

**NOTES:**





General Motors Corporation  
Business Resource Center  
PO Box 33178  
Detroit, MI 48233-5178

VIA FAX ONLY

August 8, 2006

Joe Cassisi  
Golroy Chevrolet Cadillac

RE: [REDACTED]

Service Request: 1-414121178  
2005 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AK52F557 [REDACTED]  
Customer Relationship Specialist: Tamara Shultz

Dear Mr. Cassisi:

This is a letter of notification regarding a not-in-suit matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-866-790-5600 ext 11333 Monday through Friday between 9:30 a.m. and 6:15 p.m., Eastern Time.

Sincerely,

Tamara Shultz  
General Motors Corporation

LG0040  
V6302006



GMC



Oldsmobile





**GMC**

**HUMMER**

**General Motors Business Resource Center**

**FAX**

**To: Joe Cassisi**  
**Company:** Gilroy Chevrolet Cadillac  
**Fax:** 408-846-0065  
**Phone:** 408-843-1610

**From: Tamera Shultz**  
**Fax:** 1-866-270-0206  
**Phone:** 1-866-790-5800 ext. 11333  
**E-mail:**

**CC:**

---

**NOTES:**



General Motors Corporation  
Business Resource Center  
PO Box 33178  
Detroit, MI 48233-5178

VIA FAX ONLY

August 8, 2006

Joe Cassisi  
Golroy Chevrolet Cadillac

RE: [REDACTED]  
Service Request: 1-414121178  
2005 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AK52F557 [REDACTED]  
Customer Relationship Specialist: Tamara Shultz

Dear Mr. Cassisi:

This is a letter of notification regarding a not-in-suit matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

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Sincerely,

Tamara Shultz  
General Motors Corporation

LG0040  
V6302006



GMC



Oldsmobile





**GMC**

**HUMMER**

## **General Motors Business Resource Center**

# **FAX**

**To: Joe Cassisi**  
Company: Gilroy Chevrolet Cadillac  
Fax: 408-846-0065  
Phone: 408-843-1610

**From: Tamera Shultz**  
Fax: 1-866-270-0206  
Phone: 1-866-790-5600 ext. 11333  
E-mail:

**cc:**

---

**NOTES:**



**General Motors Corporation**  
**Business Resource Center**  
**PO Box 33170**  
**Detroit, MI 48232-5170**

**VIA FAX ONLY**

August 8, 2006

Joe Cassisi  
Golroy Chevrolet Cadillac

RE: [REDACTED]  
Service Request: 1-414121178  
2005 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AK52F557 [REDACTED]  
Customer Relationship Specialist: Tamera Shultz

Dear Mr. Cassisi:

This is a letter of notification regarding a not-in-suit matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-866-790-5600 ext 11333 Monday through Friday between 9:30 a.m. and 6:15 p.m., Eastern Time.

Sincerely,

Tamera Shultz  
General Motors Corporation

LG0040  
V6302006



**GMC**



**BUICK**



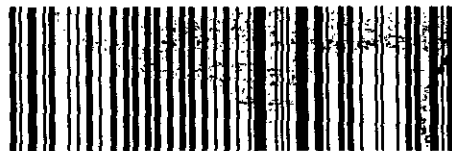
**CERTIFIED MAIL™**

Law Offices

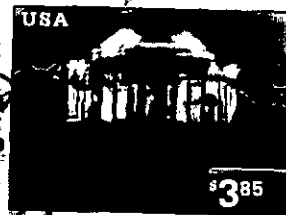
**SUSAN JOHNSON BATES**

333 W. Santa Clara Street, Suite 612

San Jose, California 95113-1715



7006 0100 0006 9680 5561



JUL 24 2006

GENERAL MOTORS CORPORATION  
CHEVROLET MOTOR DIVISION  
CUSTOMER ASSISTANCE CENTER  
PO BOX 33170

TROY MI 48232-5170



*Legal*

48232+5170-70 8031



LAW OFFICES  
**SUSAN JOHNSON BATES**  
333 W. SANTA CLARA STREET, SUITE 612  
SAN JOSE, CALIFORNIA 95113-1715  
TELEPHONE (408) 286-9700

July 19, 2006

**CERTIFIED MAIL; RETURN RECEIPT REQUESTED**

General Motors Corporation  
Chevrolet Motor Division  
Customer Assistance Center  
P.O. Box 33170  
Troy, MI 48232-5170

Re: NANCIE [REDACTED] - 2005 CHEVROLET COBALT;  
VIN: 1G1AK52F5574 [REDACTED]

Dear General Motors:

This office has been retained by [REDACTED] to represent her concerning the above-captioned 2005 Chevrolet Cobalt. [REDACTED] has attempted to work with your authorized dealerships and with your customer service without success.

A formal request is hereby made that General Motors immediately comply with California's Song-Beverly Consumer Warranty Act in connection with the above-referenced Chevrolet Cobalt, which was purchased August 28, 2005, with new vehicle warranties. From the date of purchase, it has been out of service and at a dealer's for repairs because the steering went out on two separate occasions, creating very dangerous situations.

[REDACTED] is not only concerned about the safety of her family, but of other individuals using the public highways who could be injured or killed because of this defective vehicle.

Intermittently the car will start jerking, the driver loses control of the car because the power steering goes out, and the ignition also locks, i.e. the key cannot be removed. After the car is allowed to cool down, it will again start as if there is nothing wrong with it.

The following sets forth the dates out of service:

<u>Date</u>	<u>Odometer</u>	<u>Complaint/attempted repairs</u>
Gilroy Chevrolet Cadillac, 6720 Bearcat Court, Gilroy, Ca 95020		
4/11/06 RO	3 days - 12,151	Vehicle lost power steering and steering light displayed on dash. Vehicle was bucking at same time.
		Scanned system. Found code U2100, U2107 - performed trouble code diagnosis. Power & grounds OK, communication OK. Called TAC assist case #8879612. Steering column has internal fault. Replaced steering column & transferred all parts. Cleared codes.

<u>Date</u>	<u>Odometer</u>	<u>Complaint/attempted repairs</u>
Greenwood Chevrolet, 270 San Felipe Road, Hollister		
6/6/06 - 6/9/06	14,046	Electrical Service steering column message comes on at times and the vehicle is not driveable. Performed system diagnostic inspection the following codes were stored in the system, U2107, U2105. Recent steering column replaced at another dealer. Ran through diagnostic trouble tree all indicators lead to a faulty body control module. Ordered parts 6/7/06 10:30 a.m. Received part 9:00 am Thursday, June 08, 2006. Replaced and reprogrammed the body control module and the theft deterrent system. Programming warranty code FE511. Test drove no message on vehicle runs and operates as designed. Mileage out 14057 Electrical The ignition key will not remove from the ignition cylinder. Found bulletin #06-07-30-004B for this condition, bulletin states to replace the transmission control shifter assembly. Replace shifter assembly. Check operation. OK. Road test. OK

The Cobalt was purchased as a reliable and safe vehicle for the [REDACTED] family. With the possible loss of steering, the Cobalt is not a safe vehicle for this family. [REDACTED] has five children, the youngest are 3 and 4 years old. The vehicle has demonstrated its unreliability for the purpose it was purchased: safe and reliable transportation along the public highways.

The vehicle cannot be, and has not been, satisfactorily repaired. Accordingly, [REDACTED] hereby revokes acceptance of the vehicle pursuant to Commercial Code § 2608; rescinds the purchase contract pursuant to Civil Code § 1689; and demands restitution pursuant to Civil Code § 1793.2(d)(2) which provides, in pertinent part:

If the manufacturer or its representative in this state is not able to service or repair a new motor vehicle ... to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle ... or promptly make restitution to the buyer... (Emphasis added.)

Accordingly, it is now General Motors' statutory duty to repurchase the [REDACTED] vehicle in accordance with Civil Code § 1793.2(d)(2)(B) by reimbursing her for her purchase price,



General Motors Corporation  
July 19, 2006  
Page 3

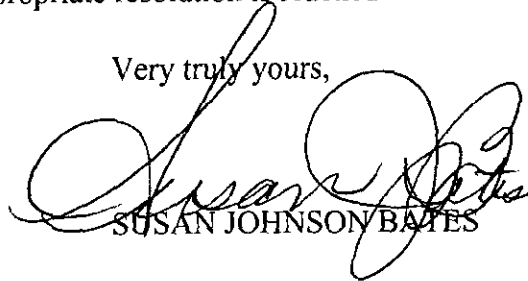
including sales tax, license fees, registration fees, interest, and incidental damages such as rental car costs and towing charges. [REDACTED] is also entitled to her attorney's fees.

Unless General Motors complies with its statutory obligations to repurchase the [REDACTED] vehicle within 30 days from the service of this notice, she will be entitled to the statutory civil penalty of two times their actual damages. She will, in addition to being entitled to litigation expenses including attorney's fees, in accordance with Civil Code § 1794(e)(1), also be entitled to prejudgment interest.

For your convenience copies of the purchase contract and repair orders are enclosed. Also, attached are the current out-of-pocket expenses.

At your earliest opportunity, therefore, kindly contact the undersigned to arrange for the repurchase of the subject vehicle. In that connection, please be advised that suit will be commenced on behalf of [REDACTED] unless an appropriate resolution is reached within thirty (30) days.

Very truly yours,



SUSAN JOHNSON BATES

SJB:mb

Sent by U.S. Certified Mail Receipt No. 7006 0100 0006 9680 5561, Return Receipt Requested

cc: Client

# DAMAGES

NANCIE LOPEZ (REYNA) - 2005 CHEVROLET COBALT;  
VIN: 1G1AK52F557 [REDACTED]

Total Sales Price: \$20,240.81

Lender: Bank of America

Down: net \$ 150.33

Payments:  
9/25/05 - 7/25/05 = 11 mos. X \$272.09 = 2,992.99  
\$272.09/mo

Registration  
'06 Nonop 16.00

Litigation expenses 3,000.00

# RETAIL INSTALLMENT SALE CONTRACT SIMPLE INTEREST FINANCE CHARGE

Dealer Number **59862** Contract Number **45894** R.O.S. Number **11930372** Stock Number **5C59**

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
<b>HOLLISTER CA SAN BENITO</b>	<b>GILROY CHEVROLET CADILLAC INC 6720 BEARCAT COURT GILROY CA 95020</b>

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odorometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2005	CHEVROLET COBALT	24	1G1AK52F557	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate	The dollar amount the credit will cost you	The amount of credit provided to you or on your behalf	The amount you will have paid after you have made all payments as scheduled	The total cost of your purchase on credit, including your down payment of
<b>6.99 %</b>	<b>\$ 3626.60</b>	<b>\$ 15963.88</b>	<b>\$ 19590.48</b>	<b>\$ 20240.88</b>

## SUBJECT TO LENDER'S CREDIT APPROVAL

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71 Payments	272.09	Monthly, Beginning 09/27/2005
Payments	N/A	Monthly, Beginning
One Final Payment	272.09	DUE ON 08/27/2011

**Late Charge:** If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.  
**Prepayment:** If you pay off all your debt early, you may be charged a minimum finance charge.  
**Security Interest:** You are giving a security interest in the vehicle being purchased.  
**Additional Information:** See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

## STATEMENT OF INSURANCE

**NOTICE:** No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

### Vehicle Insurance

	Term	Premium
N/A Ded. Comp., Fire & Theft	12 Mos.	N/A
N/A Ded. Collision	12 Mos.	N/A
Bodily Injury	N/A	N/A
Property Damage	N/A	N/A
Medical	N/A	N/A
Total Vehicle Insurance Premiums		N/A

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer ☒ N/A  
Co-Buyer ☒ N/A  
Seller ☒ N/A

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

### Application for Optional Credit Insurance

<input type="checkbox"/> Credit Life: <input type="checkbox"/> Buyer <input type="checkbox"/> Co-Buyer <input type="checkbox"/> Both			
<input type="checkbox"/> Credit Disability (Buyer Only):			
	Term	Exp.	Premium
Credit Life	N/A/Mos.	\$	N/A
Credit Disability	N/A/Mos.	\$	N/A
Total Credit Insurance Premiums		\$	N/A
Insurance Company Name	N/A		
Home Office Address	N/A		

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).  
You want to buy the credit insurance.

☒ N/A  
Date Buyer Signature Age  
☒ N/A  
Date Co-Buyer Signature Age

## ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price		\$ 14123.38(A)
A. Cash Price of Motor Vehicle and Accessories		\$ 14123.38
1. Cash Price Vehicle		\$ 14123.38
2. Cash Price Accessories		N/A
3. Other (Nontaxable)		N/A
B. Document Preparation Fee (not a governmental fee)		\$ 45.00(B)
C. Smog Fee Paid to Seller		\$ 50.00(C)
D. Sales Tax (on taxable items in A+B+C)		\$ 1030.83(D)
E. Optional DMV Electronic Filing Fee		\$ N/A(E)
F. (Optional) Service Contract		\$ 1190.00(F)
G. (Optional) Service Contract		\$ N/A(G)
H. Prior Credit or Lease Balance paid by Seller to		\$ N/A(H)
(see downpayment and trade-in calculation)		
I. (Optional) Gap Contract (to whom paid)		\$ N/A(I)
J. Other (to whom paid)		\$ N/A(J)
For		\$ 16439.21 (1)
Total Cash Price (A through J)		\$ 16439.21
2. Amounts Paid to Public Officials		\$ 158.00(A)
A. License Fees		\$ N/A(B)
B. Registration/Transfer/Titling Fees		\$ 8.75(C)
C. California Tire Fees		\$ N/A(D)
D. Other		\$ N/A(E)
E. Other		\$ N/A(E)
Total Official Fees (A through E)		\$ 166.75 (2)
3. Amount Paid to Insurance Companies		\$ N/A (3)
(Total premiums from Statement of Insurance column a + b)		\$ 8.25 (4)
4. Smog Certification or Exemption Fee Paid to State		\$ 16614.21 (5)
5. Subtotal (1 through 4)		\$ 16614.21
6. Total Downpayment		\$ 8635.00(A)
(A) Agreed Trade-In Value		\$ 8635.00
Model		2002 DODGE TRUC
VIN		187HL38X32S
B. Less Prior Credit or Lease Balance		\$ 9484.67 (B)

C. Net Trade-In (A less B) (indicate if a negative number) \$ -849.67 (C)  
D. Deferred Downpayment \$ N/A (D)  
E. Manufacturer's Rebate \$ 500.00 (E)  
F. Other \$ N/A (F)  
G. Cash \$ 1000.00 (G)  
Total Downpayment (C through G) \$ 650.33 (6)  
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above)  
7. Amount Financed (5 less 6) \$ 15963.88 (7)  
Seller may keep part of these amounts.

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1F. See your gap contract for details on the protection it provides. It is a part of this contract.  
Term N/A Mos N/A  
Name of Gap Contract  
You want to buy a gap contract.  
Buyer X N/A

SELLER ASSISTED LOAN  
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.  
Proceeds of Loan From: N/A  
Amount \$ N/A Finance Charge \$ N/A  
Total \$ N/A Payable in N/A  
Installments of \$ N/A \$ N/A  
from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE  
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:  
☐ Name of autobroker receiving fee, if applicable:  
N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1F and/or 1G above.  
1.F. Company GHPP  
Term 72 Mos of 72000 Miles  
1.G. Company N/A

NOTICE OF RESCISSION RIGHTS  
If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to  
Buyer X  
Co-Buyer X  
OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before  
N/A Year  
SELLER'S INITIALS

HOW THIS CONTRACT CAN BE CHANGED: This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. (No oral changes.)  
Co-Buyer Signs

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.  
WARNING:  
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.  
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.  
THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.  
S/S X N/A

Representations of Buyer and Co-Buyer: The truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6.B, Seller will refund the difference to you.  
Buyer X  
Co-Buyer X N/A

Notice to Buyer:  
(1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles.  
After this contract is signed, the terms of the agreement, terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unenforceable term.  
Buyer Signature  
Co-Buyer Signature X

The Ann... able with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING OFF PERIOD  
California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract for a legal cause, such as fraud.  
Buyer Signature Date 08/28/05 Co-Buyer Signature X Date  
Co-Buyers and Other Owners: A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.  
Other Owner Signature X Address

GUARANTY  
To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.  
Guarantor waives notice of acceptance of this Guaranty; notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.  
Guarantor X Date  
Address  
Seller Signs GILROY CHEVROLET CADILLAC INC Date 08/28/05 Title F&T MGR

JUN 6, 2006 COMPLAINT CAUSE AND CORRECT GILROY CHEVROLET CAD PORT 5006 303

- JOB#: 1 OPERATION: 45CVZ01 DESCRIPTION: STEERING CONCERN
1. COMPLAINT : CUSTOMER STATES VEHICLE LOST POWER STEERING & STEERING LIGHT  
DISPLAYED ON DASH, VEHICLE WAS BUCKING AT SAME TIME.
2. CAUSE : SCANNED SYSTEM, FOUND CODE U2100, U2107- PERFORMED TROUBLE  
CODE DIAGNOSIS. POWER & GROUNDS OK, COMMUNICATION OK.  
CALLED TAC ASSIST CASE #8879612. STEERING COLUMN HAS  
INTERNAL FAULT.
3. CORRECTION: REPLACED STEERING COLUMN & TRANSFERRED ALL PARTS.  
CLEARED CODES.



6720 Bearcat Court • Gilroy, CA 95020  
Service Direct: 408.843.1607 • Fax: 408.846.0065  
Main Number: 408.842.9301

Customer Name: [REDACTED]

A [REDACTED]

H [REDACTED]

Cell: [REDACTED]

Work: [REDACTED]

E-Mail: [REDACTED]

Car Make: CHEV

Model: COBALT

Date of Purchase: 8-27-05

Appointment Date: [REDACTED]

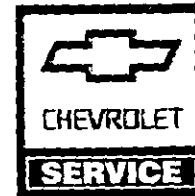
(3 months from the date of purchase)

- Attorney General -

4/11/06 - Mileage at time - 12,151.



**GREENWOOD  
CHEVROLET**  
270 San Felipe Road  
Phone (831) 637-5328  
HOLLISTER, CALIFORNIA 95023



BAR # AM214044

EPA # CAD 981653140

CUSTOMER NO. <b>26150</b>	ADVISOR <b>ERIC SOUZA</b>	TAG NO. <b>48 151</b>	INVOICE DATE <b>06/09/06</b>	INVOICE NO. <b>CVCS71663</b>
<b>HOLLISTER, CA</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>14,046</b>	COLOR <b>/</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET/COBALT/4 DOOR SEDAN</b>			DELIVERY DATE <b>08/25/05</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 2 F 5 5 7</b>			SELLING DEALER NO.
	F.T.E. NO.			P.O. NO.
BUSINESS PHONE		COMMENTS		

JOB# 1 CHARGES

LABOR  
J# 1 09CVZ

ELECTRICAL

TECH(S):243

WARRANTY

CUSTOMER STATES THE SERVICE STEERING COLUMN MESSAGE COMES ON AT TIMES AND THE VEHICLE IS NOT DRIVEABLE. ADVISE..... PERFORMED SYSTEM DIAGNOSTIC INSPECTION THE FOLLOWING CODES WERE STORED IN THE SYSTEM, U2107, U2100, U2105, RECENT STEERING COLUMN REPLACED AT ANOTHER DEALER, RAN THROUGH DIAGNOSTIC TROUBLE TREE ALL INDICATORS LEAD TO A FAULTY BODY CONTROL MODULE, ORDERED PARTS 06/07/06 10:30AM, RECEIVED PART 9:00 AM THURSDAY JUNE 08, 2006, REPLACED AND REPROGRAMMED THE BODY CONTROL MODULE AND THE THEFT DETERRANT SYSTEM, PROGRAMMING WARRANTY CODE FE511, TEST DROVE NO MESSAGE ON VEHICLE RUNS AND OPERATES AS DESIGNED. MILEAGE OUT 14057. LABOR OPP N4800 1.0 .3 ADD DIAG

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	15247501	BCM 2.560	
				TOTAL - PARTS

WARRANTY  
0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR  
J# 2+09CVZ01

ELECTRICAL CONCERN

TECH(S):243

WARRANTY

CUSTOMER STATES THE IGNITION KEY WILL NOT REMOVE FROM THE IGNITION CYLINDER. FOUND BULLETIN # 06-07-30-004B FOR THIS CONDITION. BULLETIN STATES TO REPLACE THE TRANSMISSION CONTROL SHIFTER ASSEMBLY. REPLACE SHIFTER ASSEMBLY. CHECK OPERATION, OK. ROAD TEST, OK. LABOR OPP K5225 .6 .3 ADD DIAG

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	15244165	CONTROL 4.004	
				TOTAL - PARTS

WARRANTY  
0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR  
J# 3+50CVZ05

ENTERPRISE RENTAL

TECH(S):243

WARRANTY

ALTERNATE TRANSPORTATION  
PO#  
COMPLETED

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION
	29444		06/09/06	RENT A CAR

WARRANTY

**COPY**



**GREENWOOD  
CHEVROLET**  
270 San Felipe Road  
Phone (831) 637-5328  
HOLLISTER, CALIFORNIA 95023



BAR # AM214044

EPA # CAD 981653140

CUSTOMER NO. <b>26150</b>	ADVISOR <b>ERIC SOUZA</b>	TAG NO. <b>48 151</b>	INVOICE DATE <b>06/09/06</b>	INVOICE NO. <b>CVCS71663</b>
<b>HOLLISTER, CA</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>14,046</b>	COLOR <b>/</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET/COBALT/4 DOOR SEDAN</b>			DELIVERY DATE <b>08/25/05</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 2 F 5 5 7</b>			SELLING DEALER NO.
	F.T.E. NO.			R.O. DATE <b>06/06/06</b>
BUSINESS PHONE	COMMENTS			

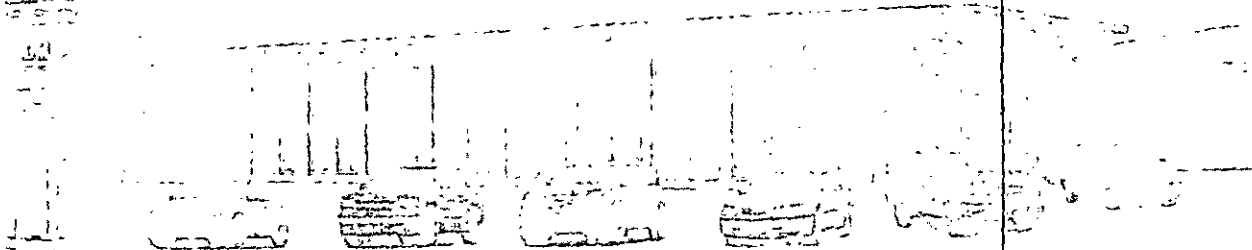
JOB# 3 TOTALS-----  
TOTAL - SUBLET 0.00  
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00  
TOTALS-----  
\*\*\*\*\*  
\* [ ] CASH [ ] CHECK CHECK # [ ] \*  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
\* [ ] AMER EXPRESS [ ] OTHER [ ] CHARGE \*  
\*\*\*\*\*  
TOTAL LABOR.... 0.00  
TOTAL PARTS.... 0.00  
TOTAL SUBLET... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 0.00  
TOTAL INVOICE \$ 0.00

**COPY**

THANK YOU FOR YOUR BUSINESS !!  
YOUR COMPLETE SATISFACTION IS OUR #1 GOAL.  
WE ARE A FAMILY OWNED LOCAL DEALERSHIP.

CUSTOMER SIGNATURE

*[Signature]*



Helena, MT

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15 JULY 2004

Therefore, we will not be able to take any further action regarding your concern until we have an opportunity to discuss this with you. We will continue to hold your file open for 10 days.

Sincerely,

PA0005  
V05112006



**Overallowance/Incentives/Negative Equity Form (non-Florida)**

**Customer:** [REDACTED] **Request #:** 1-41433513  
**BBB#:** CHV0651090

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

☐ **PLEASE NOTE:**     **IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$20342.00
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$15615.00
Difference (If positive, look for Over Allowance) <b>If no Trade in, have Dealer explain why customer paid more than MSRP.</b>	\$4727.00

Trade Allowance (from dealer Bill of Sale)	\$11021.00
Actual Cash Value Statement	\$12021.00
Difference (if positive, this is the overallowance)	\$-1000.00

Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i>	\$11021.00
Actual Cash Value Statement	\$12021.00
Difference (if positive, this is the negative equity )	\$-1000.00

<b><u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u></b>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$20342.00
Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$1000.00

Overallowance and/or Negative Equity minus	<u>\$0</u>
Actual price of Vehicle that should be presented to BBB for ATA	<u>\$19342.00</u>



**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

6/07/06

David Krebs  
Chevrolet of Helena  
1501 Cedar St  
Helena, MT 59601

Re:

Siebel Request: 1-414335136  
2005 Chevrolet Cobalt  
VIN # 1G1AK52F557

Dear Mr. David Krebs:

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

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

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

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

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

Sincerely,

Gracie Ross  
BRC Customer Relationship Specialist  
Ph# 866-790-5700 ext 21186  
FAX# 866-485-4463

# **FAX**

**TO: GRACIE ROSS**

**FROM: Susie Edick**

**FAX: 866-485-4463**

**DATE: 07-17-06**

**RE: REQUEST 1-414335136 -**

**Gracie**

**I will be sending this fax in two parts. The first will be the documentation you request. The second will be the history of repair orders. Let me know if you need anything further.**

**Thanks,**

**SUSIE EDICK  
CHEVROLET OF HELENA  
OFFICE MANAGER  
406-495-3030 FAX 406-449-6303**

1002581

78452

## CHEVROLET OF HELENA #146

1501 CEDAR STREET

ACCOUNTING



HELENA, MT 59601



PHONE: (406) 442-9001

FAX: (406) 495-3076

PAGE 2

HELENA, MT

HOME: BUS:

CELL:

SERVICE ADVISOR: 70105 KELLY HUBBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	05	CHEVROLET COBALT	1G1AK52F557		22830/22846		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10MAY05 IS			18:00 08APR06		0.00	CASH	10APR06
R.O. OPENED		READY	OPTIONS: STK:57609136 1)ILIFE LSSP270633				

08:34 08APR06 14:46 10APR06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
AUTH CODE: PV											

0	0 TPARTS
370	1414 TLABOR

VERSION 1 (EMP# 70105, 08APR06 11:51): COULD NOT VERIFY CUSTOMERS

CONCERN. SCAN CHECKED SYSTEM-NO CODES. CHECKED BULLETINS-NONE.

D CUSTOMER STATES: WINDNOISE ON PASS SIDE.

CAUSE: INSTALLED PASS. SIDE DRIP RAIL MOLDING.

C1020 WEATHERSTRIP SIDE ROOF RAIL RIGHT ALIGN OR REPLACE

70114	WC4	0.13	0.20	370	1414	14.14	14.14
1	15270424 F-WEATHERST	2352	3293	0	39.86	32.93	32.93

FC: 2E

PART#: 15270424

COUNT: 1

CLAIM TYPE:

AUTH CODE:

N3

2352	3293 TPARTS
370	1414 TLABOR

E CUSTOMER STATES: WINDNOISE FROM DRIVERS SIDE.

CAUSE: INSTALLED DRIVERS SIDE DRIP RAIL MOLDING.

C1021 WEATHERSTRIP SIDE ROOF RAIL LEFT ALIGN OR REPLACE

70114	WC4	0.16	0.20	370	1414	14.14	14.14
4	11609417 RETAINER	32	44	0	0.14	0.11	0.44
1	15270425 F-WEATHERST	2650	3710	0	44.92	37.10	37.10

FC: 2E

PART#: 15270425

COUNT: 5

CLAIM TYPE:

AUTH CODE: B

N3

2682 3754 TPARTS

## STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

1002581

78452

## CHEVROLET OF HELENA #146

1501 CEDAR STREET

ACCOUNTING



HELENA, MT 59601



PHONE: (406) 442-9001

FAX: (406) 495-3076

HELENA, MT

HOME

CELL

US:

PAGE 3

SERVICE ADVISOR: 70105 KELLY HUBBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	05	CHEVROLET COBALT	1G1AK52F557		22830/22846	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10MAY05 IS			18:00 08APR06		0.00	CASH	10APR06

R.O. OPENED	READY	OPTIONS:
		STK:57609136 1) ILIFE LSSP270633

08:34 08APR06	14:46 10APR06							
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP

LIST	NET	TOTAL
------	-----	-------

F CUSTOMER STATES: PASS DOOR UPHOSTRY COMMING LOOSE.

CAUSE: ADDRESSED BULLETIN#05-08-64-036B

C9741 BULLETIN 05-08-64-036B

70114 WC4 0.07 0.20 370 1414 14.14 14.14

1 15876550 F-CUP 575 805 0 10.09 8.05 8.05

FC: 93

PART#: 15876550

COUNT: 1

CLAIM TYPE:

AUTH CODE:

MH

575 805 TPARTS

370 1414 TLABOR

VERSION 1 (EMP# 70105, 08APR06 11:56): INSTALLED PASS. FRONT DOOR INSIDE

GRAB HANDLE C UP PER BULLETIN.

G INT LIFETIME LOF

ILIFE INT LIFETIME LOF

76870 ILIFE 0.24 0.40 500 450 4.50 4.50

1 12579143 FILTER 448 5 0 5.27 0.05 0.05

5 5W30 5W30 OIL 789 1045 0 2.12 2.09 10.45

H\*\* CUSTOMER STATES; WINDNOISE FROM PASS. REAR DOOR.

CAUSE: WEATHERSTRIP ON PASS. REAR DOOR HAS LOW TENSION.

C1130 WEATHERSTRIP REAR DOOR OPENING RIGHT ALIGN

OR REPLACE

70114 WC4 0.45 0.20 370 1414 14.14 14.14

1 15798473 WEATHERST 2938 4113 0 49.80 41.13 41.13

FC: 2E

PART#: 15798473

COUNT: 1

CLAIM TYPE:

AUTH CODE:

N3

2938 4113 TPARTS

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DEALER, DEALER, MANAGER OR AUTHORIZED PERSON (DATE)

## DESCRIPTION

## TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

SALES TAX

PLEASE PAY THIS AMOUNT

1002581

78452

## CHEVROLET OF HELENA #146

1501 CEDAR STREET

ACCOUNTING



HELENA, MT 59601



PHONE: (406) 442-9001

FAX: (406) 495-3076

HELENA, MT

HOME:

BUS:

CELL:

PAGE 4

SERVICE ADVISOR: 70105 KELLY HUBBERT

SERVICE ADVISOR: JOE'S KELLEY HOBERT										
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN/OUT		TAG
BLACK	05	CHEVROLET COBALT		1G1AK52F557				22830/22846		
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO		RATE	PAYMENT	INV DATE	
10MAY05 IS			18:00 08APR06				0.00	CASH	10APR06	
R.O OPENED		READY		OPTIONS: STK:57609136 1)ILIFE LSSP270633						

08:34 08APR06 14:46 10APR06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

370 1414 TLABOR

VERSION 1 (EMP# 70105,08APR06 11:58): REPLACED WEATHERSTRIP ON PASS.

REAR DOOR.

I\*\* CUSTOMER STATES;WINDNOISE FROM DRIVERS REAR DOOR.

CAUSE: PASSENGER REAR DOOR DOES NOT LINE UP WITH BODY LINES-NOISE @

REAR CORNER.

C1131 WEATHERSTRIP REAR DOOR OPENING LEFT ALIGN

OR REPLACE

70114	WC4	0.15	0.20	370	1414		14.14	14.14
1	15798473	WEATHERST		2938	4113	0	49.80	41.13

FC: 2E

PART#: 15798473

COUNT: 1

CLAIM TYPE:

AUTH CODE: B

N3

2938 4113 TPARTS

370 1414 TLABOR

VERSION 1 (EMP# 70105,08APR06 12:02): NEEDS TO GO TO A BODY SHOP

YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL

IF YOU'RE NOT ABLE TO ANSWER "COMPLETELY

SATISFIED" TO ALL QUESTIONS, PLEASE CONTACT

DOUG OR KELLY. YOUR SATISFACTION IS OUR #1

GOAL. THANK YOU FOR YOUR BUSINESS! SERVICE

DEPARTMENT IS OPEN SATURDAYS.

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
44200	10605	2775		47200	16078	11485	
44100	450	500		47120	5	448	
47850	1045	785		22000	26683	*****	
21400	1500	*****	78452				

COST, SALE, &amp; COMP TOTALS 15993 28183 0

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(PRINT) DEALER, SERVICE MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



1002581

76815

## CHEVROLET OF HELENA #146

1501 CEDAR STREET

HELENA, MT 59601

PHONE: (406) 442-9001

FAX: (406) 495-3076

ACCOUNTING



PAGE 1

HELENA, MT

HOME: BUS:

CELL: SERVICE ADVISOR: 78017 ED MCDONALD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	05	CHEVROLET COBALT	1G1AK52F557		19752/19752		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV DATE
10MAY05 IS			18:00 18FEB06		0.00	CASH	20FEB06
R.O. OPENED		READY	OPTIONS: STK:57609136 1)ILIFE LSSP270633				

08:33 18FEB06 15:41 20FEB06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES INSTRUMENT CLUSTER INFO READ ERRATIC FUEL GAUGE AT 1/2 WILL GET LOW FUEL MESSAGE											
CAUSE: REPROGRAMMED BCM WITH UPDATE PROGRAM IPC FOR FUEL GAUGE											
N4808 BODY CONTROL MODULE REPROGRAMMING WITH SPS											
	70101	WC4		0.58	0.60	1170	4242			42.42	42.42
FC: 3L PART#: COUNT: 0											
CLAIM TYPE:											
AUTH CODE:											
AV											

0 0 TPARTS

1170 4242 TLABOR

VERSION 1 (EMP# 78017,20FEB06 14:05): REPROGRAMMED PCM

B REAR WINDOWS LEAK AIR

BM BODY MISC. REPAIRS

70101 TCM 0.00 0.00 0 0 0.00 0.00

VERSION 1 (EMP# 78017,20FEB06 14:05): ORDER PARTS

C BRAKS GRAB WHEN APPLIED

BRK BRAKE WORK

70101 TCM 0.00 0.00 0 0 0.00 0.00

VERSION 1 (EMP# 78017,20FEB06 14:05): COULD NOT DUPLICATE CONCERN

D PASSENGER DOOR PANEL COMING APART

BM BODY MISC. REPAIRS

70101 TCM 0.00 0.00 0 0 0.00 0.00

VERSION 1 (EMP# 78017,20FEB06 14:06): ORDER PART

E BOTH FRONT TIRES LOOSE AIR

TIRE REPAIR TIRE

79080 CCM 0.00 0.00 0 0 0.00 0.00

VERSION 1 (EMP# 78017,20FEB06 14:08): LEFT FRONT TIRE HAD 90 PSI RIGHT

FRONT TIRE HAD 80 PSI RESET TIRE PRESSURE

VERSION 2 (EMP# 78017,20FEB06 14:11): LEFT FRONT TIRE HAD 90 PSI RIGHT

FRONT TIRE HAD 80 PSI RESET TIRE PRESSURE TIRES WORN OUT

F\*\* INT LIFETIME LOP

ILIFE INT LIFETIME LOP

79080ILIFE 0.00 0.30 270 450 4.50 4.50

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(PRINT) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	



1002581

76815

## CHEVROLET OF HELENA #146

1501 CEDAR STREET

ACCOUNTING

HELENA, MT 59601

PHONE: (406) 442-9001

FAX: (406) 495-3076

HELENA, MT

HOME:

BUS:

CELL:

PAGE 2

SERVICE ADVISOR: 78017 ED MCDONALD

SERVICE ADVISOR: 70017 ED McDONALD									
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/OUT		TAG
BLACK	05	CHEVROLET COBALT		1G1AK52F557			19752/19752		
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO	RATE	PAYMENT	INV DATE	
10MAY05 IS			18:00 18FEB06			0.00	CASH	20FEB06	
R.O. OPENED		READY		OPTIONS: STK:57609136 1) ILIFE LSSP270633					

08:33 18FEB06 15:41 20FEB06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
1	12579143		FILTER			448	5	0	5.27	0.05	0.05
5	5W30	5W30	OIL			735	1045	0	2.09	2.09	10.45

YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL  
IF YOU'RE NOT ABLE TO ANSWER "COMPLETELY  
SATISFIED" TO ALL QUESTIONS, PLEASE CONTACT  
DOUG OR KELLY. YOUR SATISFACTION IS OUR #1  
GOAL. THANK YOU FOR YOUR BUSINESS! SERVICE  
DEPARTMENT IS OPEN SATURDAYS.

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
44200	4242	1170		44300	0	0	
44000	0	0		44100	450	270	
47120	5	448		47850	1045	735	
22000	4242	*****		3999	0	*****	76815
20500	0	*****		21400	1500	*****	76815

COST, SALE, &amp; COMP TOTALS 2623 5742 0

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TECHNICIAN: DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

1002581

73207

## CHEVROLET OF HELENA

1501 CEDAR STREET

ACCOUNTING

HELENA, MT 59601

PHONE: (406) 442-9001

FAX: (406) 442-6893

HELENA, MT

PAGE 1

HOME: BUS:

CELL: SERVICE ADVISOR: 70083 DOUGLAS GILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	05	CHEVROLET COBALT	1G1AK52F557		14128/14128		
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
10MAY05 IS			18:00 03NOV05		0.00	CASH	07NOV05

R.O. OPENED READY OPTIONS: STR:57609136 1) ILIFE LSSP270633

17:30 02NOV05 09:50 07NOV05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	INT	LIFETIME	LOF								
			ILIFE INT LIFETIME LOF								
			77154 ILIFE	0.37	0.30	450	450			4.50	4.50
			1 12579143 FILTER			448	5	0	5.27	0.05	0.05
			5 5W30 5W30 OIL			735	1045	0	2.09	2.09	10.45

VERSION 1 (EMP# 70083,03NOV05 15:06): AS REQUESTED

B CUSTOMER STATES CK ENG LITE ON

CAUSE: LIGHT OFF CURRENTLY, HISTORY CODE P1516 STORED, TAC PERFORMANCE, OPERATING CORRECTLY, CHECKED ALL CONNECTIONS AND TERMINALS, OK N6606 WIRING AND/OR CONNECTOR FUEL SYSTEM REPAIR

OR REPLACE

77154 WC4 0.38 0.40 600 2724 27.24 27.24

PC: 2W PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

WG

0 0 TPARTS  
600 2724 TLABOR

VERSION 1 (EMP# 70083,03NOV05 15:22): NO SERVICE BULLETINS PERTAINING TO

C CUSTOMER STATES BRAKES SQUEAL

CAUSE: VERIFIED NOISE ON TEST DRIVE, DUST ON DISC BRAKE PADS

H0042 PADS, DISC BRAKE FRONT R&amp;R OR REPLACE

77154 WC4 0.65 0.50 750 3405 34.05 34.05

1 12378392 CLEANER 282 395 0 4.95 3.95 3.95

PC: 2C

PART#: 12378392

COUNT: 1

CLAIM TYPE:

AUTH CODE:

NV

282 395 TPARTS  
750 3405 TLABOR

VERSION 1 (EMP# 70083,03NOV05 15:25): DEGLAZED PADS AND ROTORS, NOT

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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## DESCRIPTION

## TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INS/DED/DIS

SALES TAX

PLEASE PAY  
THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

1002581

73207

## CHEVROLET OF HELENA

1501 CEDAR STREET

ACCOUNTING



HELENA, MT 59601



PHONE: (406) 442-9001

FAX: (406) 442-6893

HELENA, MT

HOME:

BUS:

CELL:

PAGE 2

SERVICE ADVISOR: 70083 DOUGLAS GILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	05	CHEVROLET COBALT	1G1AK52F557		14128/14128		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10MAY05 IS			18:00 03NOV05		0.00	CASH	07NOV05
R.O. OPENED		READY	OPTIONS: STK:57609136 1) ILIFE LSSP270633				

17:30 02NOV05 09:50 07NOV05

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL  
 AFFECTING BRAKE PERFORMANCE, DRIVEN IN DUSTY CONDITIONS BRAKE NM NOISE  
 WILL APPEAR

D CUSTOMER STATES BACKING DOWN DRIVEWAY STEERING FEELS STRANGE  
 CAUSE: NOT ABLE TO VERIFY ABNORMAL NOISE

EB060 TIE ROD END AND/OR ADJUSTER SLEEVE RIGHT  
 REPLACE

77154 WC4 0.45 0.30 450 2043 20.43 20.43

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

02

0 0 TPARTS

450 2043 TLABOR

VERSION 1 (EMP# 70083, 03NOV05 15:26): OPERATING AS DESIGNED AT THIS  
 TIME, NO SERVICE BULLETINS RELATING TO, VEHICLE HAS HAD UNDER BO DY  
 DAMAGE TO CHASSIS, SUGGEST TAKING TO A BODY SHOP FOR REPAIRS

E CUSTOMER STATES NOISE ON BUMPS LEFT FRONT WHEEL AREA  
 CAUSE: TEST DROVE, NOT ABLE TO VERIFY ABNORMAL NOISE

TR TRANSMISSION REPAIR

77154 ICM 0.30 0.00 0 0 0.00 0.00

VERSION 1 (EMP# 70083, 03NOV05 15:39): OPERATING AS DESIGNED, INSPECTED  
 STEERING SUSPE NSION

F FABRIC COMING APART ON DOOR PANEL

CAUSE: FABRIC COMING LOOSE AROUND DOOR POCKET AGAIN, PANEL WAS

PREVIOUSLY

BM BODY MISC. REPAIRS

9999 ICM 0.00 0.00 0 0 0.00 0.00

VERSION 1 (EMP# 70083, 03NOV05 15:40): REPLACED, SHOWED CUSTOMER OLD  
 PANEL, WILL ORDER AND TALK TO PARTS AREA MANAGER

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE  
 INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE  
 SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO  
 OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE  
 VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED  
 UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY  
 ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS  
 CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT  
 NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY  
 MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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 including any implied warranty of  
 merchantability or fitness for a  
 particular purpose. Seller neither  
 assumes nor authorizes any other  
 person to assume for it any liability  
 in connection with the sale of this  
 item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS/DED/DIS	
SALES TAX	
PLEASE PAY THIS AMOUNT	



1002581

73207

## CHEVROLET OF HELENA

1501 CEDAR STREET

ACCOUNTING



HELENA, MT 59601



PHONE: (406) 442-9001

FAX: (406) 442-6893

HELENA, MT

HOME:

BUS:

CELL:

PAGE 3

SERVICE ADVISOR: 70083 DOUGLAS GILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG	
BLACK	05	CHEVROLET COBALT	1G1AK52F557		14128/14128		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
10MAY05 IS			18:00 03NOV05		0.00	CASH	07NOV05

R.O. OPENED READY OPTIONS: STK:57609136 1) LIFE LSSP270633

17:30 02NOV05 09:50 07NOV05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL  
IF YOU'RE NOT ABLE TO ANSWER "COMPLETELY  
SATISFIED" TO ALL QUESTIONS, PLEASE CONTACT  
DOUG OR KELLY. YOUR SATISFACTION IS OUR #1  
GOAL. THANK YOU FOR YOUR BUSINESS! SERVICE  
DEPARTMENT IS OPEN SATURDAYS.

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
44100	450	450	73207	47120	5	448	
47850	1045	735		44200	8172	1800	
47200	395	282		44300	0	0	73207
21400	1500	*****	73201	22000	8567	*****	
70110	0	*****	73207				

COST, SALE, &amp; COMP TOTALS 3715 10067 0

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS/DED/D/S	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

## CHEVROLET OF HELENA

1002581

71093

1501 CEDAR STREET

ACCOUNTING

HELENA, MT 59601

PHONE: (406) 442-9001

FAX: (406) 442-6893

PAGE 1

HELENA, MT

HOME: BUS:

CELL: SERVICE ADVISOR: 70083 DOUGLAS GILL

CELL: [REDACTED] SERVICE ADVISOR: 70085 BOSS [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	05	CHEVROLET COBALT	1G1AK52F557 [REDACTED]		10488/10493		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10MAY05 IS			18:00 03SEP05		0.00	CASH	09SEP05
R.O. OPENED		READY	OPTIONS: STK:57609136 1) ILIFE LSSP270633				

08:14 03SEP05 15:10 09SEP05

08:14	03SEP05	15:10	09SEP05								
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES LEAK-DRIVERS SIDE-FRONT.											
CAUSE: RAISED UP TO INSPECT.											

C1081 WEATHERSTRIP FRONT DOOR OPENING LEFT ALIGN  
OR REPLACE

70114 WC4 0.20 0.20 370 1362 13.62 13.62

FC: 3A PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

VN

0 0 TPARTS

370 1362 TLABOR

VERSION 1 (EMP# 70105,03SEP05 12:22): NO WETNESS ANYWHERE. NO LEAK  
DETECTED CHECKED ALL FLUID LEVELS-ALL OK. COULD NOT VERIFY CUSTOMERS  
CONCERN.

B INT LIFETIME LOF

ILIFE INT LIFETIME LOF

78109ILIFE 0.25 0.30 360 450 4.50 4.50

1 12579143 FILTER 448 5 0 5.27 0.05 0.05

5 5W30 5W30 OIL 735 1045 0 2.09 2.09 10.45

C CUSTOMER STATES;WHEN PARK VEHICLE SHUT OFF BY ITSELF.

CAUSE: TEST DROVE.

J9991 CUSTOMER CONCERN NOT DUPLICATED

70114 WC4 0.29 0.30 555 2043 20.43 20.43

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

PU

0 0 TPARTS

555 2043 TLABOR

VERSION 1 (EMP# 70105,03SEP05 12:26): STARTED & STOPPED(PUT IN PARK)  
NUMEROUS TIMES. CHECKED BULLETINS NO BULLETINS FOR THIS CONCERN. COULD  
NOT VERIFY CUSTOMERS CONCERN.

D CUSTOMER STATES;WITH CRUISE ON-UNDER LOAD(UP HILL)RPM WENT WAY UP(7)

CAUSE: TEST DROVE.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS/DED/DIS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

## CHEVROLET OF HELENA

1002581

71093

1501 CEDAR STREET

ACCOUNTING

HELENA, MT 59601

PHONE: (406) 442-9001

FAX: (406) 442-6893

HELENA, MT

PAGE 2

HOME: [REDACTED] BUS: [REDACTED]  
CELL: [REDACTED]

SERVICE ADVISOR: 70083 DOUGLAS GILL

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	05	CHEVROLET COBALT	1G1AK52F557		10488/10493		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10MAY05 IS			18:00 03SEP05		0.00	CASH	09SEP05
R.O. OPENED		READY	OPTIONS: STK:57609136 1)ILIFE LSSP270633				

08:14 03SEP05 15:10 09SEP05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	R1245	SWITCH, CRUISE CONTROL RELEASE CLUTCH R&R									
		OR REPLACE									
		70114 WC4	0.26	0.30	555	2043			20.43	20.43	
		FC: 6D PART#: COUNT: 0									
		CLAIM TYPE:									
		AUTH CODE:									
		OL									
		0				0 TPARTS					
		555				2043 TLABOR					

VERSION 1 (EMP# 70105,03SEP05 12:28): 2ND GEAR 70mph@6200RPM. ENGINE COMPUTER WILL NOT ALLOW ENGINE SPEED TO EXCEED 6300rpm. TO DOWNSHIFT INTO 2nd,SPEED HAS TO BE LESS THAN 62mph. COULD NOT VERIFY CUSTOMERS CONCERN.

E CUSTOMER STATES,PULL UP ON PARKING BRAKE &amp; HAD A ABNORMAL

NOISE-HAPPEND 1 TIME.

CAUSE: TEST DROVE.

H2880	CABLE, PARKING BRAKE REAR RIGHT REPLACE										
70114	WC4	0.25	0.20	370	1362				13.62	13.62	
	FC: 2N PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	NF										

0 0 TPARTS  
370 1362 TLABOR

VERSION 1 (EMP# 70105,03SEP05 12:29): APPLIED PARKING BRAKE NUMEROUS TIMES ON DIFFERENT INCLINATIONS. COULD NOT VERIFY CUSTOMERS CONCERN.

F CUSTOMER STATES,HAS A LITTLE BUMP @ THE END OF THE DRIVEWAY-WHEN HIT SOUNDS LIKE THE FRONT END IS FALLING OFF.

CAUSE: TEST DROVE TO VERIFY

J3202	SUPPORT, RADIATOR UPPER REPLACE										
70114	WC4	0.22	0.20	370	1362				13.62	13.62	
	FC: 2W PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS/DED/DIS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE



## CHEVROLET OF HELENA

1002581

71093

1501 CEDAR STREET

ACCOUNTING

HELENA, MT 59601

PHONE: (406) 442-9001

FAX: (406) 442-6893

HELENA, MT

PAGE 3

BUS:

SERVICE ADVISOR: 70083 DOUGLAS GILL

CELL:											
COLOR	YEAR	MAKE/MODEL			VIN		LICENSE		MILEAGE IN/ OUT		TAG
BLACK	05	CHEVROLET COBALT			1G1AK52F557				10488/10493		
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO		RATE	PAYMENT		INV DATE	
10MAY05 IS			18:00 03SEP05				0.00	CASH		09SEP05	
R.O. OPENED		READY		OPTIONS: STK:57609136 1) ILIFE LSSP270633							
08:14 03SEP05		15:10 09SEP05									
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
NO											

0 0 TPARTS

370 1362 TLABOR

VERSION 1 (EMP# 70105,03SEP05 12:32): COULD NOT VERIFY CUSTOMERS CONCERN. N O T E: INSPECTED FRONT END-SOMETHING HAS HIT THE LOWER RADIATOR SUPPORT & BENT IT UP-RADIATOR CAN BE MOVED BY HAND.NEED NEW SUPPORT.

VERSION 2 (EMP# 70105,03SEP05 12:41): COULD NOT VERIFY CUSTOMERS CONCERN. N O T E: INSPECTED FRONT END-SOMETHING HAS HIT THE LOWER RADIATOR SUPPORT & BENT IT UP-RADIATOR CAN BE MOVED BY HAND.NEED NEW SUPPORT. PIX ARE AVAILABLE FOR VIEWING.

G\*\* CUSTOMER STATES;R.F. DOOR PANEL HAS MATERIAL COMMING OFF.

CAUSE: MATERIAL IS COMMING OFF DOOR PANEL

C3348 TRIM ASSEMBLY, FRONT DOOR RIGHT ONE PIECE

R&R OR REPLACE

70114 WC4 0.44 0.30 555 2043 20.43 20.43

1 15261866 F-PANEL 9449 13229 0 165.77 132.29 132.29

FC: 3F

PART#: 15261866

COUNT: 1

CLAIM TYPE:

AUTH CODE:

ON

9449 13229 TPARTS

555 2043 TLABOR

VERSION 1 (EMP# 70105,03SEP05 12:33): REPLACED DOOR PANEL.

TALKED WITH CUSTOMER-WE WOULD YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL  
 LIKE TO RIDE WITH CUSTOMERS TO IF YOU'RE NOT ABLE TO ANSWER "COMPLETELY  
 VERIFY CONCERNS. CUSTOMER DID SATISFIED" TO ALL QUESTIONS. PLEASE CONTACT  
 NOT HAVE TIME TO DUE THIS. DOUG OR KELLY. YOUR SATISFACTION IS OUR #1  
 ASKED TO LOCK KEYS IN CAR IF GOAL. THANK YOU FOR YOUR BUSINESS! SERVICE  
 NOT HERE BY CLOSIN G... DEPARTMENT IS OPEN SATURDAYS.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS/OLD/DIS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

1002581

71093

## CHEVROLET OF HELENA

1501 CEDAR STREET

ACCOUNTING

HELENA, MT 59601

PHONE: (406) 442-9001

FAX: (406) 442-6893

PAGE 4

HELENA, MT

HOME

CELL

BUS:

SERVICE ADVISOR: 70083 DOUGLAS GILL

SERVICE ADVISOR: 70683 DOUGLAS GILL									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG	
BLACK	05	CHEVROLET COBALT		1G1AK52F557		10488/10493			
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO	RATE	PAYMENT	INV DATE	
10MAY05 IS			18:00 03SEP05			0.00	CASH	09SEP05	
R.O. OPENED		READY		OPTIONS: STK:57609136 1) ILIFE LSSP270633					

08:14 03SEP05 15:10 09SEP05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL				
	10215	2775			450	360					
	5	448			1045	735					
	13229	9449			1500	71099					
	23444										

COST, SALE, &amp; COMP TOTALS 13767 24944 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE



## CHEVROLET OF HELENA

1002581

69311

1501 CEDAR STREET

ACCOUNTING

HELENA, MT 59601

PHONE: (406) 442-9001

FAX: (406) 442-6893

HELENA, MT

HOME: BUS:

CELL: SERVICE ADVISOR: 70113 JAMIE HEGSTAD

PAGE 1

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	05	CHEVROLET COBALT	1G1AK52F557		6480/6485		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
10MAY05 IS			18:00 19JUL05		0.00	CASH	20JUL05
R.O. OPENED		READY	OPTIONS: STK:57609136 1) ILIFE LSSP270633				

17:34 19JUL05 14:57 20JUL05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CUSOTMER STATES CK NO POWER STEERING

CAUSE: NO POWER STEERING

E9740 GEAR ASSEMBLY, POWER STEERING REPLACE

77154	WC4	0.66	0.60	900	3966		39.66	39.66
-------	-----	------	------	-----	------	--	-------	-------

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OJ

0 0 TPARTS

900 3966 TLABOR

VERSION 1 (EMP# 70113, 20JUL05 14:02): ROAD TEST COULD NOT DUPLICATE

CUSOTMERS CONCERN .CHECKED CONNECTIONS AT TORQUE SENSOR.FOUND CON

NECTIONS TIGHT. SCANNED COMPUTER NO CODES STORED. NO PROBLEM FOUND

B TOW IN

CAUSE: TOW

T2020 TOWING

9999	WC4	0.00	0.00	0	0		0.00	0.00
------	-----	------	------	---	---	--	------	------

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

0 0 TPARTS

0 0 TLABOR

SUBL J AND D

PO#11371

WC4	5000	5000		50.00	50.00
-----	------	------	--	-------	-------

VERSION 1 (EMP# 70113, 20JUL05 14:01): HELENA TOW

C CUSTOMER STATES CK CAR JERKS AS DRIVING

CAUSE: CAR JERKS

AS AXLES / SUSPENSION

77154	ICM	0.00	0.00	0	0		0.00	0.00
-------	-----	------	------	---	---	--	------	------

VERSION 1 (EMP# 70113, 20JUL05 14:03): ROAD TEST COULD NOT DUPLICATE

CUSTOMERS CONCERN : CNO PROBLEM FOUND

D CUSTOM ERSTATES CK TRANS MAKES WHINING NOISE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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## DESCRIPTION

## TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INS/DED/DIS

SALES TAX

PLEASE PAY

THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

## CHEVROLET OF HELENA

1002581

69311

1501 CEDAR STREET

ACCOUNTING



HELENA, MT 59601



PHONE: (406) 442-9001

FAX: (406) 442-6893

PAGE 2

HELENA, MT

HOME: [REDACTED] BUS:

CELL: [REDACTED] SERVICE ADVISOR: 70113 JAMIE HEGSTAD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	05	CHEVROLET COBALT	1G1AK52F557		6480/6485		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV DATE
10MAY05 IS			18:00 19JUL05		0.00	CASH	20JUL05
R.O. OPENED		READY	OPTIONS: STK:57609136 1) ILIFE LSSP270633				
17:34 19JUL05		14:57 20JUL05					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CAUSE: TRANS WHINE											

TR TRANSMISSION REPAIR

77154	ICM	0.00	0.00	0	0	0.00	0.00				
-------	-----	------	------	---	---	------	------	--	--	--	--

VERSION 1 (EMP# 70113, 20JUL05 14:04): ROAD TEST FOR TRANS WHINE. FOUND

NOISE TO BE NOR MAL OPERATING CHARACTERISTIC NO PROBLEM FOUND

YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL

IF YOU'RE NOT ABLE TO ANSWER "COMPLETELY

SATISFIED" TO ALL QUESTIONS, PLEASE CONTACT

DOUG OR KELLY. YOUR SATISFACTION IS OUR #1

GOAL. THANK YOU FOR YOUR BUSINESS! SERVICE

DEPARTMENT IS OPEN SATURDAYS.

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	3966	900		[REDACTED]	5000	5000	11371
	0	0	69311		0	69311	
	8966						

COST, SALE, &amp; COMP TOTALS 5900 8966 0

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

## CHEVROLET OF HELENA

1002581

68963

1501 CEDAR STREET

ACCOUNTING

HELENA, MT 59601

PHONE: (406) 442-9001

FAX: (406) 442-6893

HELENA, MT

PAGE 1

HOME: [REDACTED] BUS:

CELL: [REDACTED] SERVICE ADVISOR: 70105 KELLY HUBBERT

CELL: [REDACTED]		SERVICE ADVISOR: [REDACTED]					
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	05	CHEVROLET COBALT	1G1AK52F557 [REDACTED]		5209/5211	T212	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10MAY05	IS		18:00 11JUL05		0.00	CASH	12JUL05
R.O. OPENED		READY	OPTIONS: STK:57609136 1) ILIFE LSSP270633				

12:07 11JUL05 14:28 12JUL05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A INT LIFETIME LOP

ILIFE INT LIFETIME LOP

76870	ILIFE	0.32	0.40	288	520				5.20	5.20
1	12579143	FILTER		448	5	0	5.27	0.05	0.05	
5	5W30	5W30 OIL		735	775	0	1.90	1.55	7.75	

B CUSTOMER STATES; BRAKE SQUEEK &amp; GRAB-1 TIME FELT LIKE IT DIDNT HAVE

BRAKE

CAUSE: CLEANED BRAKE DUST OFF CALIPERS &amp; ROTORS.

HC087 CALIPER ASSEMBLY FRONT BOTH R&amp;R

70110	WC4	0.23	0.20	250	1322				13.22	13.22
-------	-----	------	------	-----	------	--	--	--	-------	-------

PC: 1Y PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NU

0 0 TPARTS

250 1322 TLABOR

C CUSTOMER STATES; INTERMITTLY WILL NOT START (NO TURN OVER) - 1 TIME DID

HEAR A CLICK.....

CAUSE: COULD NOT VERIFY CUSTOMER'S CONCERN.

N0120 CABLES, BATTERY POSITIVE BATTERY CABLE

REPLACE

70110	WC4	0.20	0.20	250	1322				13.22	13.22
-------	-----	------	------	-----	------	--	--	--	-------	-------

PC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

PN

0 0 TPARTS

250 1322 TLABOR

VERSION 1 (EMP# 70105, 11JUL05 17:28): TESTED BATTERY-TESTED

GOOD(825cca) CHECKED CABLE'S-TIGHT.

D CUSTOMER STATES; PASS DOOR PANEL-ARMREST-FABRIC COMING LOOSE

CAUSE: ORDER DOOR PANEL-FABRIC IS COMING OFF.

BM BODY MISC. REPAIRS

70110	ICM	0.00	0.00	0	0				0.00	0.00
-------	-----	------	------	---	---	--	--	--	------	------

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## DESCRIPTION

## TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INS/DED/DIS

SALES TAX

PLEASE PAY THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE



1002581

68963

## CHEVROLET OF HELENA

1501 CEDAR STREET

ACCOUNTING

HELENA, MT 59601

PHONE: (406) 442-9001

FAX: (406) 442-6893

PAGE 2

HELENA, MT

HOME: BUS:

CELL: SERVICE ADVISOR: 70105 KELLY HUBBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	05	CHEVROLET COBALT	1G1AK52F557		5209/5211	T212	
DEL DATE	PROD DATE	WARH EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10MAY05 IS			18:00 11JUL05		0.00	CASH	12JUL05
R.O. OPENED		READY	OPTIONS: STK:57609136 1)ILIFE LSSP270633				

12:07 11JUL05 14:28 12JUL05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
E CUSTOMER START WHEN SHUTTING OFF SOUNDS LIKE A JET ENGINE											
CAUSE: VERIFIED CUSTOMER CONCERN. NOISE IS COMING FROM COOLING FANS											
WINDING DOWN-NORMAL (COMPARED TO STOCK #51592275-SAME)											
J3400 MOTOR AND/OR BLADE, ELECTRIC COOLING FAN											
RIGHT OR SINGLE REPLACE											
	70110	WC4	0.37	0.30		375	1983			19.83	19.83
FC: 9Z PART#: COUNT: 0											
CLAIM TYPE:											
AUTH CODE:											
NZ											
			0			0	TPARTS				
			375			1983	TLABOR				

F CUSTOMER STATES A/C INTERMITTENT.

CAUSE: COULD NOT VERIFY CUSTOMERS CONCERN.

D9995 CUSTOMER CONCERN NOT DUPLICATED

	70110	WC4	0.26	0.20		250	1322			13.22	13.22
FC: 9Z PART#: COUNT: 0											
CLAIM TYPE:											
AUTH CODE:											
OL											
			0			0	TPARTS				
			250			1322	TLABOR				

G CUSTOMER STATES WHEN BACKING OUT OF GARAGE MAKE A ABNORMAL NOISE.

CAUSE: COULD NOT VERIFIED CUSTOMERS CONCERN.

E4300 BEARING AND HUB ASSEMBLY, REAR WHEEL RIGHT

REPLACE											
	70110	WC4	0.34	0.30		375	1983			19.83	19.83
FC: 9Z PART#: COUNT: 0											
CLAIM TYPE:											
AUTH CODE:											
NH											
			0			0	TPARTS				
			375			1983	TLABOR				

H CUSTOMER STATES; INTERMITTLY-WARNING LAMPS COME ON WHILE DRIVEING.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

## STATEMENT OF DISCLAIMER

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS/DED/DIS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

1002581

68963

## CHEVROLET OF HELENA

1501 CEDAR STREET

ACCOUNTING



HELENA, MT 59601



PHONE: (406) 442-9001

FAX: (406) 442-6893

HELENA, MT

HOME: BUS:

CELL: SERVICE ADVISOR: 70105 KELLY HUBBERT

PAGE 3

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	05	CHEVROLET COBALT	1G1AK52F557		5209/5211	T212	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10MAY05 IS			18:00 11JUL05		0.00	CASH	12JUL05

R.O. OPENED READY OPTIONS: STK:57609136 1)ILIFE LSSP270633

12:07 11JUL05 14:28 12JUL05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

CAUSE: COULD NOT VERIFY CUSTOMERS CONCERN

N9522 BULLETIN 05-08-49-020

70110 WC4 0.70 0.40 500 2644 26.44 26.44

FC: 93 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

AV

0 0 TPARTS

500 2644 TLABOR

VERSION 1 (EMP# 70105, 11JUL05 17:40): CHECKED BULLETINS-ADRESSED

BULLETIN 05-08-49-02 0. REPROGRAMMED IPC PER BULLETIN

YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL  
 IF YOU'RE NOT ABLE TO ANSWER "COMPLETELY  
 SATISFIED" TO ALL QUESTIONS, PLEASE CONTACT  
 DOUG OR KELLY. YOUR SATISFACTION IS OUR #1  
 GOAL. THANK YOU FOR YOUR BUSINESS! SERVICE  
 DEPARTMENT IS OPEN SATURDAYS.

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	520	288			5	448	
	775	735			10576	2000	
	0	0	68963		10576		
	1300	57609136					
	0	68963					

COST, SALE, &amp; COMP TOTALS 3471 11876 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

## CHEVROLET OF HELENA

66687

1501 CEDAR STREET

ACCOUNTING



HELENA, MT 59601



PHONE: (406) 442-9001

FAX: (406) 442-6893

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 70113 JAMIE HEGSTAD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	05	CHEVROLET COBALT	1G1AK52F557		7/7		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
IS			18:00 06MAY05		0.00	CASH	07MAY05
R.O. OPENED		READY	OPTIONS: STK:57609136				

14:29 06MAY05 11:44 07MAY05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A NEW CAR PREP

NCP NEW CAR PREP

70082 ICP 0.19 1.10 1100 7271 72.71 72.71

VERSION 1 (EMP# 70113, 07MAY05 11:43): NEW CAR PREP

B NEW CAR DETAIL INTERNAL

NCDI NEW CAR DETAIL INTERNAL

70082 ICD 1.35 2.00 2000 10000 100.00 100.00

MISC DETAIL SUPPLIES

PO#66687

ICD 799 2700 27.00 27.00

VERSION 1 (EMP# 70113, 07MAY05 11:43): DETAIL

YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL  
 IF YOU'RE NOT ABLE TO ANSWER "COMPLETELY  
 SATISFIED" TO ALL QUESTIONS, PLEASE CONTACT  
 DOUG OR KELLY. YOUR SATISFACTION IS OUR #1  
 GOAL. THANK YOU FOR YOUR BUSINESS! SERVICE  
 DEPARTMENT IS OPEN SATURDAYS.

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	7271	1100	66687		10000	2000	66687
	2700	799	66687		7271	*****	57609136
	12700	*****	57609136				

COST, SALE, &amp; COMP TOTALS 3899 19971 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



1002581

78452

## CHEVROLET OF HELENA #146

1501 CEDAR STREET

ACCOUNTING

HELENA, MT 59601

PHONE: (406) 442-9001

FAX: (406) 495-3076

HELENA, MT

HOME:

BUS:

CELL:

PAGE 1

SERVICE ADVISOR: 70105 KELLY HUBBERT

COLOR	PLANT	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	05	CHEVROLET COBALT	1G1AK52F557		22830/22846	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PONO	RATE	PAYMENT
10MAY05 IS			18:00 08APR06		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:57609136 1) ILIFE LSSP270633				

08:34 08APR06 14:46 10APR06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CUSTOMER STATES: FUEL GAGE READS 1/4 TO 1/8 TANK-THEN START GOES TO

LOW FUEL THEN BACK UP.

CAUSE: COULD NOT VERIFY GM IS COMING OUT WITH NEW SOFTWARE-NOT AVAIL

YET.

L1200 SENDER AND/OR PUMP ASSEMBLY, FUEL (TANK

UNIT) REPLACE

70114 WC4 0.22 0.20 370 1414 14.14 14.14

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

AV

0 0 TPARTS

370 1414 TLABOR

B CUSTOMER STATES: READS "POSSIBLE ICE" WHEN 36/38 DEGREES &amp; DOESN'T

DING.

CAUSE: COULD NOT VERIFY CUSTOMER'S CONCERN.

N9995 CUSTOMER CONCERN NOT DUPLICATED

70114 WC4 0.13 0.10 185 707 7.07 7.07

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

AV

0 0 TPARTS

185 707 TLABOR

VERSION 1 (EMP# 70105, 08APR06 11:48): CHECKED SERVICE BULLETINS

ADDRESSED DOC#1530927 ATTACHED BULLETIN FOR CUSTOMER.

C CUSTOMER STATES: HIGHWAY SPEED-STEADY SPEED FEELS LIKE IT SURGES THEN

INTERMITTENTLY WILL JUST TAKE OFF (LIKE CRUISE CONTROL WAS SET)

CAUSE: TEST DROVE TO MT. CITY @ A STEADY SPEED.

R1245 SWITCH, CRUISE CONTROL RELEASE CLUTCH R&amp;R

OR REPLACE

70114 WC4 0.23 0.20 370 1414 14.14 14.14

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

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(PRINT) DEALER, EMPLOYEE, MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	



**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

6/07/06

David Krebs  
Chevrolet of Helena  
1501 Cedar St  
Helena, MT 59601

Re:

Siebel Request: 1-414335136  
2005 Chevrolet Cobalt  
VIN # 1G1AK52F557

Dear Mr. David Krebs:

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

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

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

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

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

Sincerely,

Gracie Ross  
BRC Customer Relationship Specialist  
Ph# 866-790-5700 ext 21186  
FAX# 866-485-4463



# FAX

**TO: GRACIE ROSS**

**FROM: Susie Edick**

**FAX: 866-485-4463**

**DATE: 07-17-06**

**RE: REQUEST 1-414335136** 

**Gracie**

**I will be sending this fax in two parts. The first will be the documentation you request. The second will be the history of repair orders. Let me know if you need anything further.**

**Thanks,**

**SUSIE EDICK  
CHEVROLET OF HELENA  
OFFICE MANAGER  
406-495-3030 FAX 406-449-6303**



**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

78452  
76815  
73207  
71093  
69311  
68963  
66687

VIA FAX ONLY

6/07/06

David Krebs  
Chevrolet of Helena  
1501 Cedar St  
Helena, MT 59601

Re:

Siebel Request: 1-414335136  
2005 Chevrolet Cobalt  
VIN # 1G1AK52F557

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Sincerely,

Gracie Ross  
BRC Customer Relationship Specialist  
Ph# 866-790-5700 ext 21186  
FAX# 866-485-4463

## RETAIL INSTALMENT SALE CONTRACT

## GMAC FLEXIBLE FINANCE PLAN

Dealer Number 503

Contract Number:

Buyer (and Co-Buyer, if any) Name and address (include county and zip code)	Creditor (Seller name and address)
HELENA MT	CHEVROLET OF HELENA 1501 CEDAR ST HELENA, MT 59601

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2005	CHEV C 4D	1G1AK52F557	<input checked="" type="checkbox"/> personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

Your trade-in is: Year 1997 Make DODGE Model RAM

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate. 4.90 %	The dollar amount the credit will cost you. \$ 2769.56	The amount of credit provided to you or on your behalf. \$ 17449.00	The amount you will have paid after you have made all payments as scheduled. \$ 20212.56	The total cost of your purchase on credit, including your downpayment of \$ 3500.00 is \$ 23712.56

## Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	\$ 280.73	Monthly beginning 06/24/2005	

**Prepayment.** If you pay off all your debt early, you will not have to pay a penalty.

**Security interest.** You are giving a security interest in the vehicle being purchased.

**Additional information:** See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

## ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes)	\$ 20342.00 (1)
2 Total downpayment = (If negative enter "0" and see line 4H below)	
Gross trade-in \$ 12021.00    - payoff by seller \$ 11021.00	
= net trade-in \$ 1000.00      + cash \$ 1500.00	
+ other (describe) <b>REBATE</b> \$ 1000.00	
3 Unpaid balance of cash price (1 minus 2)	\$ 16842.00 (3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):	
A Cost of optional credit insurance paid to the insurance company or companies:	
Life \$ N/A	
Disability \$ N/A	
B Other insurance paid to the insurance company \$ N/A	
C Official fees paid to government agencies \$ N/A	
D Government taxes not included in cash price \$ N/A	
E Government license and/or registration fees	
<b>TITLE/REG FEES</b> \$ 8.00	
F Government certificate of title fees (includes \$ security interest recording fee) \$ N/A	
G Other charges (Seller must identify who is paid and describe purpose.):	
to for \$ N/A	
to <b>DEALER</b> for <b>ADMIN FEE</b> \$ 150.00	
to <b>FESC</b> for <b>OTL</b> \$ 449.00	
to <b>N/A</b> for <b>N/A</b> \$ N/A	
to <b>N/A</b> for <b>N/A</b> \$ N/A	
to <b>N/A</b> for <b>N/A</b> \$ N/A	
H Net trade-in payoff to	\$ 0.00
Total other charges and amounts paid to others on your behalf	\$ 607.00 (4)
5 Amount financed (3 + 4)	\$ 17449.00 (5)

**Insurance.** You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

## Check the insurance you want and sign below:

## Optional Credit Insurance:

☐ Credit Life; ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

Premium:

Credit Life \$

Credit Disability \$

(Insurance Company)

(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

## Other Insurance:

☐ Type of Insurance N/A Term  
Premium \$ N/A

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X 10 MAY 2005

Buyer Signature Date

X 10 MAY 2005

Co-Buyer Signature Date

**ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.**

HOW THIS contract must contain the entire agreement between you and us relating to this contract. Any change to the terms are binding.

Buyer Signs \_\_\_\_\_ Co-Buyer Signs X

If any part of this contract is not enforceable, we may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

1. Notice to the buyer. Do not sign this contract before you read it or if it contains any blank spaces.
2. You are entitled to an exact copy of the contract you sign.
3. Under the law, you have the right to pay off in advance the full amount due and to obtain a partial refund of the finance charge.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the finance charge.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs \_\_\_\_\_ Date 05/10/2005 Co-Buyer Signs X Date 0 MAY 2005

Co-Buyers and Other Owners: A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person who is not responsible for paying the entire debt.

## VEHICLE INSPECTION REPORT

Sales Rep: DALE S. SMITH Customer: [REDACTED] Date: 7/20/05  
 Yr: 97 Make: DODGE Model: RAM 3500 Model Package: QUEST Body:

Miles: 112519/4/81 Over Mech. Limits:  Miles Unknown:  Color:

VIN#: 1127MF111NPNA Registration Match:

License:  St: MT Tags Expiration: Month: 01 Year: 06 Canadian Vehicle

Title/Reg. Info: (if applicable)  Salvage:  Reconstructed:  Lemon Law:  Collision Damage:  Flood Damage:

Book Type Used: Kelly:  Nada:  Other:  Book Month  Manheim  VIN Check (Y or N)

## Vehicle Description

## Estimated Recon

## Equipment

## Minimum Prep &amp; Detail

Circle all applicable equipment

Mechanical 5.2 LITER 4X4 MAGNUM  
NEEDS SERVICING

\$ 400.00  
 \$ 250.00

Body 5.2 LITER 4X4 MAGNUM  
NEEDS SERVICING

\$ 250.00

Interior 5.2 LITER 4X4 MAGNUM  
NEEDS SERVICING

\$ 250.00

Comments NEEDS SERVICING  
NEEDS SERVICING

Extra Keys ☒ Yes ☐ No Extra Fobs ☐ Yes ☐ No

Tires 40 LF% 75 RF% 75 LR% 75 RR% 75 SP% 75 \$ 17.00

Spare Tire ☐ Yes ☐ No

Wear Notations:  Jack & Tools Included: ☐ Yes ☐ No

Windshield  Back Glass  Side Glass  \$

Total Estimated Reconditioning Cost \$ 1450.00

Engine 4 6 8 10 Sun Roof  
 Diesel or Gas Moon Roof  
 Trans 4 5 6 Auto Roof Rack  
 4x2 4x4 AWD Privacy Glass  
 Reg-Cab X-Cab Crew-Cab Rear Slider  
 Short-Bed Long-Bed Stepside  
 7 8 12 15 passenger Running Boards  
 Air Conditioning Shell/Cap  
 Rear A/C Hard Tonneau  
 2nd Sliding Door Bed Liner  
 Power Steering Custom Rear Bumper  
 Power Windows Grill Guard  
 Power Locks Winch  
 Power Lift Gate Dual Tanks  
 Tilt Tow Package  
 Speed Control Two Tone Paint  
 AM/FM Cassette Alloy Wheels  
 CD Player Premium Wheels  
 CD Changer Wide Tires  
 Premium Sound Off Road Tires  
 Dual Air Bags Dual Rear Wheels  
 Side Air Bags Anti Theft Device  
 4 Wheel ABS Spoiler  
 Leather Navigation System  
 Power Seat DVD/Video System  
 Dual Power Seat Other   
 Conversion Package Other   
 Quad Seats / 3rd Seat Other

Base Wholesale Book   
 Miles Add / Deduct   
 Total Wholesale Book

Vehicle Buying: Stock # 7154 Year 97 Make HEV Model: HEV

Desk Mgr: KUGGS Appraiser: MC Date Appraised:

Buy Bid (Y/N):  Who From:  Phone: 9050 Amount:  Good Until:

9050  
Wholesale Book

1400  
Recon

9500  
ACV

11175  
Retail Book

11955  
Retail Price



2811 57609136 GMARB

# CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [REDACTED]

VIN: 1 / G / 1 / A / K / 5 / 2 / F / 5 / 5 / 7 / [REDACTED]

(or see attached list\*)

## 1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) \_\_\_\_\_ to the down payment of this vehicle, (b) \_\_\_\_\_ where permissible by law, as a price reduction (GM of Sale indicates pre-incentive price, amount of incentive and final price with incentive applied), or (c) \_\_\_\_\_ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
161 Butler	\$ 7000	TJC
	\$	
	\$	
	\$	
	\$	
Total Incentive Amount Received	\$	

## 2. Other Program Selection (Which may or may not be in lieu of customer incentive programs, for example, Division supported financing/leasing, etc.)

- a. I elect to receive \_\_\_\_\_  
in lieu of \_\_\_\_\_ and/or \_\_\_\_\_
- b. I elect to receive \_\_\_\_\_

## CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 05/10/05, acknowledge receipt of incentive(s) as described in item \_\_\_\_\_ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED]

Date: 05/10/05

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in item \_\_\_\_\_ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: \_\_\_\_\_

Date: 05/10/05

Dealership Name: \_\_\_\_\_

CHEVROLET OF HELENA

Dealer Code: 36010

\* List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File

Copy #1 - Dealer

Copy #2 - Customer

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC

GM3795 1/01

3

## VEHICLE BUYER'S ORDER

SALESMAN #1 WURTELE, BRODIE

SALESMAN #2 FERRITER, JACK

THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS PURCHASE

DATE OF ORDER: 10 MAY 2005

DEAL # 2811

DELIVERY DATE: 10 MAY 05

Purchaser	1002581	Seller	CHEVROLET OF HELENA
Co-Purchaser			1501 CEDAR ST
Address			HELENA, MT 59601
City, County, St., Zip	HELENA LEWIS AND CLARK MT		4064429001
Phone # H-			

I hereby order from you, subject to all terms, conditions and agreements contained herein, and the ADDITIONAL CONDITIONS printed on the reverse side.

Stock #	Year	Make & Model	Color	Vehicle Identification Number	Lic. No.	New/Used	No. Cyls.
57609136	2005	CHEVROLET COBALT	BLACK	1GIAK52F557		NEW	4

## DESCRIPTION OF TRADE-IN(S)

Stock #	Year	Make & Model	Color	Vehicle Identification Number	Lic. No.	No. Cyls.
16263	1997	DODGE RAM	GREEN	1B7HF13Y8VJ	HI-POLE	8

Stock #	Year	Make & Model	Color	Vehicle Identification Number	Lic. No.	No. Cyls.
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N/A

THE INFORMATION YOU SEE ON THE WINDOW FOR THIS VEHICLE IS PART OF THE CONTRACT

INFORMATION ON THE WINDOW OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE

CASH PRICE AS EQUIPPED BEFORE REBATE:	\$ 20342.00
REBATE ASSIGNED TO DEALER:	\$ 1000.00
NET CUSTOMER PRICE:	\$ 19342.00
1. CASH PRICE BEFORE REBATE:	\$ 20342.00
2. DOWN PAYMENT Consisting of:	
A. CASH FROM CUSTOMER	\$ 1500.00
B. MANUFACTURER'S REBATE	\$ 1000.00
C. TRADE-IN(S)	
- TRADE-IN(S) ALLOWANCE	\$ 12021.00
- BALANCE OWED ON TRADE-IN(S)	\$ 11021.00
- NET TRADE-IN(S) ALLOWANCE	\$ 1000.00
BALANCE OWING IS AN ESTIMATE UNTIL PAID BY DEALER. PURCHASER ASSUMES ALL LIABILITY FOR ITS ACCURACY. IF ESTIMATE IS TOO LOW PURCHASER MUST PAY THE ADDITIONAL BALANCE IMMEDIATELY OR THIS ORDER MAY BE CANCELED BY DEALER AT ONCE. IF ESTIMATE IS TOO HIGH, THE EXCESS SHALL BE APPLIED TO ANY BALANCE OWING AGAINST VEHICLE.	
X	
D. DEFERRED DOWN PAYMENT	\$ N/A
E. TOTAL DOWN PAYMENT	\$ 3500.00
3. CASH BALANCE AS EQUIPPED:	\$ 16842.00
4. AFTERMARKET PRODUCTS PURCHASED: *	
* FABRIC / VINYL / LEATHER PROTECTOR	\$ N/A
* EXTRA HEAVY DUTY UNDERCOAT	\$ N/A
* <del>PAINT PROTECTION</del>	\$ N/A
* SECURITY SYSTEM	\$ N/A
* LIFETIME OIL EXECUTIVE	\$ 449.00
TOTAL AFTERMARKET PRODUCTS PURCHASED:	\$ 449.00
5. UNPAID BALANCE OF CASH PRICE:	\$ 17291.00

6. OTHER CHARGES: Consisting of -	
A. DEPT. OF MOTOR VEHICLES: Consisting of -	
- TITLE TRANSFER	\$ 8.00
- LICENSE / REGISTRATION	\$ N/A
- TRIP PERMIT / VIN. INSPECTION	\$ N/A
B. SALES / USE TAX	\$ N/A
C. TAX - LUXURY CAR	\$ N/A

**NOTICE TO PURCHASER:** IF THIS TRANSACTION IS TO BE A RETAIL INSTALLMENT SALE, THEN THIS ORDER IS NOT A BINDING CONTRACT TO THE DEALER AND DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS. IF THIS APPROVAL IS OBTAINED, HOWEVER, THIS ORDER IS A BINDING CONTRACT. IF THE PURCHASER IS OBTAINING HIS OWN FINANCING, THIS ORDER IS A BINDING CONTRACT AS IT IS WRITTEN. IF PURCHASER HAS RECEIVED A COPY OF A RETAIL INSTALLMENT CONTRACT AS A PART OF THIS TRANSACTION, IT SHALL NOT BE BINDING TO THE DEALER UNTIL ACCEPTED BY THE BANK OR FINANCE COMPANY TO WHICH IT WILL BE ASSIGNED.

**PURCHASER AGREES:** THIS ORDER INCLUDES ALL THE TERMS AND CONDITIONS AND NO OTHER VERBAL AGREEMENTS SHALL BE BINDING; THAT THIS ORDER CANCELS AND SUPERSEDES ANY PRIOR AGREEMENT; AND, AS OF THE DATE HEREOF, COMPRISES THE COMPLETE AND EXCLUSIVE STATEMENT OF THE TERMS OF THE AGREEMENT RELATING TO THE SUBJECT MATTERS COVERED HEREBY.

**NOTICE:** THIS DOCUMENT DOES NOT CONSTITUTE A RECEIPT FOR ANY CASH OR OTHER CONSIDERATIONS. YOU ARE ENTITLED TO AN EXACT COPY OF THE ORDER YOU SIGN.

**PURCHASER ACKNOWLEDGES:** THEY HAVE READ AND RECEIVED A COMPLETED COPY OF THIS ORDER COMPRISING THE ENTIRE AGREEMENT AFFECTING THIS PURCHASE.

**NOTICE TO PURCHASER:** DO NOT SIGN THIS ORDER BEFORE YOU READ IT OR IF IT CONTAINS ANY BLANK SPACES. Except that (1) If delivery of the motor vehicle is to be made to you after this contract is signed, the V.I.N. or other identifying information and the due date of the first installment may be filled in at the time of delivery; and (2) If the name of the bank or finance company is not known at the time the order is executed, the name of the bank or finance company may be inserted in this order on or about the date the name of the bank or finance company is known.

**PURCHASER CERTIFIES THAT HE/SHE IS OF LEGAL AGE.**

IT IS AGREED BETWEEN THE PARTIES THAT MONTANA LAW APPLIES TO THIS SALE. LIABILITY INSURANCE COVERAGE FOR BODILY

* D. ADMINISTRATIVE FEE	\$	N/A
* E. CREDIT LIFE INSURANCE	\$	N/A
* F. ACCIDENT & HEALTH INSURANCE	\$	N/A
* G. SERVICE CONTRACT PLAN	\$	N/A
* H. MAINTENANCE PLAN	\$	N/A
* I. GAP INSURANCE	\$	N/A
* J. DOCUMENTATION FEE	\$	150.00
* K.	\$	N/A
* L.	\$	N/A
M. TOTAL OTHER CHARGES	\$	158.00
7. UNPAID BALANCE (Amount Financed):	\$	17449.00
8. FINANCE CHARGE:	\$	2763.56
9. DEFERRED PAYMENT PRICE:	\$	23712.56
10. TOTAL OF PAYMENTS:	\$	20212.56
11. ANNUAL PERCENTAGE RATE:		4.90 %

12. UNPAID BALANCE TO BE PAID AS FOLLOWS:  
72 MO. PAYMENTS OF \$280.73 BEGINNING 06/24/2005

PAYABLE TO: GMAC

13. Purchaser(s) agree that financing will be secured through:  
GMAC

14. THE SELLER shall have a security interest in the property and is authorized by purchaser to appear as legal owner on the title until the unpaid balance is paid in full. Should the unpaid balance be considered past due, THE PURCHASER(S) WILL BE CHARGED INTEREST AT THE ANNUAL PERCENTAGE RATE OF 18%, AND SELLER WILL HAVE THE RIGHT TO REPOSSESS THE VEHICLE.

**ADDITIONAL TERMS/AGREEMENTS:**

\* SELLER MAY RECEIVE OR RETAIN A PORTION OF THIS AMOUNT  
SERVICE CONTRACT (6G) IS NOT SERVICED BY THE VEHICLE MANUFACTURER, IT'S SUBSIDIARIES OR AFFILIATES.

INJURY AND PRO

**NOTICE:** ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER, OR BREACH THEREOF, SHALL BE SETTLED BY ARBITRATION IN ACCORDANCE WITH THE RULES OF THE AMERICAN ARBITRATION ASSOCIATION, AND JUDGMENT UPON THE AWARD RENDERED BY THE ARBITRATOR(S) MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

**SIGHT UNSEEN TRADE DISCLOSURE:**

I/WE ACKNOWLEDGE THE DEALERSHIP HAS NOT SEEN MY/OUR TRADE-IN AND HAS BASED THE DOLLAR AMOUNT OF MY TRADE-IN ALLOWANCE ON MY/OUR DESCRIPTION OF THIS VEHICLE. I/WE UNDERSTAND AND AGREE THAT THIS IS SUBJECT TO AN ACTUAL APPRAISAL BY THE DEALERSHIP AND SHOULD THE ACTUAL CONDITION BE DIFFERENT THAN HAS BEEN DESCRIBED ON "UNSEEN TRADE-IN CONDITION REPORT", THE DEALERSHIP RESERVES THE RIGHT TO ADJUST THE DOLLAR AMOUNT OF THE TRADE-IN ALLOWANCE.

X \_\_\_\_\_

X \_\_\_\_\_

**ORDERED VEHICLE DESCRIPTION AND/OR SPECIAL TERMS.**

05/10/2005

Date

Business  
Manager:

MURRY, MICHAEL

ACCEPTED BY

DEALER OR HIS AUTHORIZED REPRESENTATIVE--MANAGEMENT ONLY OR NOT VALID

**INITIAL PRIVACY NOTICE**

In connection with your transaction, Lithia Automotive Group and affiliates may obtain nonpublic personal information about you and that information is handled as stated in this notice.

1. We collect personal nonpublic information about you from the following sources:
  - Information we receive from you on applications or other similar forms;
  - Information about your transactions with us, our affiliates or others; and,
  - Information we receive from a consumer-reporting agency.
2. Please be aware that it is our policy to disclose the above nonpublic personal information to **only** those companies that perform marketing services on our behalf or to other financial institutions with which we have joint marketing agreements.
3. We do not disclose any nonpublic personal information about you to anyone except as permitted by law.
4. Further, we restrict access to your nonpublic personal information to **only** those employees who need to know that information to provide products or services to you. Employees cannot use your information for any other purpose. For your safety, we maintain physical, electronic, and procedural safeguards that comply with federal regulations to further guard your nonpublic personal information.

**CUSTOMER ACKNOWLEDGEMENT:** The undersigned customer(s) acknowledge that they received a copy of this notice on the date indicated below.

Customer Name (printed)

Customer Signature

Date

05/08/05

Co-Customer Name (printed)

Co-Customer Signature

Date



LSSP

270633



LITHIA SERVICE PLAN

# 1 CUSTOMER INFORMATION/COVERED VEHICLE/SELLING DEALER

CUSTOMER'S NAME		[REDACTED]	
STREET ADDRESS		CITY, STATE, AND ZIP CODE	
[REDACTED]		HELENA MT [REDACTED]	
AREA CODE AND TELEPHONE NUMBER		[REDACTED]	
YEAR, MAKE, AND MODEL OF VEHICLE		VEHICLE IDENTIFICATION NUMBER	
2005 CHEVROLET COBALT		1G1AKS2F557 [REDACTED]	
VEHICLE SALE/LEASE DATE	LEASE TERMINATION DATE	CURRENT MILEAGE	
05/10/2005		7	
NAME OF SELLING DEALER		ADDRESS OF SELLING DEALER	
CHEVROLET OF HELENA		1501 CEDAR ST HELENA, MT 59601	
TELEPHONE NUMBER OF SELLING DEALER		DEALER AUTHORIZED SIGNATURE	
4064429001		[Signature] MURRY, MICHAEL	
LIENHOLDER OR LESSOR		LIENHOLDER'S OR LESSOR'S ADDRESS	
GMAC		PO BOX 8130 COCKEYSVIL MD 21030	
CUSTOMER'S SIGNATURE		IN THE FRONT AND REVERSE SIDE OF THIS AGREEMENT.	
[Signature]			

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## OIL SERVICE PLAN

This plan is effective so long as customer owns the covered vehicle. This agreement expires when the covered vehicle is sold or ownership is transferred.

### CHECK SERVICE INTERVAL COVERAGE

☐ **STANDARD**  
Every 3 months or 3,000 miles,  
not more than four times  
in any calendar year.

☒ **EXECUTIVE**  
Every 3,000 miles (with no limit per  
calendar year)

3

## LEASE SERVICE PLAN

This plan is effective for the term of the vehicle lease. This agreement expires on the lease termination date set forth above.

### CHECK SERVICE INTERVAL COVERAGE

☐ **STANDARD**  
Every 3 months or 3,000 miles,  
not more than four times  
in any calendar year.

☐ **EXECUTIVE**  
Every 3,000 miles (with no limit per  
calendar year)

\*See back of agreement for one-time services performed on leased vehicles only, 75,000 miles from vehicle lease date.\*

**IMPORTANT:** To protect your factory warranty coverage, the service interval you select should meet or exceed that recommended for your type of driving as described in your manufacturer's owners manual.

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## PLAN PRICE

\$ 449.00

**THIS AGREEMENT IS NOT AN INSURANCE POLICY.**

**ALL OBLIGATIONS AND LIABILITIES FOR SERVICES COVERED BY THIS AGREEMENT ARE THOSE OF THE ADMINISTRATOR.**  
**THE SERVICES COVERED BY THIS AGREEMENT ARE PROVIDED ONLY BY AND AT THE LOCATION OF THE SELLING DEALER.**

## LITHIA SERVICE PLAN

ADMINISTERED BY:  
FIRST EXTENDED SERVICE CORPORATION  
P.O. BOX 130745, DALLAS, TEXAS 75313-0745

**NEW AND PRE-OWNED VEHICLES**

(10/98)  
LSSP

DA

Buyer: [REDACTED] Phone: [REDACTED] Deal # 2811  
 Address: [REDACTED] City: HELENA St: MT Zip: [REDACTED]

I agree that there were no verbal or implied promises made to me other than those which I have received in writing as part of this transaction. I understand that there is no "Right of Rescission" on the purchase or lease of this automobile.

Buyer

Co-Buyer

Initials

Initials

This transaction includes estimated tax amounts of \$ 0.00 figured at 0.0000 % and estimated DMV Fees of \$ 8.00. Should the actual tax amounts or DMV Fees be more than represented in this transaction, I agree to pay the difference within five (5) days of notification of the additional amount due. If the actual tax and/or DMV amounts are lower than represented, a credit will be issued.

Initials

Initials

I hereby represent and warrant that the vehicle(s) which I am trading in as part of my transaction is: Year 1997, Make DODGE, Model RAM, and the vehicle(s) has not had major collision damage; it is not a rebuilt, reconstructed, salvage, flood damage, emission or safety altered vehicle. In the event it is determined that this vehicle(s) is a different year, make, model or different in any way other than represented herein, I agree to pay an amount of money equal to the difference in value of the vehicle(s) as listed herein, including reasonable legal fees and reconditioning costs.

Initials

Initials

In this transaction the payoff(s) on my trade-in(s) was figured at \$ 11021.00. Should the actual payoff(s) be more than represented in this transaction, I agree to pay the difference within five (5) days of notification of the additional amount due. If the actual payoff(s) is lower than represented in this transaction, a credit will be issued. I will also provide all necessary documents to remove any other registered owners. If I have represented my trade-in(s) to be free and clear, I agree to provide clear title to same immediately. In the event I cannot provide a clear title, I agree to replace the trade-in allowance with cash within five (5) days from the transaction date.

Initials

Initials

I agree to furnish seller any documentation necessary to verify information contained in the credit application of buyer(s). I acknowledge that it may take a few days for seller to verify the credit of buyer(s) and assign the retail installment contract / lease agreement. In consideration of seller agreeing to deliver the vehicle, buyer agrees that if seller is unable to assign the retail installment contract / lease agreement to any one of the financial institutions with whom seller regularly does business pursuant to terms of assignment acceptable to seller, seller may elect to rescind the retail installment contract / lease agreement. In the event seller elects to rescind the retail installment contract / lease agreement, I will return the vehicle to seller immediately upon their request.

Initials

Initials

I have been informed of the benefits of credit life and disability insurance. I understand that eligibility of the benefit for credit insurance and disability insurance is at the time of indebtedness only. In addition, the seller has presented and explained the benefits of the service contract programs, gap programs and accessory products for which I may be eligible. I understand these programs are provided as a customer service and are not required by the seller or the lender.

Initials

Initials

I understand that I may obtain my own financing. I also understand the annual percentage rate or lease money factor (APR/LMF) may be negotiated with the seller and that the seller may retain a portion of the finance charge or receive other compensation for arranging my financing.

Initials

Initials

COMPRENDO QUE EL VENDEDOR ME PROVEERÁ, SI YO LO SOLICITO DOCUMENTOS ESCRITOS EN ESPAÑOL CONTENIENDO LOS TÉRMINOS Y CONDICIONES DE ÉSTA VENTA.

I understand the seller, at my request, will provide me with documents written in Spanish containing the terms and conditions of this sale and that I have received a copy of this document.

10 MAY 2005

10 MAY 2005

Buyer (FIRMA DEL COMPRADOR)

Date

Co-Buyer (FIRMA DEL FIADOR)

Date

CHEVROLET OF HELENA

Seller

MURRY, MICHAEL

By Dealership Representative



# We-Owe / Accessory Invoice

Deal # 2811 Stock # 57609136 E-mail address \_\_\_\_\_ Date 05/10/2005  
 Name \_\_\_\_\_ Customer \_\_\_\_\_ ☒ New ☐ Used  
 Address \_\_\_\_\_ Year 05 Make CHEVROLET Model COBALT  
 City HELENA State MT Zip \_\_\_\_\_ Vin # 1G1AK52F557  
 Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_ Lifetime Oil EXECUTIVE  
 Sales Representative HURTELE, BRODIE Finance Manager MURRY, MICHAEL

The customer has agreed to purchase the following vehicle accessories and / or additional products in conjunction with the vehicle purchase. The customer understands that the following amounts will be included in the total purchase price of the vehicle. The customer further understands that they are not required to purchase these products by the lending institution or by the dealership.

<b>Vehicle Preservation Products</b> <input type="checkbox"/> Paint Sealant <input type="checkbox"/> Fabric Protector <input type="checkbox"/> Vinyl / Leather Protector <input type="checkbox"/> Heavy Duty Undercoating	\$ N/A
<b>Security System / Misc</b> <input type="checkbox"/> Alarm System # _____ <input type="checkbox"/> Glass Etch <input type="checkbox"/> 3M / Clear Bra <input type="checkbox"/> _____	\$ N/A
<input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____	\$ N/A
GAS CARD	\$ 500.00

I agree that there were no verbal or implied promises made to me other than that which I have received in writing as part of this transaction. I hereby understand that all accessories and / or additional products must be installed within (30) THIRTY days from the date of purchase.

For an appointment call our Service Department:  
 4064429001

Appointment:

Date \_\_\_\_\_ Time \_\_\_\_\_

Buyer

Co-Buyer

Manager's Signature



## Completely Satisfied New Vehicle Delivery System

Vehicle Identification Number

1G1AK52E557

PDI Date: 05-10-05

Delivery Date: 5/10/05

### Pre-Delivery Check (Sales consultant performs these checks prior to delivery date/customer arrival.)

- ☒ I reviewed the completed GM Pre-Delivery Inspection form, verified that the correct Regular Production Accessories (RPAs) are installed, prepared the Dealer Disclosure of Non-GM Products Used form, inspected the body and paint surfaces for fit and appearance, and confirmed that all financial paperwork is in order (e.g., title/registration, financing, service contract). Vehicle has been driven on road test and battery is fully charged.

Completed Bin (Initial)

### Consultation at Delivery

- ☒ Present all glovebox material including the Owner Manual, Maintenance Schedule, Warranty information, XM Radio and OnStar literature, if equipped. Emphasize the importance that the customer reviews the material.
- Review Roadside Assistance and Courtesy Transportation procedures.
  - Provide state-required Lemon Law information, if applicable.
- ☒ Explain the importance of regularly scheduled maintenance and the GM Oil Life System (as equipped).
- ☒ Remind customer that, in order to better serve them, they will be receiving the Purchase and Delivery Satisfaction Survey and, if applicable, the Service Satisfaction Survey from GM.
- Advise the customer of a potential follow-up call to ensure that they are completely satisfied.

### Vehicle Presentation with Customer

- ☒ Review body and paint to make sure they are clean and damage-free.
- ☒ Review exterior items, including:
- Location of hood latch, prop rod and trunk release, if applicable (Section 5)
  - Location and checking procedure for all fluids (oil levels, etc.) (Section 5)
  - Fuel filler door and cap operation (Section 5)
  - Spare tire removal and jack location (Section 5)
  - Remote Keyless Entry and Remote Start operation, if equipped (Section 2)
- ☒ Review interior to make sure it is clean and damage-free.
- ☒ Review and demonstrate all vehicle features and controls using the Owner Manual and "Getting to Know Your" vehicle booklet or other supplemental feature information. Customer understanding of the described features is key to their satisfaction with the vehicle.
- Reset Average Fuel Economy on Driver Information Center (DIC), if equipped. (Section 3)
  - Help the customer set personalized, programmable and memory functions, including HomeLink, if equipped. (Sections 2 & 3)
  - Seat, steering wheel, mirror, and power adjustable pedal positioning, if equipped. (Sections 1 & 2)
  - Climate Control system: automatic, dual zone, and recirculation functions; heated/cooled seats, if equipped. (Section 3)
  - Audio/Infotainment systems: clock, radio, RDS, XM, CD, DVD, MP3 and Navigation functions, as equipped. (Section 3)
  - Safety features, safety belts, child restraints and LATCH system. (Section 1)
  - Inform customer of OnStar benefits and operation, if equipped. (Section 2)
- ☒ Offer orientation drive, or recommend that customer drive the vehicle for sufficient familiarization.

### Service Introduction and Orientation

- ☒ Introduce the customer to Service Department personnel and familiarize the customer with the dealership's Service facilities.
- Present dealership service benefits (e.g., hours of operation, shuttles, early bird drop-off, after hours pickup, factory-trained technicians)
  - Discuss convenience and competitive pricing for regular maintenance items (e.g., wiper blades, filters, batteries, brakes, tires, etc.)
  - Suggest a follow-up visit (e.g., courtesy inspection or New Owner Clinic)
  - First follow-up visit scheduled for: 06-10-05 (Date)

The above information was demonstrated to my complete satisfaction.

Customer's signature

Date

05-10-05



Salesperson's signature

Date

05-10-05


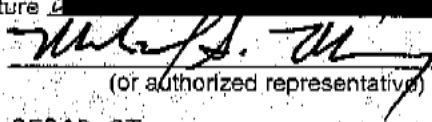
Reynolds and Reynolds ORDER TOLL FREE: 1-800-344-0990 FAX: 1-800-531-0555

2811 WD

**"AS IS" DEALER WARRANTY DISCLAIMER**Purchaser Name Address City HELENAState MTZip **DESCRIPTION**ODOMETER READING ON DATE OF SALE 7 MILES.Year 05 Make CHEVModel COBALTV.I.N. 1G1AK52F557 Vehicle Purchase Date 10 MAY 05 YR**THIS VEHICLE SOLD WITHOUT WARRANTY: "AS IS"**

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALER'S, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY MADE BY DEALER ON ITS OWN BEHALF, DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON ALL GOODS AND SERVICES SOLD BY DEALER.

**PURCHASER AGREES THAT HE OR SHE HAS READ THE WARRANTY DISCLAIMER AND FULLY UNDERSTANDS THAT THE VEHICLE IS PURCHASED WITHOUT WARRANTY**

Purchaser's Signature Dealer's Signature 

(or authorized representative)

Dealership

Address 1501 CEDAR STPhone           City HELENA, MTState           Zip 40644

UNIRCT/Reynolds and Reynolds/UNIRCT



UNALTERABLE CARBONLESS PAPER - NO CARBON IS REQUIRED

## 2811 ODO ODOMETER DISCLOSURE STATEMENT

FEDERAL LAW (AND STATE LAW, IF APPLICABLE) REQUIRES THAT YOU STATE THE MILEAGE UPON TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

I, CHEVROLET OF HELENA STATE THAT  
(TRANSFEROR'S NAME - SELLER - PRINT)

THE ODOMETER NOW READS 7 MILES AND TO THE  
ODOMETER READING (NO TENTHS)  
BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE  
DESCRIBED BELOW, UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED.

- ☐ (1) I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS.
- ☐ (2) I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE. WARNING - ODOMETER DISCREPANCY.

MAKE <b>CHEVROLET</b>	MODEL <b>COBALT</b>	BODY TYPE <b>4D</b>
VEHICLE IDENTIFICATION NO. <b>1G1AK52F557</b>	YEAR <b>2005</b>	DEALER STOCK NO. <b>57609136</b>

TRANSFEROR'S SIGNATURE (SELLER) 	(PRINTED NAME) <b>CHEVROLET OF HELENA</b>
TRANSFEROR'S STREET ADDRESS (SELLER) <b>1501 CEDAR ST</b>	
(City) <b>HELENA, MT</b>	(STATE) (ZIP CODE)
DATE OF STATEMENT <b>05/10/05</b>	

(PRINTED NAME) <b>[REDACTED]</b>	(PRINTED NAME) <b>[REDACTED]</b>
TRANSFEREE'S STREET ADDRESS (BUYER) <b>5458 MOJAVE COURT</b>	
(CITY) <b>HELENA MT</b>	(STATE) (ZIP CODE) <b>59602</b>

ORIGINAL-TRANSFEREE (BUYER)

Reynolds and Reynolds GC801545 G (03/01)



FAX COVER SHEET

DATE: June 7, 2006

TO: Tracy

FROM: Doug Gill

FAX # 406-442-6893  
PHONE 406-442-9001

PAGES 13

MESSAGE: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CHEVROLET OF HELENA  
1501 CEDAR ST  
HELENA MT. 59601

1002581

68963

**CHEVROLET OF HELENA**

1501 CEDAR STREET

WARRANTY

HELENA, MT 59601

PHONE: (406) 442-9001

FAX: (406) 442-6893

HELENA, MT

HOME:

BUS:

CELL:

PAGE 1

SERVICE ADVISOR: 70105 KELLY HUBBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	05	CHEVROLET COBALT	1G1AK52F557		5209/5211	T212	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10MAY05 IS			18:00 11JUL05		0.00	CASH	12JUL05
R.O. OPENED		READY	OPTIONS: STK:57609136 1) ILIFE LSSP270633				

12:07 11JUL05 14:28 12JUL05

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B	CUSTOMER STATES;BRAKE SQUEEK & GRAB-1 TIME FELT LIKE IT DIDNT HAVE BRAKE.						

CAUSE: CLEANED BRAKE DUST OFF CALIPERS &amp; ROTORS.

H0087 CALIPER ASSEMBLY FRONT BOTH R&amp;R

70110 WC4 0.20

13.22 13.22

FC: 1Y PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NU

0 0 TPARTS

250 1322 TLABOR

C CUSTOMER STATES;INTERMITTLY WILL NOT START(NO TURN OVER)-1 TIME DID

HEAR A CLICK.....

CAUSE: COULD NOT VERIFY CUSTOMERS CONCERN.

N0120 CABLES, BATTERY POSITIVE BATTERY CABLE  
REPLACE

70110 WC4 0.20

13.22 13.22

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

PN

0 0 TPARTS

250 1322 TLABOR

TESTED BATTERY-TESTED GOOD(825cca) CHECKED CABLE'S-TIGHT.

E CUSTOMER START:WHEN SHUTTING OFF SOUNDS LIKE A JET ENGINE

CAUSE: VERIFIED CUSTOMER CONCERN.NOISE IS COMMING FROM COOLING FANS

WINDING DOWN NORMAL.(COMPARED TO STOCK #51592275-SAME)

J3400 MOTOR AND/OR BLADE, ELECTRIC COOLING FAN

RIGHT OR SINGLE REPLACE

70110 WC4 0.30

19.83 19.83

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NZ

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS/DED/DIS	
SALES TAX	
PLEASE PAY THIS AMOUNT	



# CHEVROLET OF HELENA

1002581

68963

1501 CEDAR STREET

WARRANTY

HELENA, MT 59601

PHONE: (406) 442-9001

FAX: (406) 442-6893

HELENA, MT

HOME:

BUS:

CELL:

PAGE 2

SERVICE ADVISOR: 70105 KELLY HUBBERT

CELL:		CENTRAL		VIN		LICENSE		MILEAGE IN/ OUT		TAG	
COLOR		YEAR		MAKE/MODEL							
BLACK		05		CHEVROLET COBALT		1G1AK52F557		5209/5211		T212	
DEL DATE		PROD. DATE		WARR EXP		PROMISED		PO NO.		RATE	
10MAY05		IS				18:00 11JUL05				0.00	
										CASH	
										12JUL05	
R.O. OPENED		READY		OPTIONS: STK:57609136 1) ILIFE LSSP270633							
12:07 11JUL05		14:28 12JUL05									
LINE		OPCODE		TECH		TYPE		HOURS		LIST	
										NET	
										TOTAL	

0 0 TPARTS  
375 1983 TLABOR

F CUSTOMER STATES; A/C INTERMITTENT.

CAUSE: COULD NOT VERIFY CUSTOMERS CONCERN.

D9995 CUSTOMER CONCERN NOT DUPLICATED

70110 WC4 0.20

13.22 13.22

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OL

0 0 TPARTS  
250 1322 TLABOR

G CUSTOMER STATES; WHEN BACKING OUT OF GARAGE MAKE A ABNORMAL NOISE.

CAUSE: COULD NOT VERIFIED CUSTOMERS CONCERN.

E4300 BEARING AND HUB ASSEMBLY, REAR WHEEL RIGHT

REPLACE

70110 WC4 0.30

19.83 19.83

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NH

0 0 TPARTS  
375 1983 TLABOR

H CUSTOMER STATES; INTERMITTLY-WARNING LAMPS COME ON WHILE DRIVEING.

CAUSE: COULD NOT VERIFY CUSTOMERS CONCERN.

N9522 BULLETIN 05-08-49-020

70110 WC4 0.40

26.44 26.44

FC: 93 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

AV

0 0 TPARTS  
500 2644 TLABOR

CHECKED BULLETINS-ADRESSED BULLETIN 05-08-49-02 0.REPROGRAEMD IPC PER

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS/DED/DIS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

1002581

68963

**CHEVROLET OF HELENA**

1501 CEDAR STREET

WARRANTY

HELENA, MT 59601

PHONE: (406) 442-9001

FAX: (406) 442-6893

HELENA, MT

HOME

CELL

BUS:

PAGE 3

SERVICE ADVISOR: 70105 KELLY HUBBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	05	CHEVROLET CORALT	1G1AK52F557		5209/5211	T212
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
10MAY05 IS			18:00 11JUL05		0.00	CASH
H.O. OPENED		READY	OPTIONS: STK:57609136 1) ILIFE LSSP270633			
12:07 11JUL05		14:28 12JUL05				
LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL
BULLETIN						

YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL  
 IF YOU'RE NOT ABLE TO ANSWER "COMPLETELY  
 SATISFIED" TO ALL QUESTIONS, PLEASE CONTACT  
 DOUG OR KELLY. YOUR SATISFACTION IS OUR #1  
 GOAL. THANK YOU FOR YOUR BUSINESS! SERVICE  
 DEPARTMENT IS OPEN SATURDAYS.

**COST, SALE, & COMP TOTALS 2000 10576 0**

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	105.76
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	105.76
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	105.76

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

1002581

78452

## CHEVROLET OF HELENA #146

1501 CEDAR STREET

HELENA, MT 59601

PHONE: (406) 442-9001

FAX: (406) 495-3076

WARRANTY

PAGE 1

HELENA, MT

HOME: BUS:

CELL: SERVICE ADVISOR: 70105 KELLY HUBBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	05	CHEVROLET COBALT	1G1AK52F557		22830/22846	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
10MAY05 IS			18:00 08APR06		0.00	CASH
R.O. OPENED	READY	OPTIONS: STR:57609136 1) ILIFE LSSP270633				
08:34 08APR06	14:46 10APR06					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET
						TOTAL

A CUSTOMER STATES: FUEL GAGE READS 1/4 TO 1/8 TANK THEN START GOES TO LOW FUEL THEN BACK UP.

CAUSE: COULD NOT VERIFY. GM IS COMING OUT WITH NEW SOFTWARE NOT AVAILABLE YET.

L1200 SENDER AND/OR PUMP ASSEMBLY, FUEL (TANK UNIT) REPLACE

70114 WC4 0.20

PC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

AV

0 0 TPARTS

370 1414 TLABOR

B CUSTOMER STATES: READS "POSSIBLE ICE" WHEN 36/38 DEGREES & DOESN'T DING.

CAUSE: COULD NOT VERIFY CUSTOMER'S CONCERN.

N9995 CUSTOMER CONCERN NOT DUPLICATED

70114 WC4 0.10

PC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

AV

0 0 TPARTS

185 707 TLABOR

CHECKED SERVICE BULLETINS. ADDRESSED DOC#1530927 ATTACHED BULLETIN FOR CUSTOMER.

C CUSTOMER STATES: HIGHWAY SPEED-STEADY SPEED FEELS LIKE IT SURGES THEN INTERMITTENTLY WILL JUST TAKE OFF (LIKE CRUISE CONTROL WAS SET)

CAUSE: TEST DROVE TO MT. CITY @ A STEADY SPEED.

R1245 SWITCH, CRUISE CONTROL RELEASE CLUTCH R&R

OR REPLACE

70114 WC4 0.20

PC: 9Z PART#: COUNT: 0

CLAIM TYPE:

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DEALER: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON. DATE:

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	



1002581

78452

## CHEVROLET OF HELENA #146

1501 CEDAR STREET

HELENA, MT 59601

PHONE: (406) 442-9001

FAX: (406) 495-3078

WARRANTY



PAGE 2

HELENA, MT

HOME:

BUS:

CELL:

SERVICE ADVISOR: 70105 KELLY HUBBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	05	CHEVROLET COBALT	1G1AK52F557		22830/22846		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
10MAY05 IS			18:00 08APR06		0.00	CASH	10APR06
R.O. OPENED		READY	OPTIONS: STK:57609136 1) ILIFE LSSP270633				
08:34 08APR06		14:46 10APR06					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

AUTH CODE:

PV

0 0 TPARTS

370 1414 TLABOR

COULD NOT VERIFY CUSTOMERS CONCERN. SCAN CHECKED SYSTEM-NO CODES.

CHECKED BULLETINS-NONE.

D CUSTOMER STATES: WINDNOISE ON PASS SIDE.

CAUSE: INSTALLED PASS. SIDE DRIP RAIL MOLDING.

C1020 WEATHERSTRIP SIDE ROOF RAIL RIGHT ALIGN OR  
REPLACE

70114	WC4	0.20		14.14	14.14
1	15270424	F-WEATHERST	39.86	32.93	32.93
FC: 2E					
PART#: 15270424					
COUNT: 1					
CLAIM TYPE:					
AUTH CODE:					
N3					

2352 3293 TPARTS

370 1414 TLABOR

E CUSTOMER STATES: WINDNOISE FROM DRIVERS SIDE.

CAUSE: INSTALLED DRIVERS SIDE DRIP RAIL MOLDING.

C1021 WEATHERSTRIP SIDE ROOF RAIL LEFT ALIGN OR  
REPLACE

70114	WC4	0.20		14.14	14.14
4	11609417	RETAINER	0.14	0.11	0.44
1	15270425	F-WEATHERST	44.92	37.10	37.10
FC: 2E					
PART#: 15270425					
COUNT: 5					
CLAIM TYPE:					
AUTH CODE: B					
N3					

2682 3754 TPARTS

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(SIGN) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

## DESCRIPTION

## TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

SALES TAX

PLEASE PAY  
THIS AMOUNT

1002581

78452

## CHEVROLET OF HELENA #146

1501 CEDAR STREET

WARRANTY



HELENA, MT 59601



PHONE: (406) 442-9001

FAX: (406) 495-3076

PAGE 3

HELENA, MT

HOME: BUS:

CELL:

SERVICE ADVISOR: 70105 KELLY HUBBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	05	CHEVROLET COBALT	1G1AK52F557		22830/22846	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO.	RATE	PAYMENT
10MAY05 IS			18:00 08APR06		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:57609136 1)ILIFE LSSP270633				
08:34 08APR06	14:46 10APR06					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

					370	1414	TLABOR
--	--	--	--	--	-----	------	--------

F CUSTOMER STATES: PASS DOOR UPHOISTRY COMING LOOSE.

CAUSE: ADDRESSED BULLETIN#05-08-64-036B

C9741 BULLETIN 05-08-64-036B

70114 WC4 0.20

1 15876550 F-CUP

	14.14	14.14
10.09	8.05	8.05

FC: 93

PART#: 15876550

COUNT: 1

CLAIM TYPE:

AUTH CODE:

MH

575 005 TPARTS

370 1414 TLABOR

INSTALLED PASS. FRONT DOOR INSIDE GRAB HANDLE C UP PER BULLETIN

H\*\* CUSTOMER STATES; WINDNOISE FROM PASS. REAR DOOR.

CAUSE: WEATHERSTRIP ON PASS. REAR DOOR HAS LOW TENSION.

C1130 WEATHERSTRIP REAR DOOR OPENING RIGHT ALIGN

OR REPLACE

70114 WC4 0.20

1 15798473 WEATHERST

	14.14	14.14
49.80	41.13	41.13

FC: 2E

PART#: 15798473

COUNT: 1

CLAIM TYPE:

AUTH CODE:

N3

2938 4113 TPARTS

370 1414 TLABOR

REPLACED WEATHERSTRIP ON PASS. REAR DOOR.

I\*\* CUSTOMER STATES; WINDNOISE FROM DRIVERS REAR DOOR.

CAUSE: PASSENGER REAR DOOR DOES NOT LINE UP WITH BODY LINES-NOISE @

REAR CORNER.

C1131 WEATHERSTRIP REAR DOOR OPENING LEFT ALIGN

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

1002581

78452

## CHEVROLET OF HELENA #146

1501 CEDAR STREET

WARRANTY



HELENA, MT 59601



PHONE: (406) 442-9001

FAX: (406) 495-3076

HELENA, MT

HOME:

BUS:

CELL:

PAGE 4

SERVICE ADVISOR: 70105 KELLY HUBBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	05	CHEVROLET COBALT	1G1AK52F557		22830/22846		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
10MAY05 IS			18:00 08APR06		0.00	CASH	10APR06

R.O. OPENED

READY

OPTIONS: STK:57609136 1)ILIFE LSSP270633

08:34 08APR06 14:46 10APR06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

OR REPLACE

70114 WC4 0.20

14.14 14.14

1 15798473 WEATHERST

49.80 41.13 41.13

PC: 2E

PART#: 15798473

COUNT: 1

CLAIM TYPE:

AUTH CODE: B

N3

2938 4113 TPARTS

170 1414 TLABOR

NEEDS TO GO TO A BODY SHOP.

YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL IF YOU'RE NOT ABLE TO ANSWER "COMPLETELY SATISFIED" TO ALL QUESTIONS, PLEASE CONTACT DOUG OR KELLY. YOUR SATISFACTION IS OUR #1 GOAL. THANK YOU FOR YOUR BUSINESS! SERVICE DEPARTMENT IS OPEN SATURDAYS!

COST, SALE, &amp; COMP TOTALS 14260 26683 0

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SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	106.05
PARTS AMOUNT	160.78
GAS, OIL LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	266.83
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	266.83



1002581

76815

**CHEVROLET OF HELENA #146**

1501 CEDAR STREET

WARRANTY

HELENA, MT 59601

PHONE: (406) 442-9001

FAX: (406) 495-3076

PAGE 1

HELENA, MT

HOME

BUS:

CELL

SERVICE ADVISOR: 78017 ED MCDONALD

CELL				SERVICE ADVISOR							
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN/OUT		TAG	
BLACK	05	CHEVROLET COBALT		1G1AK52F557				19752/19752			
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO.		RATE	PAYMENT		INV DATE	
10MAY05 IS			18:00 18FEB06				0.00	CASH		20FEB06	
R.O. OPENED		READY		OPTIONS: STK:57609136 1)ILIFE LSSP270633							
08:33 18FEB06		15:41 20FEB06									
LINE		OPCODE		TECH		TYPE		HOURS		TOTAL	

A CUSTOMER STATES INSTRUMENT CLUSTER INFO READ ERRATIC FUEL GAUGE AT

1/2 WILL GET LOW FUEL MESSAGE

CAUSE: REPROGRAMMED BCM WITH UPDATE PROGRAM IPC FOR FUEL GAUGE

N4808 BODY CONTROL MODULE REPROGRAMMING WITH SPS

70101 WC4 0.60

42.42 42.42

FC: 3L PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

AV

0 0 TPARTS

1170 4242 THABOR

REPROGRAMMED PCM

YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL  
IF YOU'RE NOT ABLE TO ANSWER "COMPLETELY  
SATISFIED" TO ALL QUESTIONS, PLEASE CONTACT  
DOUG OR KELLY. YOUR SATISFACTION IS OUR #1  
GOAL. THANK YOU FOR YOUR BUSINESS! SERVICE  
DEPARTMENT IS OPEN SATURDAYS.

COST, SALE, &amp; COMP TOTALS

1170

4242

0

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DESCRIPTION	TOTALS
LABOR AMOUNT	42.42
PARTS AMOUNT	0.00
GAS, OIL LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	42.42
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	42.42

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

1002581

73207

## CHEVROLET OF HELENA

1501 CEDAR STREET

WARRANTY



HELENA, MT 59601



PHONE: (406) 442-9001

FAX: (406) 442-6893

HELENA, MT

HOME: [REDACTED] BUS:

CELL: [REDACTED] SERVICE ADVISOR: 70083 DOUGLAS GILL

PAGE 1

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	05	CHEVROLET COBALT	1G1AK52F557		14128/14128		
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10MAY05 IS			18:00 03NOV05		0.00	CASH	07NOV05
R.O. OPENED		READY	OPTIONS: STK:57609136 1)ILIFE LSSP270633				
17:30 02NOV05		09:50 07NOV05					

B CUSTOMER STATES CK ENG LIFE ON

CAUSE: LIGHT OFF CURRENTLY, HISTORY CODE P1516 STORED, TAC PERFORMANCE,  
OPERATING CORRECTLY, CHECKED ALL CONNECTIONS AND TERMINALS, OK  
N6606 WIRING AND/OR CONNECTOR FUEL SYSTEM REPAIR  
OR REPLACE

77154 WC4 0.40

27.24 27.24

FC: 2W PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

WG

0 0 TPARTS  
600 2724 TLABOR

NO SERVICE BULLETINS PERTAINING TO

C CUSTOMER STATES BRAKES SQUEEL

CAUSE: VERIFIED NOISE ON TEST DRIVE, DUST ON DISC BRAKE PADS  
H0042 PADS, DISC BRAKE FRONT R&R OR REPLACE

77154 WC4 0.50

34.05 34.05

1 12378392 CLEANER

4.95 3.95 3.95

FC: 2C

PART#: 12378392

COUNT: 1

CLAIM TYPE:

AUTH CODE:

NV

282 395 TPARTS  
750 3405 TLABOR

DEGLAZED PADS AND ROTORS, NOT AFFECTING BRAKE PERFORMANCE, DRIVEN IN  
DUSTY CONDITIONS BRAKE NOISE WILL APPEAR

D CUSTOMER STATES BACKING DOWN DRIVEWAY STEERING FEELS STRANGE

CAUSE: NOT ABLE TO VERIFY ABNORMAL NOISE

E8060 TIE ROD END AND/OR ADJUSTER SLEEVE RIGHT  
REPLACE

77154 WC4 0.30

20.43 20.43

FC: 9Z PART#: COUNT: 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE  
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE  
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO  
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE  
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED  
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY  
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS  
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT  
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY  
MANUFACTURER'S REPRESENTATIVE.

## STATEMENT OF DISCLAIMER

The factory warranty constitutes all  
of the warranties with respect to  
the sale of this item/items. The  
Seller hereby expressly disclaims all  
warranties either express or implied,  
including any implied warranty of  
merchantability or fitness for a  
particular purpose. Seller neither  
assumes nor authorizes any other  
person to assume for it any liability  
in connection with the sale of this  
item/items.

## DESCRIPTION

## TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INS/DED/DIS

SALES TAX

PLEASE PAY  
THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE



1002581

73207

**CHEVROLET OF HELENA**

1501 CEDAR STREET

WARRANTY



HELENA, MT 59601



PHONE: (406) 442-9001

FAX: (406) 442-6893

HELENA, MT

HOME: [REDACTED] BUS:

CELL: [REDACTED]

PAGE 2

SERVICE ADVISOR: 70083 DOUGLAS GILL

COLOR		YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT		TAG
BLACK		05	CHEVROLET COBALT	1G1AK52F557		14128/14128		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	
10MAY05 IS			18:00 03NOV05		0.00	CASH	07NOV05	
R.O. OPENED		READY		OPTIONS: STK:57609136 1) ILIFE LSSP270633				
17:30 02NOV05		09:50 07NOV05						
LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL		

CLAIM TYPE:

AUTH CODE:

02

0

0 TPARTS

450

2043 TLABOR

OPERATING AS DESIGNED AT THIS TIME, NO SERVICE BULLETINS RELATING TO, VEHICLE HAS HAD UNDER BO DY DAMAGE TO CHASIS, SUGGEST TAKING TO A BODY S HOP FOR REPAIRS

YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL IF YOU'RE NOT ABLE TO ANSWER "COMPLETELY SATISFIED" TO ALL QUESTIONS, PLEASE CONTACT DOUG OR KELLY. YOUR SATISFACTION IS OUR #1 GOAL. THANK YOU FOR YOUR BUSINESS! SERVICE DEPARTMENT IS OPEN SATURDAYS.

**COST, SALE, & COMP TOTALS**

2082

8567

0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

**STATEMENT OF DISCLAIMER**

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**DESCRIPTION****TOTALS**

LABOR AMOUNT	81.72
PARTS AMOUNT	3.95
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	85.67
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	85.67

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

1002581

71093

**CHEVROLET OF HELENA**

1501 CEDAR STREET

WARRANTY

HELENA, MT 59601

PHONE: (406) 442-9001

FAX: (406) 442-6893

HELENA, MT

HOME:

BUS:

CELL:

PAGE 1

SERVICE ADVISOR: 70083 DOUGLAS GILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	05	CHEVROLET COBALT	1G1AK52F557		10488/10493		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV DATE
10MAY05 IS			18:00 03SEP05		0.00	CASH	09SEP05
R.O. OPENED		READY	OPTIONS: STK:57609136 1) ILIFE LSSP270633				

08:14 03SEP05 15:10 09SEP05

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A. CUSTOMER STATES; LEAK-DRIVERS SIDE-FRONT.

CAUSE: RAISED UP TO INSPECT.

C1081 WEATHERSTRIP FRONT DOOR OPENING LEFT ALIGN

OR REPLACE

70114 WC4 0.20

13.62 13.62

FC: 3A PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

VN

0 0 TPARTS

370 1362 TLABOR

NO WETNESS ANYWHERE. NO LEAK DETECTED CHECKED ALL FLUID LEVELS-ALL OK.

COULD NOT VERIFY CUSTOMERS CONCERN.

C CUSTOMER STATES; WHEN PARK VEHICLE SHUT OFF BY ITSELF.

CAUSE: TEST DROVE.

J9991 CUSTOMER CONCERN NOT DUPLICATED

70114 WC4 0.30

20.43 20.43

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

PU

0 0 TPARTS

555 2043 TLABOR

STARTED &amp; STOPPED (PUT IN PARK) NUMEROUS TIMES. CHECKED BULLETINS-NO

BULLETINS FOR THIS CONCERN. COULD NOT VERIFY CUSTOMERS CONCERN.

D CUSTOMER STATES; WITH CRUISE ON-UNDER LOAD (UP HILL) RPM WENT WAY UP (7)

CAUSE: TEST DROVE.

R1245 SWITCH, CRUISE CONTROL RELEASE CLUTCH R&amp;R

OR REPLACE

70114 WC4 0.30

20.43 20.43

FC: 6D PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OL

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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## DESCRIPTION

## TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INS/DED/DIS

SALES TAX

PLEASE PAY THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

1002581

71093

**CHEVROLET OF HELENA**

1501 CEDAR STREET

WARRANTY

HELENA, MT 59601

PHONE: (406) 442-9001

FAX: (406) 442-6893

HELENA, MT

HOME:

BUS:

CELL:

PAGE 2

SERVICE ADVISOR: 70083 DOUGLAS GILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	05	CHEVROLET COBALT	1G1AK52F557		10488/10493		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10MAY05 IS			18:00 03SEP05		0.00	CASH	09SEP05
R.O. OPENED		READY	OPTIONS: STK:57609136 1)ILIFE LSSP270633				

08:14 03SEP05 15:10 09SEP05

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

0 0 TPARTS  
555 2043 TLABOR

2ND GEAR 70mph@6200RPM. ENGINE COMPUTUR WILL NOT ALLOW ENGINE SPEED TO EXCEED 6300rpm. TO DOWNSHIFT INTO 2nd,SPEED HAS TO BE LESS THAN 62mph.

COULD NOT VERIFY CUSTOMERS CONCERN.

E CUSTOMER STATES,PULL UP ON PARKING BRAKE &amp; HAD A ABNORMAL

NOISE-HAPPEND 1 TIME.

CAUSE: TEST DROVE.

H2880 CABLE, PARKING BRAKE REAR RIGHT REPLACE

70114 WC4 0.20

13.62 13.62

PC: 2N PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NF

0 0 TPARTS  
370 1362 TLABOR

APPLIED PARKING BRAKE NUMEROUS TIMES ON DIFFERENT INCLI NES. COULD NOT VERIFY CUSTOMERS CONCERN.

F CUSTOMER STATES,HAS A LITTLE HUMP @ THE END OF THE DRIVEWAY-WHEN HIT

SOUNDS LIKE THE FRONT END IS FALLING OFF.

CAUSE: TEST DROVE TO VERIFY.

J3202 SUPPORT, RADIATOR UPPER REPLACE

70114 WC4 0.20

13.62 13.62

PC: 2W PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NQ

0 0 TPARTS  
370 1362 TLABOR

COULD NOT VERIFY CUSTOMERS CONCERN. N O T E:INSPECTED FRONT END-SOMETHING HAS HIT T HE LOWER RADIATOR SUPPORT & BENT IT UP-RADIATOR

CAN BE MOVED BY HAND.NEED NEW SUPPORT. PIX ARE AVAILABLE FOR VEIWIING.

G\*\* CUSTOMER STATES,R.F. DOOR PANEL HAS MATERIAL COMMING OFF.

CAUSE: MATERIAL IS COMMING OFF DOOR PANEL

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## DESCRIPTION

## TOTALS

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS/DED/DIS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE



1002581

71093

## CHEVROLET OF HELENA

1501 CEDAR STREET

WARRANTY



HELENA, MT 59601



PHONE: (406) 442-9001

FAX: (406) 442-6893

HELENA, MT

PAGE 3

HOME BUS:

CELL

SERVICE ADVISOR: 70083 DOUGLAS GILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	05	CHEVROLET COBALT	1G1AK52F557		10488/10493		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10MAY05 IS			18:00 03SEP05		0.00	CASH	09SEP05
R.O. OPENED		READY	OPTIONS: STK:57609136 1) ILIFE LSSP270633				

08:14 03SEP05 15:10 09SEP05

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C3348	TRIM ASSEMBLY, FRONT DOOR RIGHT ONE PIECE						
	R&R OR REPLACE						
	70114 WC4 0.30				20.43	20.43	
1	15261866 F-PANEL				165.77	132.29	132.29
	PC: 3P						
	PART#: 15261866						
	COUNT: 1						
	CLAIM TYPE:						
	AUTH CODE:						
	ON						

9449 13229 TPARTS  
555 2043 TLABOR

## REPLACED DOOR PANEL.

TALKED WITH CUSTOMER-WE WOULD LIKE TO RIDE WITH CUSTOMERS TO VERIFY CONCERNS. CUSTOMER DID NOT HAVE TIME TO DUE THIS. ASKED TO LOCK KEYS IN CAR IF NOT HERE BY CLOSIN G...	YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL IF YOU'RE NOT ABLE TO ANSWER "COMPLETELY SATISFIED" TO ALL QUESTIONS, PLEASE CONTACT DOUG OR KELLY. YOUR SATISFACTION IS OUR #1 GOAL. THANK YOU FOR YOUR BUSINESS! SERVICE DEPARTMENT IS OPEN SATURDAYS.
--	--

COST, SALE, &amp; COMP TOTALS 12224 23444 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	102.15
PARTS AMOUNT	132.29
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	234.44
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	234.44

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Greenfield, IN

INDIANAPOLIS IN 462

24 JUN 2006 PM 4 T



JUN 26 2008

Rick Wagoner - CEO  
General Motors  
PO Box 33170  
Detroit, MI  
48232-5170

48232+5170



June 17, 2006

General Motors Customer Service  
PO Box 33170  
Detroit, Mi 48232-5170

To whom it may concern,

I worked at General Motors for twenty-one years and have always purchased General Motors vehicles. I am extremely upset about all the problems I have had with my 2005 Chevrolet Cobalt and nothing has been done to fix it. I have been told this is the characteristic of a Cobalt. This is not acceptable.

I purchased a 2005 Chevrolet Cobalt March 5, 2006. Within two weeks the button for the sunroof fell on the floor. I went back to the dealership, Dugan Chevrolet in Danville, In. They could not fix it and put it on with a screw. They said the button for the sunroof had to be redesigned and they would contact me when to bring it in for repairs. One year later nothing has been done.

May 2005 I was having trouble getting my key out of ignition and a noise in the steering column. This is a new car and it should not make any noise. The dealership repaired the problem with the key but could not fix the noise. I was told this was a characteristic of the Cobalt. When service can not figure out how to fix something, this is the excuse they use. The noise is getting worse and the car sounds like an old rattletrap. I was informed that the whole steering column had to be redesigned.

I called GM customer service and, customer service called the dealership. The dealership told her it was a characteristic of the Cobalt. I do not understand why it can not be repaired even if you need to replace it with one off of another car. Each time I take the car in I must drive 50 miles one way and with gas prices it is expensive to take the car in plus it is a hours drive each way.

When you bring out a new car it should be tested completely, before you try to sell it to anyone. Now if these problems are a characteristic of a Cobalt then why have they had no other Cobalt to come back to their dealership.

I feel like they do not want to help me and do not care if I purchase another car from them.

I will give you until September 1<sup>st</sup> to rectify these problems or I will have to take further action. I would need to contact the Attorney General, television station, and my attorney. To contact me my home telephone number is [REDACTED] cell phone number [REDACTED] My name and address is [REDACTED] [REDACTED] Greenfield, Indiana, [REDACTED]

Sincerely,

[REDACTED]

Cc: Rick Wagoner

[REDACTED]

GREENFIELD, IN

[REDACTED]

May 19, 2011

[REDACTED]  
Greenfield, IN [REDACTED]

Service Request: 1-415781365

Customer Relationship Specialist: Marion Lindsey

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Chevrolet Cobalt, Vehicle Identification Number 1G1AL52F357[REDACTED], is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on August 1, 2006 and ending on August 1, 2008, and begins with 38,200 miles and ends with 62,200 odometer miles
- A \$0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmLink.com](http://www.mygmLink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



Mailing Address:  
P.O. Box 347  
Danville, IN 46122

Physical Address:  
183 S. Co. Rd. 525 E  
Avon, IN 46123

Contact Numbers:  
Direct Line: (317) 718-7821  
Phone: (317) 745-6444 ext. 321  
Toll Free: 1-877-573-8426

# FAX

To: Marion Lindsey

From: Nolan Hays

Phone #: 1-816-790-5700  
721259

Fax #: 1-816-278-1779

Date: 7/7/06

Pages: 17

Re: \_\_\_\_\_

☐ Urgent

☒ For Review

☐ Please Comment

☐ Please Reply

Comments:

CASE # 1-415781365

Chevrolet Code: 25139

Pontiac Code: 09076 BAC Code: 112880

Plate #: 597M

Tax ID#: 0019576350016





Mailing Address:  
P.O. Box 347  
Danville, IN 46122

Physical Address:  
183 S. Co. Rd. 525 E  
Avon, IN 46123

Contact Numbers:  
Direct Line: (317) 718-7821  
Phone: (317) 745-6444 ext. 321  
Toll Free: 1-877-573-8426

# FAX

To: ANTHONY SIMONS

Fax #: 317-233-4393

From: Nolan Hays

Date: 7-5-06

Phone #: \_\_\_\_\_

Pages: \_\_\_\_\_

Re: FILE # 06-CP-56029

☐ Urgent

☒ For Review

☐ Please Comment

☐ Please Reply

## Comments:

IF ANY QUESTIONS OR IF I CAN BE OF  
FURTHER HELP PLEASE CALL THANKS Nolan Hays

Chevrolet Code: 25139

Pontiac Code: 09076 BAC Code: 112880

Plate # XXXXXXXXXX

Tax ID#: 0019576350016

# DUGAN CHEVROLET PONTIAC INC.

183 South County Road 525 East  
Avon, IN 46123

July 5, 2006

FILE # 06-CP-56029

Dear Anthony Simons,

In regards to customer complaint of sunroof switch, vehicle originally was brought to us on 4/11/05 with the concern that the sunroof switch fell out. After inspecting it was determined that the switch and bezel, which holds the switch in, was broken and would not stay in place. A new part was not available at that time to make a permanent repair. We were advised by GM technical assistance to install a small trim screw to temporarily repair until a new design part was available. At that time we did advise customer of the temporary repair and that the new part would be ordered when available. Customer did bring vehicle back in on 6/27/05 to have a recall performed and a new switch installed. The correct switch still was not available at that time but the recall was performed. Customer was called at a later date by their advisor, Diane Waterman, to schedule an appointment to install the new switch. Customer told her at that time that it was too far to drive to just have a new switch installed. The next time we saw the customer was on 5/16/06. The vehicle then had 27,891 miles on it. Customer did not mention the sunroof switch at the time of write up, but did state that there was a rattle in the front end when hitting bumps. Also, that the ignition key would not come out of the ignition without wiggling the shifter. Also the customer needed a rental car, which was furnished at no charge to them. The ignition problem was repaired, but the rattle in the front end could not immediately be identified and repaired. We notified GM technical assistance, which they suggested several different repairs that did not completely repair. At that time it was determined that the noise was coming from the column area. Gm then told us that there were some concerns with these columns and that they were being redesigned to eliminate noise concerns. Due to the fact that the column was in the process of being redesigned these parts were restricted from being ordered through the parts department. I then called the GM power train quality center, which is in charge of restricted parts. I discussed the case with them and was informed since the problem was with only a noise issue they would not release us a new column because the customer concern would probably return since the new part is still not available. We then explained the situation to the customer and assured them that the car was safe to drive but that this time we would be unable to repair the rattle. Customer was notably unhappy that we could not replace the column. We at that time apologized for their concern and stated we would repair the vehicle at no charge to them when the part would become available. Since we received your letter dated June 30, 06, which I received on July 5, 06, I have reviewed with parts and found that the sunroof switch is still available which I have ordered and expect to receive by July 7<sup>th</sup>. As far as the column is concerned, I called the power train quality center to get an update. The new column is still not available but since customer is threatening lawsuit, they will release an old design that can be installed, but since it is the old design part the noise may not go away at all or may return after driving for some miles. I did request that they ship me a column. They could not give me an exact shipping date but should not take more than a week. After the parts arrive we can then schedule an appointment to have the new parts installed. As far as the customer stating we do not care or do not want to repair their vehicle that is false. We do make our money by repairing vehicles and we are very concerned over our customer satisfaction index, but we cannot repair vehicles unless GM authorizes the repairs with their parts.

Thank you,



Nolan W. Hays  
Service Manager



# CONSUMER COMPLAINT FORM

Office of the Indiana Attorney General

ED

To prevent delay, please be sure to complete **both sides** of this form in full. Please print clearly or type. **DO NOT** include your **Social Security Number** on this form or in any accompanying documents.

## 1. YOUR INFORMATION

☒ Mr. ☐ Mrs. ☐ Miss ☐ Ms. ☐ Dr.

Name [REDACTED]

Address [REDACTED]

City GREENFIELD State IN

ZIP [REDACTED] County HANCOCK

Phone [REDACTED] Day

[REDACTED] - CELL Evening

E-mail [REDACTED]

## 2. WHO IS YOUR COMPLAINT AGAINST?

Name/Firm GENERAL MOTORS

Address PO BOX 33170

City DETROIT State MI

ZIP 48232-5170 County

Phone ( )

E-mail

Person you dealt with

## 3. WHEN DID TRANSACTION/INCIDENT OCCUR?

Date \_\_\_\_\_ Time \_\_\_\_\_

**RECEIVED**

## 4. WHERE DID THE TRANSACTION/INCIDENT YOU ARE COMPLAINING ABOUT TAKE PLACE?

- ☒ At the firm's place of business  
☐ My home  
☐ Away from the firm's place of business (work, convention, etc.)  
☐ Other \_\_\_\_\_

- ☐ By Mail  
☐ By Internet/e-mail  
☐ By telephone

JUN 26 2006

ATTORNEY GENERAL OF INDIANA  
CONSUMER PROTECTION

## 5. WHAT WAS THE VERY FIRST CONTACT BETWEEN YOU AND THE FIRM? (Check box when applicable)

- ☒ I telephoned the firm  
☐ I responded to a TV/radio ad  
☐ A person came to my home  
☐ I received information by e-mail  
☐ I received information in the mail

- ☐ I went to the firm's place of business  
☐ I received a telephone call from the firm  
☐ I responded to an offer on the Internet  
☐ I responded to a printed advertisement  
☐ Other \_\_\_\_\_

## 6. DO YOU CONSENT TO DISCLOSING THE FOLLOWING TO THE PUBLIC?

The nature and status of your complaint and the name of the firm? ☒ Yes ☐ No  
 Your name? ☒ Yes ☐ No  
 Your phone number? ☒ Yes ☐ No

## 7. WHAT WAS THE TRANSACTION FOR?

- ☐ My business  
☒ My family/household  
☐ My farm

## 8. HOW DID YOU PAY?

N/A UNDER WARRANTY

- ☐ Cash ☐ Credit Card ☐ Medicaid ☐ Private Insurance  
☐ Check ☐ Installment Loan ☐ Medicare ☐ Other \_\_\_\_\_

## 9. DID YOU SIGN ANY WRITTEN AGREEMENT? IF YES, PLEASE ATTACH A COPY OF THE AGREEMENT.

☐ Yes ☒ No

For Office Use Only:

Ind	Prac	PL	MO	NL	NJ	OA:	Inv.	Sec	File #
01	59								-CP-

## 10. HAVE YOU COMPLAINED TO THE BUSINESS?

☒ Yes ☐ NoWhen? 4-05-ON SUNROOF BUTTONAction taken? NONE ON EITHER ISSUE6-06 STEERING COLUMN

## 11. WITH WHAT OTHER AGENCY HAVE YOU FILED THIS COMPLAINT?

When? ONLY WITH GENERAL MOTORSAction taken? NOTHING12. HAVE YOU CONTACTED A PRIVATE ATTORNEY? NOT YET☐ Yes ☒ No

## 13. HAVE YOU STARTED A COURT ACTION? IF YES, PLEASE ATTACH A COPY OF ALL COURT PAPERS.

☐ Yes ☒ No

## 14. HAVE YOU BEEN SUED OVER THIS ISSUE? IF YES, PLEASE ATTACH A COPY OF ALL COURT PAPERS.

☐ Yes ☒ No

## 15. PLEASE DESCRIBE YOUR COMPLAINT IN DETAIL (ATTACH ADDITIONAL PAGES IF NECESSARY)

Please attach a copy of all papers involved (order blank, warranty, credit card receipt and statement, invoice, contract or written agreement, advertisement, cancelled check, correspondence and all other related documents). Please print clearly or type. DO NOT INCLUDE YOUR SOCIAL SECURITY NUMBER.

I HAVE 3 YEAR BUMPER TO BUMPER WARRANTY

THIS IS ON MY 2005 CHEVROLET COBALT. MARCH 2005 THE SUNROOF BUTTON FELL OFF & DEALERSHIP CLAIMS MUST BE REDESIGNED. IN MAY 2005 MY IGNITION KEY WOULD NOT COME OUT & THERE WAS A BAD RATTLE. I TOOK THE CAR TO AUGHAN CHEVROLET & THEY WERE ABLE TO REPAIR THE IGNITION BUT COULD NOT FIX THE RATTLE. THEY SAID THE STEERING COLUMN HAD TO BE REPLACED. THEY SAID IT HAD TO BE REDESIGNED. THEY CLAIM THIS IS A CHARACTERISTIC OF A COBALT. I SAID REPLACE THE STEERING COLUMN. THEN I WAS TOLD IT WOULD NOT WORK SINCE THIS IS A CHARACTERISTIC OF A COBALT. I ASKED HOW MANY COBALT HAVE COME BACK FOR THIS PROBLEM & HE SAID NONE. NOW HOW CAN THAT BE.

16. HOW WOULD YOU LIKE YOUR COMPLAINT RESOLVED? I WANT THE VEHICLE REPAIRED OR A  
ANOTHER VEHICLE

## 17. CONSENT AND CERTIFICATION

I certify that the information in this complaint is true and accurate to the best of my knowledge. I consent to the release of any information to the Consumer Protection Division relating to this complaint. I understand that I should not include my Social Security Number in any information submitted to the Consumer Protection Division. If I do provide my Social Security Number, I expressly consent to the disclosure of my Social Security Number in accordance with Indiana Code § 4-1-10-5(2)

Your Signature

Date

6-23-06

## WHAT WILL HAPPEN NOW? WHAT ELSE SHOULD YOU DO?

The Consumer Protection Division will send a copy of your complaint to the respondent firm or licensed professional. This office cannot disclose your complaint against a licensed professional to the public unless this office files a disciplinary action against the licensed professional. This office represents the State of Indiana and is limited in the remedies it can pursue. You may be entitled to compensation or other rights that we cannot pursue for you. In addition to filing this complaint, you may want to consider contacting a private attorney or your local small claims court.

## MAIL COMPLETED FORMS TO:

Attorney General Steve Carter  
Consumer Protection Division  
Government Center South, 5<sup>th</sup> floor  
302 West Washington Street  
Indianapolis, IN 46204  
PH: 317-232-6330 • FAX: 317-233-4393  
www.IndianaConsumer.com

June 17, 2006

General Motors Customer Service  
PO Box 33170  
Detroit, MI 48232-5170

To whom it may concern,

I worked at General Motors for twenty-one years and have always purchased General Motors vehicles. I am extremely upset about all the problems I have had with my 2005 Chevrolet Cobalt and nothing has been done to fix it. I have been told this is the characteristic of a Cobalt. This is not acceptable.

I purchased a 2005 Chevrolet Cobalt March 5, 2005. Within two weeks the button for the sunroof fell on the floor. I went back to the dealership, Dugan Chevrolet in Danville, IN. They could not fix it and put it on with a screw. They said the button for the sunroof had to be redesigned and they would contact me when to bring it in for repairs. One year later nothing has been done.

May 2006 I was having trouble getting my key out of ignition and a noise in the steering column. This is a new car and it should not make any noise. The dealership repaired the problem with the key but could not fix the noise. I was told this was a characteristic of the Cobalt. When service can not figure out how to fix something, this is the excuse they use. The noise is getting worse and the car sounds like an old rattletrap. I was informed that the whole steering column had to be redesigned.

I called GM customer service and, customer service called the dealership. The dealership told her it was a characteristic of the Cobalt. I do not understand why it can not be repaired even if you need to replace it with one off of another car. Each time I take the car in I must drive 50 miles one way and with gas prices it is expensive to take the car in plus it is a one hour drive each way.

When you bring out a new car it should be tested completely, before you try to sell it to anyone. Now if these problems are a characteristic of a Cobalt then why have they had no other Cobalt to come back to their dealership.

I feel like they do not want to help me and do not care if I purchase another car from them.

I will give you until September 1<sup>st</sup> to rectify these problems or I will have to take further action. I would need to contact the Attorney General, television station, and my attorney. To contact me my home telephone number is [REDACTED] cell phone number [REDACTED] My name and address is [REDACTED] Greenfield, Indiana, [REDACTED]

Sincerely,

Cc: Rick Wagoner

STATE OF INDIANA  
ATTORNEY GENERAL

June 30, 2006

Dugan Chevrolet-Pontiac  
183 South County Road 525 East  
Avon, IN 46123

Re: File No. 06-CP-56029

[REDACTED] vs. Dugan Chevrolet-Pontiac

Dear Dugan Chevrolet-Pontiac:

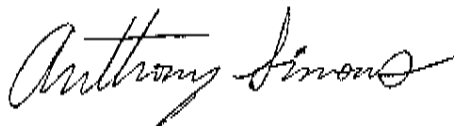
Enclosed is a complaint received by the Consumer Protection Division. Indiana law requires the Division to investigate and mediate complaints. In order to effectively mediate this complaint we require your *written* response within ten (10) days. We cannot take your response by phone.

Please include the following information in your reply:

1. The file number shown above;
2. My name, Anthony Simons;
3. Your explanation of what happened;
4. A copy of all documents relating to the complaint; and
5. An explanation of what, if any, action you would be willing to take to resolve the dispute.

- Our experience shows that many disputes result from misunderstanding and poor communication. Your prompt reply is required for our investigation and the resolution of this complaint. You may mail it to the address shown below or fax it to my attention at (317) 233-4393.

Very truly yours,



Anthony Simons  
Consumer Mediator  
asimons@atg.state.in.us

Enclosure(s)



**DIVISION OF CONSUMER PROTECTION**  
INDIANA GOVERNMENT CENTER SOUTH, FIFTH FLOOR  
302 WEST WASHINGTON STREET • INDIANAPOLIS, IN 46204-2770  
TELEPHONE (317) 232-6330 • (800) 382-5516



# Dugan Chevrolet-Pontiac Inc.

183 South Co. Rd 525 East  
Avon, IN 46123  
(317) 745-6444  
www.autobydugan.com

"Where You Just Get Treated Better"

CUSTOMER NO. 45655	ADVISOR JONATHAN SLVH 9056	TAG NO. 800	INVOICE DATE 05/30/06	INVOICE NO. CVCS259513
GREENFIELD, IN	LARON MAIL	LICENSE NO.	MILEAGE 27,891	VEHICLE VICTORY RED
	VEHICLE MAKE (MODEL) 05/CHEVROLET/COBALT/SEDAN			DELIVERY DATE 05/19/05
	VEHICLE I.D. NO. 1G1AL52F357			DELIVERY MILES 10
	F.T.F. NO.	P.O. NO.	05/16/06	REPRINT# 2
COMMENTS				MO: 27900

## JOB# 1 CHARGES

LABOR-----  
J# 1 12CVZ02 SUSPENSION REPAIRS TECH(S):9041 WARRANTY  
CUSTOMER STATES THAT THERE IS A RATTLE FROM THE FRONT END  
AREA WHEN HITTING BUMPS PLEASE ADVISE  
NOISE ORIGINALLY SEEMED TO BE FROM LF STRUT MOUNT WHICH  
WAS NOISEY BUT NOT THE COMPLAINT NOISE AFTER REPLACING MOUNT  
FOUND NOISE TO BE IMINATING FROM STEERING COLUMN/SHAFT AREA  
REPLACED SHAFT FOUND DID NOT CORRECT CONDITION CONTACTED TAC  
CASE #8954499 THEY STATED TO REPLACE STEERING COLUMN AND  
WHEN WE WENT TO ORDER COLUMN FOUND THAT GM IS REDESIGNING  
PART AND UNABLE TO ORDER COLUMN  
NEC TO WAIT TO REPLACE COLUMN WHEN PARTS BECOME AVAILABLE  
WE WILL FIX THE VEHICLE UNDER WARRANTY EVEN IF IT BECOMES  
OVER ON MILEAGE  
NQ 93 E3920 1.8 OLH 1.5 AUTH "E" OK NOLAN W. HASY DUE TO  
CASE #8954499 TO DETERMINE CAUSE. PARTS STILL NOT AVAILABLE  
FROM POC

## DISCLAIMER OF WARRANTIES

The Seller, DUGAN CHEVROLET-PONTIAC INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and DUGAN CHEVROLET-PONTIAC INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

DATE: \_\_\_\_\_

SIGNED: X \_\_\_\_\_

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	
1 88964326 MOUNT 7.395	
1 10394225 SHAFT KIT 6.526	
TOTAL - PARTS	0.00

JOB# 1 TOTALS-----

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

LABOR-----  
J# 2 22CVZ02 BODY ELECTRIC REPAIR TECH(S):9041 WARRANTY  
CUSTOMER STATES THAT THE IGNITION KEY WILL NOT COME OUT  
PLEASE ADVISE -CUSTOMER HAS TO WIGGLE THE FLOOR SHIFTER TO  
GET THE KEY TO COME OUT  
FOUND SHIFTER BINDING NEC TO REPLACE SHIFTER AND RETEST (OK)  
OG 3P K5225 .9 TO REPLACE CONTROL ASSY.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	
1 15244165 CONTROL 4.004	
TOTAL - PARTS	0.00

JOB# 2 TOTALS-----

JOB# 3 CHARGES----- JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

LABOR-----  
J# 3 25CVZ08 RENTAL CAR TECH(S):9119 WARRANTY  
COURTESY RENTAL VEHICLE  
BILL TO: NEW LOANER  
COURTESY RENTAL VEHICLE  
MJ 98 Z7904 NET AMOUNT \$148.00 COMMENTS: KLTD526058



# Dugan Chevrolet-Pontiac Inc.

183 South Co. Rd 525 East  
Avon, IN 46123  
(317) 745-6444  
www.autobydugan.com

"Where You Just Get Treated Better"

CUSTOMER NO. 45655	ADVISOR JONATHAN SLYH	9056	TAG NO. 800	INVOICE DATE 05/30/06	INVOICE NO. CVCS259513
GREENFIELD, IN	LABOR RATE	LICENSE NO.	MILEAGE 27,891	COLOR VICTORY RED	STOCK NO. CCS128
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/SEDAN			DELIVERY DATE 03/19/05	DELIVERY MILES 10
	VEHICLE I.D. NO. 1G1A152F357			SELLING DEALER NO.	PRODUCTION DATE
	F.T.C. NO.			P.O. NO.	MO DATE 05/16/06
COMMENTS				REPRINT# 2	
MO: 27900					

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
LC LOANER CAR 259513  
LC LOANER CAR 259513  
TOTAL - MISC 0.00  
INTERNAL WARRANTY 0.00  
JOB# 3 TOTALS-----  
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00  
JOB# 4 CHARGES-----  
LABOR-----  
J# 4+11CVZ02 STAND BRAKE REPAIRS TECH(S):9041  
Added Operation (DONT @ 05/19/2006 12:20) WARRANTY  
ADD ON REPAIR PER CUSTOMER PHONE IN CUSTOMER STATES THAT  
WHEN UNDER HARD BRAKING THERE IS A LOUD GRIND NOISE HEARD  
CUSTOMER IS NOT SURE FROM THE FRONT OR THE REAR ALSO THE  
VEHICLE DOES NOT WANT TO STOP WELL WHEN THIS HAPPENS  
FOUND NOISE TO BE ABS ACTIVATION AND UNABLE TO CURRENTLY  
VERIFY ANY ABNORMAL BRAKING  
JOB# 4 TOTALS-----  
JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

## DISCLAIMER OF WARRANTIES

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DATE: \_\_\_\_\_

SIGNED: X \_\_\_\_\_

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

\*\*\*\*\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
\*\*\*\*\*

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

TOTAL INVOICE \$ 0.00

RECEIVED BY: \_\_\_\_\_ RECEIVE DATE: \_\_\_\_\_  
PARTS WITH AN ASTERISK INDICATE LIFETIME WARRANTY GUARANTEE  
FOR CUSTOMER PAY PARTS  
IF YOU ARE NOT "COMPLETELY SATISFIED" WITH YOUR VISIT PLEASE  
CALL SERVICE MGR. NOLAN HAYS @ (317) 745-6444 EXT. 321.  
WWW.AUTOBYDUGAN.COM

CUSTOMER SIGNATURE \_\_\_\_\_  
\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*





# Dugan Chevrolet-Pontiac Inc.

183 South Co. Rd 525 East  
Avon, IN 46123  
(317) 745-6444  
www.autobydugan.com

"Where You Just Get Treated Better"

CUSTOMER NO. 45655	ADVISED BY DIANE B. WATERMAN 9095	TAG NO. 862	INVOICE DATE 06/28/05	INVOICE NO. CVCS240874
GREENFIELD, IN	LABOR RATE	LICENSE NO.	MILEAGE 2,293	VEHICLE COLOR VICTORY RED
	VEHICLE MAKE/MODEL 05/CHEVROLET/COBALT/SEDAN			DELIVERY MILES 10
	VEHICLE ID NO. 1G1AL52F357			SELLING DEALER NO.
	F.T.E. NO.			P.O. NO.
COMMENTS			06/27/05	MO: 2295

JOB# 1 CHARGES-----  
LABOR-----  
J# 1 22CVZ02 BODY ELECTRIC REPAIR TECH(S):9672 WARRANTY  
C/S SUNROOF SWITCH IS BROKEN INSTALL SOP  
NOT RIGHT PARTS TO FIX VEHICLE  
NO WORK DONE AT THIS TIME THERE IS A CASE ON THIS VEHICLE  
8280312

JOB# 1 TOTALS-----  
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00  
JOB# 2 CHARGES-----

LABOR-----  
J# 2 33CVZ05046 A/C-SIR WIRING TECH(S):9672 WARRANTY  
CUSTOMER REQUEST PERFORM PRODUCT SAFETY RECALL 05046  
POSSIBLE INCORRECT WIRING  
REWIRE AIR BAG & INSTALL JUMPER HARNESS PER RECALL BULLETIN  
MA 96 V1359 .3

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
1 15785514 HARNESS 1.055  
TOTAL - PARTS 0.00

JOB# 2 TOTALS-----  
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00  
JOB# 3 CHARGES-----

LABOR-----  
J# 3 25CVZ08 RENTAL CAR TECH(S):9119 INTERNAL  
COURTESY RENTAL VEHICLE  
BILL TO: NEW LOANER  
COURTESY RENTAL VEHICLE

JOB# 3 TOTALS-----  
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00  
JOB# 4 CHARGES-----

LABOR-----  
J# 4+01CVZ03 \*DURABLEND LOF TECH(S):9672 13.71  
Added Operation (DIANEW @ 06/27/2005 08:34)  
PERFORM DURABLEND OIL CHANGE  
SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE  
PERFORM LUBE OIL AND FILTER CHANGE, LUBRICATE CHASSIS IF  
NEEDED. TOP OFF ALL FLUID LEVELS AND SET TIRE PRESSURES

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
1 12579143 FILTER 1.836 7.60  
TOTAL - PARTS 7.60

## DISCLAIMER OF WARRANTIES

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DATE: \_\_\_\_\_

SIGNED: X \_\_\_\_\_



# Dugan Chevrolet-Pontiac Inc.

183 South Co. Rd 525 East  
Avon, IN 46123  
(317) 745-6444  
www.autobydugan.com

"Where You Just Get Treated Better"

CUSTOMER NO. 45655	NAME B. WATERMAN 9095	TAG NO. 862	DATE 06/28/05	CVCS240874
[REDACTED] GREENFIELD, IN	LABOR RATE	LICENSE NO.	MITAQT 2,293	VICTORY RED
	YEAR/MAKE/MODEL 05/CHEVROLET/COBALT/SEDAN			DELIVERY DATE 03/19/05
	VEHICLE I.D. NO. TGTAL52F357			DELIVERY MILES 10
	F.T.E. NO.			SELLING DEALER NO.
[REDACTED]	P.O. NO.			06/27/05
COMMENTS				MO: 2295

G.O.G. & SUPPLIES  
5.0 5W30 VALVOLINE DURABLEND @ 2.450 /UNIT  
TOTAL - GOG 12.25

JOB# 4 TOTALS  
LABOR 13.71  
PARTS 7.60  
G.O.G. 12.25  
JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 33.56

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
JOB # A SS SHOP SUPPLIES  
TOTAL - MISC 1.37

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$40.00 (+TAX)  
COMMENTS-----  
PLEASE KEEP CAR CLEAN!!!!

TOTALS-----

*****	TOTAL LABOR....	13.71
* [ ] CASH [ ] CHECK CK NO. [ ]	TOTAL PARTS....	7.60
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER	TOTAL SUBLET....	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE	TOTAL G.O.G....	12.25
*****	TOTAL MISC CHG.	1.37
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	1.19

\*\*\*\*\*  
RECEIVED BY: RECEIVE DATE: TOTAL INVOICE \$ 36.12

PARTS WITH AN ASTERISK INDICATE LIFETIME WARRANTY GUARANTEE  
FOR CUSTOMER PAY PARTS  
IF YOU ARE NOT "COMPLETELY SATISFIED" WITH YOUR VISIT PLEASE  
CALL SERVICE MGR. NOLAN HAYS @ (317) 745-6444 EXT. 321.  
WWW.AUTOBYDUGAN.COM

CUSTOMER SIGNATURE  
\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*



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"Where You Just Get Treated Better"

CUSTOMER NO. 45655	ADVISED BY DIANE B. WATERMAN 9095	TAG NO. 826	INVOICE DATE 04/12/05	INVOICE NO. CVCS236006
[REDACTED] GREENFIELD, IN [REDACTED]	FACTOR # [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 1,035	COLOR VICTORY RED
	VEHICLE MAKE (MODEL) 05/CHEVROLET/COBALT/SEDAN		DELIVERY DATE 03/19/05	STOCK NO. CCS128
	VEHICLE I.D. NO. T6IAL52F357 [REDACTED]		DELIVERY MILES 10	PRODUCTION DATE
[REDACTED]	F.T.E. NO. [REDACTED]	P.O. NO. [REDACTED]	MO/DA/04/11/05	REPRINT# 1
COMMENTS				MO: 1035

## JOB# 1 CHARGES

LABOR-----  
J# 1 22CVZ02 BODY ELECTRIC REPAIR TECH(S):9672 WARRANTY  
C/S SUNROOF SWITCH IS FALLING OUT CHECK AND ADVISE  
BEZEL AND SWITCH RETAINER BROKEN  
PART NOT YET AVAILABLE FROM GM  
INSTALLED SCREWS FOR TEMPORARY FIX UNTIL PART IS AVAILABLE  
VB 2W B2720 .3

JOB# 1 TOTALS-----  
J# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----  
LABOR-----  
J# 2 25CVZ08 RENTAL CAR TECH(S):9043 INTERNAL  
? COURTESY RENTAL VEHICLE

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
LC LOANER CAR 236006  
TOTAL - MISC 0.00

JOB# 2 TOTALS-----  
J# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----  
LABOR-----  
J# 3 28CVZ07 RADIO REPAIRS TECH(S):9672 WARRANTY  
C/S SCRATCH ON RADIO DISPLAY JUST BOUGHT  
LINT ON DISPLAY  
CLEANED DISPLAY WITH CLEANER

JOB# 3 TOTALS-----  
J# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

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

COMMENTS-----  
APPT

## DISCLAIMER OF WARRANTIES

The Seller, DUGAN CHEVROLET-PONTIAC INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and DUGAN CHEVROLET-PONTIAC INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

DATE: \_\_\_\_\_

SIGNED: X \_\_\_\_\_



# Dugan Chevrolet-Pontiac Inc.

183 South Co. Rd 525 East  
Avon, IN 46123  
(317) 745-6444  
www.autobydugan.com

"Where You Just Get Treated Better"

CUSTOMER NO. 45655	ADVISOR DIANE B. WATERMAN 9095	TAX NO. 826	INVOICE DATE 04/12/05	INVOICE NO. CVC5236006
[REDACTED] GREENFIELD, IN [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 1,035	COLOR VICTORY RED CC5128
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/SEDAN			DELIVERY DATE 03/19/05
	VEHICLE ID NO. 1G1AL52F357 [REDACTED]			DELIVERY MILES 10
[REDACTED]	F.T.E. NO.	P.O. NO.	04/11/05	REPRINT# 1
COMMENTS				MO: 1035

## TOTALS

\*\*\*\*\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
\*\*\*\*\*

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

TOTAL INVOICE \$ 0.00

## DISCLAIMER OF WARRANTIES

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DATE: \_\_\_\_\_

SIGNED: X \_\_\_\_\_

RECEIVED BY: \_\_\_\_\_ RECEIVE DATE: \_\_\_\_\_  
PARTS WITH AN ASTERISK INDICATE LIFETIME WARRANTY GUARANTEE  
FOR CUSTOMER PAY PARTS  
IF YOU ARE NOT "COMPLETELY SATISFIED" WITH YOUR VISIT PLEASE  
CALL SERVICE MGR. NOLAN HAYS @ (317) 745-6444 EXT. 321.  
WWW.AUTOBYDUGAN.COM

CUSTOMER SIGNATURE \_\_\_\_\_

DUPLICATE INVOICE

\*\*\*\*\*

Last Fax

<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Identification</u>	<u>Duration</u>	<u>Pages</u>	<u>Result</u>
Jul 5	1:44pm	Sent	92334393	3:54	12	OK

Result:

OK - black and white fax  
Okay color - color fax

PURCHASER: [REDACTED] Res. Phone [REDACTED]  
Address [REDACTED] Bus. Phone [REDACTED]  
City GREENFIELD State IN Zip [REDACTED] Lienholder HSBC AUTO FINANCE  
To Be Titled As Follows [REDACTED]

D	BASE PRICE		STOCK NO.	ORDER NO.
	DELIVERY & HANDLING		VEHICLE BEING PURCHASED	CC5128

I CERTIFY MY TRADE-IN VEHICLE HAS NEVER BEEN TITLED UNDER A STATE OR FEDERAL BRAND SUCH AS DEFECTIVE, REBUILT, SALVAGED, FLOOD, OR MFG BUYBACK, ETC. I AGREE THAT IF ANY SUCH BRAND IS DISCOVERED THAT I AM TO PAY THE ENTIRE TRADE ALLOWANCE ON DEMAND.

PLEASE ENTER MY ORDER FOR THE FOLLOWING:  
☒ NEW ☐ USED ☒ CAR  
☐ DEMO ☐ TRUCK ☐ OTHER

YEAR 2005 MAKE CHEVROLET SERIES COBALT  
BODY SEDAN COLOR VICTORY RED

VINYL TOP COLOR MILEAGE: 408  
INTERIOR COLOR TYPE MATERIAL

SERIAL NO. 1G1AL52F357 [REDACTED] CYL. 4  
TO BE DELIVERED 03/19/05  
ON OR ABOUT

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

WITNESS \_\_\_\_\_ DATE \_\_\_\_\_

TRADE - IN INFORMATION

YEAR MAKE

MODEL BODY

COLOR MILEAGE

SERIAL #

BALANCE OWED TO:

ADDRESS:

ACCT. NO. PAYOFF DUE \$ N/A

VERIFIED BY: GOOD TILL

Purchaser is responsible for and shall pay the amount, if any, by which the Payoff Due on the Trade-In exceeds the Trade-In Allowance.

LOANER CAR PROGRAM:

New Vehicle Purchase: 36 months from date of purchase.  
Used Car Purchase: 6 months from date of purchase.

Must be 18 years of age, original purchaser and have a valid drivers license. Only on purchased vehicle. Only at Dugan Chevrolet-Pontiac.

[REDACTED] 3-19-05  
SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

WARRANTY INFORMATION

**NEW OR DEMONSTRATOR:** If the Vehicle is a new or demonstrator vehicle, the only written warranty provided with respect to the Vehicle and factory installed accessories is the most recent applicable printed warranty which is made solely by the Manufacturer of the Vehicle.

Dealer installed Accessories are not included in the Manufacturer's warranty on the Vehicle and may or may not be included in separate written warranties which are made solely by Manufacturers of the Accessories.

**USED:** If the Vehicle is a used vehicle, the Vehicle is sold by Dealer AS IS - WITH ALL FAULTS.

**ALL VEHICLES:** WHETHER THE VEHICLE IS NEW, A DEMONSTRATOR OR USED: DEALER DISCLAIMS ALL WARRANTIES, WRITTEN, EXPRESS OR IMPLIED, INCLUDING ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND DEALER EXPRESSLY DISCLAIMS ANY LIABILITY TO PURCHASER, FOR ANY CONSEQUENTIAL DAMAGES, LOSS OF TIME OR INCONVENIENCE ARISING OUT OF THE PURCHASE OR OPERATION OF THE VEHICLE.

	PURCHASE PRICE	18000.00
	TRADE ALLOWANCE	( N/A )
	SUB TOTAL	18000.00
		N/A
		N/A
		N/A
PURCHASER OK	NET SELLING PRICE	18000.00
CASH PAYMENTS OR OTHER CREDITS	SALES TAX	1080.00
		N/A
	DOC FEE	99.00
\$ [REDACTED] RECEIPT #	LICENSE / TITLE FEES	1.25
\$ 2000 RECEIPT #	PAYOFF DUE	N/A

continued...

WITNESS

DATE

**LOANER CAR PROGRAM:****New Vehicle Purchase:** 36 months from date of purchase.**Used Car Purchase:** 6 months from date of purchase.

Must be 18 years of age, original purchaser and have a valid drivers license. Only on purchased vehicle. Only at Dugan Chevrolet-Pontiac.

SIGNATURE

DATE

PURCHASE PRICE	18000.00
TRADE ALLOWANCE	( N/A )
SUB TOTAL	18000.00
	N/A
	N/A
	N/A

PURCHASER OK

NET SELLING PRICE

18000.00

CASH PAYMENTS  
OR  
OTHER CREDITS

SALES TAX

1080.00

DOC FEE

99.00

LICENSE / TITLE FEES

1.25

PAYOFF DUE

N/A

SUB TOTAL

19180.25

LESS DEPOSITS

( 2000.00 )

BALANCE DUE ON DELIVERY

17180.25

YEAR MAKE

MODEL BODY

COLOR MILEAGE

SERIAL #

BALANCE OWED TO:

ADDRESS:

N/A

ACCT. NO.

PAYOFF DUE \$

VERIFIED BY:

GOOD TILL

Purchaser is responsible for and shall pay the amount, if any, by which the Payoff Due on the Trade-In exceeds the Trade-In Allowance.

**WARRANTY INFORMATION**

**NEW OR DEMONSTRATOR:** If the Vehicle is a new or demonstrator vehicle, the only written warranty provided with respect to the Vehicle and factory installed accessories is the most recent applicable printed warranty which is made solely by the Manufacturer of the Vehicle.

Dealer installed Accessories are not included in the Manufacturer's warranty on the Vehicle and may or may not be included in separate written warranties which are made solely by Manufacturers of the Accessories.

**USED:** If the Vehicle is a used vehicle, the Vehicle is sold by Dealer **AS IS - WITH ALL FAULTS.**

**ALL VEHICLES:** WHETHER THE VEHICLE IS NEW, A DEMONSTRATOR OR USED: DEALER DISCLAIMS ALL WARRANTIES, WRITTEN, EXPRESS OR IMPLIED, INCLUDING ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND DEALER EXPRESSLY DISCLAIMS ANY LIABILITY TO PURCHASER, FOR ANY CONSEQUENTIAL DAMAGES, LOSS OF TIME OR INCONVENIENCE ARISING OUT OF THE PURCHASE OR OPERATION OF THE VEHICLE.

Terms of Payment of Balance Due on Delivery:

☐ CASH \$ ☐ CONSUMER CREDIT FINANCING BY OR THROUGH DEALER.

THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE OF THIS ORDER ARE INCORPORATED BY REFERENCE AND ARE A PART OF THIS ORDER.

Purchaser acknowledges that the Additional Terms and Conditions printed on the reverse side of this Order are a part of this Order. Both sides of this Order constitute a single agreement which supersedes any prior agreement or understanding between Dealer and Purchaser. Purchaser acknowledges receipt of a completed and signed copy of this Order. This Order shall not become a binding agreement unless accepted in writing by Dealer or an authorized representative to Dealer.

ACCEPTED

By

Title

Dealer / Authorized Representative

THIS ORDER IS AN OFFER BY PURCHASER TO BUY THE VEHICLE. IF THE OFFER IS ACCEPTED BY THE DEALER IT BECOMES A COMPLETE CONTRACT OF SALE AND THE DEALER HAS NO OBLIGATIONS OR RESPONSIBILITIES NOT EXPRESSLY SET FORTH IN THE ORDER. BEFORE SIGNING THIS ORDER READ IT CAREFULLY.



Chevrolet, Pontiac-GMC, Buick and Cadillac  
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER

VIN: 1G1AL52F35 [redacted] (or attached list\*)

CUSTOMER INCENTIVE(S)

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: a) ☒ to the down payment on this vehicle, or b) ☐ where permissible by law, as a price reduction. (Bill of Sale/Buyer's Order indicates pre-rebate price, amount of rebate and final price with rebate applied) or c) ☐ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
REBATE	\$ 1000.00	LPD
COUPONS	\$	
	\$	
	\$	
	\$	
	\$ 2000.00	
Total Incentive Amount Received	\$	

2. Other Program Selection (Which may or may not be in lieu of customer incentive programs, for example, Division supported financing/leasing, etc.)

- a. I elect to receive \_\_\_\_\_  
in lieu of \_\_\_\_\_ and/or \_\_\_\_\_
- b. I elect to receive \_\_\_\_\_

----- CUSTOMER AND DEALER ACKNOWLEDGMENT -----

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on \_\_\_\_/\_\_\_\_/\_\_\_\_. I acknowledge receipt of incentive(s) as described in Item # \_\_\_\_\_ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: 3/29/05

The undersigned person as Dealer representative, certifies that the information on this application is true and correct and that the incentive(s) described in Item # \_\_\_\_\_ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this Dealership and that properly-completed, accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [redacted] Date: 3/29/05  
Dealership Name: DUGAN CHEVROLET PONTIAC, INC. Dealer Code: 25-139

List must include VIN, Delivery Date and Program Reference

Notes: This document is required as supporting documentation for the payment of any consumer incentive and must be available to the consumer.



Privileged and Confidential Information

CASE ASSESSMENT BY: Marion Lindsey  
Siebel/CARS Request No: 1-415781365

Customer Name: [REDACTED]

Year of Vehicle: 2005 Make: Chevrolet Model: Cobalt Current Mileage: 36,163

Vehicle ID No.: 1G1AL52F357 [REDACTED] In Service Date: 3-19-05 Purchased: New

What is customer seeking: a new steering column or vehicle replaced.

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: rattle noise from front end area suspension, steering column when hitting a bump.

Date:	Mileage:	Days Out:	Description of Repair:
5-16-06	27,891 miles	4 days	RO □ 259513, Dugan Chevrolet. Dealer replaced front, right strut steering mount to address noise and then found noise was coming from steering column. Dealer contacted Technical Assistance Center and set up TAC CASE □ 8954499 after replacing steering shaft did not correct noise. TAC advised to replace steering column but dealer can't order a steering column part at this time as it was being redesigned by GM and parts were not available.
7-17-06	36,163 miles	1 day	RO □ 262913, Dugan Chevrolet. Dealer replaced steering column assembly.

OTHER SYMPTOM/CONCERN: sunroof switch falling off

Date:	Mileage:	Days Out:	Description of Repair:
4-11-05	1,035 miles	1 day	RO □ 236006, Dugan Chevrolet. Dealer placed screws in sunroof cover plate for temporary repair until parts could be ordered from GM. Part was on backorder from GM. Bezel and switch retainer on sunroof switch were broken.
6-27-05	2,293 miles	1 day	RO □ 240874, Dugan Chevrolet. Dealer made no repairs to sunroof switch as parts were still on backorder from GM, SPAC order □ 8280312.
-17-06	36,163 miles	---	RO □ 262913, Dugan Chevrolet. Dealer replaced sunroof control lamp switch.

OTHER SYMPTOM/CONCERN: customer stated that a scratch was on radio display.

Date:	Mileage:	Days Out:	Description of Repair:
4-11-05	1,035 miles	---	RO □ 236006, Dugan Chevrolet. Dealer found lint on radio display and cleaned it off.

OTHER SYMPTOM/CONCERN: recall 05046 - REWIRE AIRBAG AND INSTALL JUMPER HARNESS

Date:	Mileage:	Days Out:	Description of Repair:
6-27-05	2,293 miles	---	RO □ 240874, Dugan Chevrolet. Dealer made recall repair to jumper harness connecting to airbag system.

OTHER SYMPTOM/CONCERN: ignition key would not remove from ignition cylinder.

Date:	Mileage:	Days Out:	Description of Repair:
5-16-06	27,891 miles	---	RO □ 259513, Dugan Chevrolet. Dealer replaced floor shifter that was binding.

OTHER SYMPTOM/CONCERN: customer stated hearing a loud grinding noise when hard braking and vehicle not stopping properly.

Date:	Mileage:	Days Out:	Description of Repair:
5-16-06	27,891 miles	---	RO □ 259513, Dugan Chevrolet. Dealer inspected for noise and found noise heard is normal ABS operation noise and no duplication of braking abnormally.

Team Manager Approval:

Date:

Privileged and Confidential Information

**OTHER SYMPTOM/CONCERN:** left headlamp replaced.

**Date:** **Mileage:** **Days Out:** **Description of Repair:**  
7-17-06 36,163 miles ---- RO ☐ 262913, Dugan Chevrolet. Dealer replaced left headlamp assembly.

**OTHER SYMPTOM/CONCERN:** high level stop lamp inoperative.

**Date:** **Mileage:** **Days Out:** **Description of Repair:**  
7-17-06 36,163 miles ---- RO ☐ 262913, Dugan Chevrolet. Dealer replaced stop lamp bulb.

**Total Days Out of Service:**   7   (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

**VEHICLE MEETS PRESUMPTION LEMON LAW?** YES: ☐ NO: ☒

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Vehicle does not meet presumption of Indiana Lemon Law because complaints did not prevent use or cause safety concerns while parts were being ordered and days out of service were minimal. \_\_\_\_\_

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

SVC MGR, Nolan Hays advised he was only waiting for GM PQC to release the redesigned part to address the rattle noise in steering column. The noise in now way causing a lack of performance or causes any safety issue with controlling the vehicle. Sunroof switch cover was available for quite some time after initial part delay, but customer declined to come in to have that repair done because he advised the dealer he was too busy and not that worried about that repair. Customer main complaint was steering column noise.

7-17-06 dealer replaced sunroof control switch cover and replaced steering column under warranty. Noise is resolved with steering column at this time.

**CRM RECOMMENDATION ☐ RATIONALE (EXPLAIN):** CRS offered customer a 24/24 GMPP Smart Care for oil changes and tire rotations for his inconvenience with steering column complaint. Customer accepted offer.

**Decision reached by CRM:** Arbitrate case: ☐ Settle case: ☒

Team Manager Approval:

Date:

**Overallowance/Incentives/Negative Equity Form (non-Florida)****Customer:** [REDACTED]**Request #:** 1-415781365**BBB#:** CHV0654091

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

☐ **PLEASE NOTE:**     **IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$18,000.00
MSRP (from BARS Invoice)	\$18,335.00
<i>Note: If GMS price, use in place of MSRP price</i>	
Difference	\$-335.00
(If positive, look for Over Allowance) <b>If no Trade in, have Dealer explain why customer paid more than MSRP.</b>	

Trade Allowance (from dealer Bill of Sale)	\$0
Actual Cash Value Statement	\$0
Difference (if positive, this is the overallowance)	\$0

Payoff or Lien amount from Bill of Sale	\$0
<i>(If dealer added negative equity into contract, do not subtract)</i>	
Actual Cash Value Statement	\$0
Difference (if positive, this is the negative equity )	\$0

<b><u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u></b>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$18,000.00
Incentives not included in Purchase Price (from BARS) minus	\$2,000.00
<i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	

Overallowance and/or Negative Equity minus	\$0
Actual price of Vehicle that should be presented to BBB for ATA	\$16,000.00



1G1AK52FX57



**GM**DATE  
02/05GVWR  
1709 KG  
3768 LBGAWR FRT  
890 KG  
1962 LBGAWR RR  
819 KG  
1806 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.

1G1AK52FX57

TYPE: PASS CAR



RPM  
x1000

8

83°F 22709 MI



















Derik Scott's  
COBALT









































**ATTENTION**

1. Before working on the engine, disconnect the negative battery cable. 2. Do not touch the engine or its components when the engine is hot. 3. Do not touch the engine or its components when the engine is running. 4. Do not touch the engine or its components when the engine is idling. 5. Do not touch the engine or its components when the engine is revving. 6. Do not touch the engine or its components when the engine is under load. 7. Do not touch the engine or its components when the engine is under stress. 8. Do not touch the engine or its components when the engine is under strain. 9. Do not touch the engine or its components when the engine is under pressure. 10. Do not touch the engine or its components when the engine is under tension.



















BAND

SPACE

EQ



P-TYPE

MSG



AUTO  
EQ



AUTO  
EQ



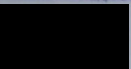
ADJ. DISP









**SERVICE PARTS IDENTIFICATION****DO NOT REMOVE****1G1AK52FX57** 

HWHT7S

1AK69

AK5	AR9	AU0	AU3	B34	B35	C67	DC8	FE1	FE9	FY1
IPB	J41	K34	K64	LOD	L61	MN5	MX0	NT7	N46	PG1
QTU	SLM	T43	UN0	UQ4	VK3	VM3	V73	1SA	1SZ	52B
52I	6AR	7AR	74U	8AA	9AA					

BC/CC

U 9260

52B































































## CDR File Information

Vehicle Identification Number	1G1AK52FX57 [REDACTED]
Investigator	Gary L. Dixon
Case Number	1-419299120
Investigation Date	Thursday, July 20 2006
Crash Date	Friday, July 7 2006
Filename	1-419299120 [REDACTED] 1G1AK52FX57 [REDACTED] CDR
Saved on	Thursday, July 20 2006 at 09:56:34 AM
Collected with CDR version	Crash Data Retrieval Tool 2.800
Collecting program verification number	9238B95E
Reported with CDR version	Crash Data Retrieval Tool 2.800
Reporting program verification number	9238B95E
Interface used to collected data	Block number: 00 Interface version: 4A Date: 11-08-05 Checksum: 7500
Event(s) recovered	None

## SDM Data Limitations

### SDM Recorded Crash Events:

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

### SDM Data Limitations:

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

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

-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-modding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

### SDM Data Source:

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

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

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

## Hexadecimal Data

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

```
$01 00 00 00 00 57 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 94 32
$07 00 09 00 00 00 00 00
$08 00 FF 00 00 00 00 00
$09 00 8A 89 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 01 0F 00 00 00
$0C 00 00 00 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 00 00 00 00 00 00 00
$0F A2 00 00 00 00 00 00
$10 47 31 41 4B 35 32 46
$11 58 35 37 35 35 38 36
$12 36 37 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 03 02 00 00 00
$18 03 02 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 30 00 66 00 78 00
$1C 3F 00 00 02 00 18 00
$1D 00 00 00 00 00 00 00
$1E 4F 00 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF 01 00 00 70 00 00
$22 00 92 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 07 CC 00 00
$2F 00 FE 07 CD 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
$3E FF FF FF FF 00 00 00
$3F 00 00 F0 00 00 00 00
$40 E0 FF 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 F FF FF 00 00
```

```

$43 FF FF FF 00 00 00 00
$44 FF FF FF FF FF FF 00
$45 FF FF FF FF FF FF 00
$46 FF FF FF FF FF FF 00
$47 FF FF FF FF FF FF 00
$48 FF FF FF FF FF FF 00
$49 FF FF FF FF FF FF 00
$4A FF FF FF FF FF FF 00
$4B FF FF FF FF FF FF 00
$4C FF FF FF FF FF FF 00
$4D FF FF FF FF FF FF 00
$4E FF FF FF FF FF FF 00
$4F FF FF FF FF FF FF 00
$50 FF FF FF FF FF FF 00
$51 F0 00 00 F0 00 00 00
$52 81 FF FF FF 00 00 00
$53 FF FF FF 00 00 00 00
$54 82 FF FF 00 00 00 00
$55 FF FF FF FF FF FF 00
$67 A0 FF 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
$69 80 FF FF FF FF 00 00
$6A FF FF FF 00 00 00 00
$6B FF FF FF FF FF FF 00
$6C FF FF FF FF FF FF 00
$6D FF FF FF FF FF FF 00
$6E FF FF FF FF FF FF 00
$6F FF FF FF FF FF FF 00
$70 FF FF FF FF FF FF 00
$71 FF FF FF FF FF FF 00
$72 FF FF FF FF FF FF 00
$73 FF FF FF FF FF FF 00
$74 FF FF FF FF FF FF 00
$75 FF FF FF FF FF FF 00
$76 FF FF FF FF FF FF 00
$77 FF FF FF FF FF FF 00
$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF FF 00

```

```

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

```

```
$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 FF 1A 1A 64 64
$47 0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 39 34 33 32 32 33 31 45 36 53 20 20 20 20
$B7 50 AA 01 0F 01
$B8 54 41 68 04 02
$C1 30 46 30 31
$CA 30 46 30 31
$CB 00 E8 B0 18
$CC 00 E8 B0 18
$D1 00 00
$DB 00 00
$DC 00 00
```



## CDR File Information

Vehicle Identification Number	1G1AK52FX57 [REDACTED]
Investigator	Gary L. Dixon
Case Number	1-419299120
Investigation Date	Thursday, July 20 2006
Crash Date	Friday, July 7 2006
Filename	1-419299120 RHONDA WHITE 1G1AK52FX57 [REDACTED] CDR
Saved on	Thursday, July 20 2006 at 09:56:34 AM
Collected with CDR version	Crash Data Retrieval Tool 2.800
Collecting program verification number	9238B95E
Reported with CDR version	Crash Data Retrieval Tool 2.800
Reporting program verification number	9238B95E
Interface used to collected data	Block number: 00 Interface version: 4A Date: 11-08-05 Checksum: 7500
Event(s) recovered	None

## SDM Data Limitations

### SDM Recorded Crash Events:

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

### SDM Data Limitations:

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

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

-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.

### SDM Data Source:

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

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

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

## Hexadecimal Data

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

```
$01 00 00 00 00 57 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 94 32
$07 00 09 00 00 00 00 00
$08 00 FF 00 00 00 00 00
$09 00 8A 89 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 01 0F 00 00 00
$0C 00 00 00 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 00 00 00 00 00 00 00
$0F A2 00 00 00 00 00 00
$10 47 31 41 4B 35 32 46
$11 58 35 37 35 35 38 36
$12 36 37 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 03 02 00 00 00
$18 03 02 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 30 00 66 00 78 00
$1C 3F 00 00 02 00 18 00
$1D 00 00 00 00 00 00 00
$1E 4F 00 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF 01 00 00 70 00 00
$22 00 92 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 07 CC 00 00
$2F 00 FE 07 CD 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
$3E FF FF FF FF 00 00 00
$3F 00 00 F0 00 00 00 00
$40 E0 FF 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 F FF FF 00 00
```

```

$43 FF FF FF 00 00 00 00
$44 FF FF FF FF FF FF 00
$45 FF FF FF FF FF FF 00
$46 FF FF FF FF FF FF 00
$47 FF FF FF FF FF FF 00
$48 FF FF FF FF FF FF 00
$49 FF FF FF FF FF FF 00
$4A FF FF FF FF FF FF 00
$4B FF FF FF FF FF FF 00
$4C FF FF FF FF FF FF 00
$4D FF FF FF FF FF FF 00
$4E FF FF FF FF FF FF 00
$4F FF FF FF FF FF FF 00
$50 FF FF FF FF FF FF 00
$51 F0 00 00 F0 00 00 00
$52 81 FF FF FF 00 00 00
$53 FF FF FF 00 00 00 00
$54 82 FF FF 00 00 00 00
$55 FF FF FF FF FF FF 00
$67 A0 FF 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
$69 80 FF FF FF FF 00 00
$6A FF FF FF 00 00 00 00
$6B FF FF FF FF FF FF 00
$6C FF FF FF FF FF FF 00
$6D FF FF FF FF FF FF 00
$6E FF FF FF FF FF FF 00
$6F FF FF FF FF FF FF 00
$70 FF FF FF FF FF FF 00
$71 FF FF FF FF FF FF 00
$72 FF FF FF FF FF FF 00
$73 FF FF FF FF FF FF 00
$74 FF FF FF FF FF FF 00
$75 FF FF FF FF FF FF 00
$76 FF FF FF FF FF FF 00
$77 FF FF FF FF FF FF 00
$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF FF 00

```

```

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

```

```
$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 FF 1A 1A 64 64
$47 0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 39 34 33 32 32 33 31 45 36 53 20 20 20 20
$B7 50 AA 01 0F 01
$B8 54 41 68 04 02
$C1 30 46 30 31
$CA 30 46 30 31
$CB 00 E8 B0 18
$CC 00 E8 B0 18
$D1 00 00
$DB 00 00
$DC 00 00
```

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

Customer's Name: [REDACTED] Inspection Date: **07/20/2006**  
 Vehicle Brand: **Chevrolet** Model: **Cobalt**  
 File ☐ VIN: **1-419299120** **1G1AK52FX57** [REDACTED]

Mileage at Inspection: **22709**

Inspection Location: **Derek Scott's Auto Park**  
**600 W. Brown St. – Hearne, TX 88759**

Inspector's phone number: **281-376-2696**

Inspected By: **Gary L. Dixon**

**Section 1 INSPECTION SUMMARY**

***BRIEFLY Describe the customer's ALLEGATION below:***

[REDACTED] STATED THAT POWER STEERING LIGHT CAME ON AND THEN WENT OUT. [REDACTED] STATED THAT WHEN THE LIGHT CAME ON THE VEHICLE WAS HARD TO STEER AND SHE WAS APPROACHING A BRIDGE. [REDACTED] STATED THAT WHEN THE LIGHT WENT OFF SHE LOST CONTROL OF THE VEHICLE AND HIT A GUARD RAIL. [REDACTED] STATED THAT THE POWER STEERING INFORMATION WAS ON THE DRIVER INFORMATION PANEL AND NOT A LIGHT.

***Following the inspection, summarize the facts and observations:*** (Additional cmts may be placed in section 9)

VEHICLE HAS LITE DAMAGE TO THE FRONT BUMPER COVER AND IT APPEARS TO BE AN IMPACT FROM RIGHT TO LEFT LEAVING BLACK MARKS ON THE RED BUMPER THAT APPEARS TO BE A PLASTIC OR RUBBER TYPE MATERIAL. FOUND NO DAMAGE TO BUMPER REINFORCEMENT BAR OR ANYOTHER PARTS OF THE VEHICLE. DID A SHORT ROAD TEST TO CHECK ON STEERING FEEL OF THE VEHICLE AND FOUND THAT STEERING RESPONSE WAS IN DIRECT RESPONSE TO AMOUNT OF INPUT TO STEERING WHEEL. VEHICLE HAS A VERY HARSH VIBRATION AT 55 TO 60 MPH AND IT IS FELT IN THE STEERING WHEEL AND THE SEAT. FOUND RIGHT REAR TIRE TO BE UNDERINFLATED TO 6.5 POUNDS AND LEFT FRONT TIRE HAS A NAIL IN THE TREAD AREA. BRAKING WAS GOOD AND PARKING BRAKE WORKED FINE.

**Section 2 INTERVIEW - INCIDENT DETAILS**

***Provide a complete description of the incident according to the DRIVER / CLAIMANT***

Interview mode: ☒ By Telephone ☐ In Person

Incident Date and Time: **7/07/2006 2:30 PM**

Interview date: **7/19/2006**

Was a police/fire department report obtained? ☐ Yes ☒ No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. (Additional cmts may be placed in section 9)

[REDACTED] STATED THAT POWER STEERING LIGHT CAME ON AND THEN WENT OUT AND WHEN THIS TOOK PLACE SHE LOST CONTROL OF THE VEHICLE AND COLLIDED WITH A GUARD RAIL ON THE BRIDGE.

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities ):

[REDACTED], FEMALE, 5'5 1/2", 165 POUNDS, NONE

**If there was a collision:**

Describe extent of any injuries to the Driver: **NONE**

Describe where other occupants were seated & extent of any injuries:

**THREE CHILDREN, AN INFANT, A THREE YEAR OLD AND A NINE YEAR OLD – OLDEST IN FRONT PASSENGER SEAT AND THE TWO LITTLE ONES IN REAR SEATING AREA. NONE OF THE CHILDREN HAD INJURIES PER [REDACTED] COMMENTS.**

**What was the exact location of the incident.**

**Driving conditions at the time of the incident:**

Weather conditions & Visibility: Approximate Temp (°F): **CLEAR AND DRY, 80 +**

Road Surface: ☒ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt

Road Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: **{** \_\_\_\_\_



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

Customer's Name: [REDACTED] Inspection Date: **07/20/2006**  
 Vehicle Brand: **Chevrolet** Model: **Cobalt**  
 File ☐ VIN: **1-419299120** **1G1AK52FX57** [REDACTED]

Shoulder ☒ Curb ☐: ☒ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt  
 Shoulder/Curb Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {\_\_\_\_\_}

Posted Speed Limit **65 MPH**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **NONE**

**Length of Drive Prior to incident:**

Total Time (hrs. & mins.): **15-20 MINUTES** Distance (miles): **7 MILES**

Estimate of vehicle speed: **45-60 MPH** mph Source of est. [REDACTED]

Estimated vehicle speed at impact **UNKNOWN** mph Source of est. [REDACTED]

(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 <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	Describe <b>STEERING BECAME STIFF</b>
Suspension	Normal <input type="checkbox"/>	Other <input type="checkbox"/>	Describe {_____}
Brakes	Normal <input type="checkbox"/>	Other <input type="checkbox"/>	Describe {_____}
Engine	Normal <input type="checkbox"/>	Other <input type="checkbox"/>	Describe {_____}
Electrical	Normal <input type="checkbox"/>	Other <input type="checkbox"/>	Describe {_____}

Were any warning lights illuminated or driver information center messages displayed? ☒ Yes ☐ No If "Yes", get the details and describe the event(s). **TELL TALE SHOWING POWER STEERING ACCORDING TO** [REDACTED]

Has the vehicle behavior noted during this incident ever been noted prior to this incident? ☒ Yes ☐ No If "Yes", get the details and describe the event(s). [REDACTED] **STATED THAT SHE HAS HAD THE CAR IN THREE TIMES FOR THIS INFORMATION BEING ON DASH.**

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed.

Describe any evasive action: ☒ Turning ☒ Braking ☐ Accelerating ☐ Other: {\_\_\_\_\_}

Describe cargo (in the vehicle interior, trunk and/or trailer (if any):

Estimated total weight of cargo: \_\_\_\_\_ Estimated weight of the trailer, if any. **NONE**

If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.

Did the vehicle leave the roadway?: ☐ Yes ☒ No Describe: {\_\_\_\_\_}  
 Objects Impacted: {\_\_\_\_\_}

How was the vehicle transported from the incident site to the present location? ☐ Tow Truck ☐ Flat Bed ☒ Other  
**DRIVEN FROM SITE**

Additional comments concerning the incident: \_\_\_\_\_

**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)

{\_\_\_\_\_}

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

Customer's Name: [REDACTED] Inspection Date: **07/20/2006**  
 Vehicle Brand: **Chevrolet** Model: **Cobalt**  
 File ☐ VIN: **1-419299120** **1G1AK52FX57** [REDACTED]

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date **11/07/2005** Used? ☐ Yes ☒ No Date \_\_\_\_\_

**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:

**NONE**

**VEHICLE REPAIR / SERVICE HISTORY**

Prior electrical system service? ☐ No ☒ Yes If yes, describe: **DEalersHIP CHECKED FOR PROBLEM AND FOUND SEVERAL CODES DEALING WITH COMMUNICATION CODES**

Prior collision repair? ☒ No ☐ Yes If yes, describe: { \_\_\_\_\_ }

Repaired by whom? (name, address, phone) { \_\_\_\_\_ }

Prior chassis system service, repair, or replacement? ☒ No ☐ Yes If yes, describe what was done: { \_\_\_\_\_ }

Prior electrical system components serviced, repaired, or replaced by whom? ( name, address, phone number) { \_\_\_\_\_ }

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☒ No ☐ Yes  
 If yes, describe: { \_\_\_\_\_ }

**Section 4 VEHICLE INSPECTION – 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:**

**FRONT BUMPER COVER IS DAMAGED WITH SCRAPE GOING FROM RIGHT TO LEFT AND NO DAMAGE NOTED TO BUMPER REINFORCEMENT BAR OR ANY OTHER PARTS OF THE VEHICLE.**

**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.

**LIGHT SCUFF ON RIGHT FRONT SIDE OF ENGINE CRADLE.**

**CORNER ASSEMBLIES**

Struts/shocks  
Springs  
Control arms

Ball joints  
Steering knuckles  
Axle assemblies

Tire/wheel assemblies

Comments:

**NOTED TIRE RUB ON LOWER SPRING HOUSING OF RIGHT STRUT**

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

Customer's Name: [REDACTED] Inspection Date: **07/20/2006**  
 Vehicle Brand: **Chevrolet** Model: **Cobalt**  
 File ☐ 1-419299120 VIN: **1G1AK52FX57** [REDACTED]

**UNDERHOOD**

Engine compartment

Power steering lines, hoses, clamps and connections

Brake fluid level and condition

Power steering fluid level and condition

Comments:

**BRAKE FLUID LEVEL IS FULL AND COLOR IS LIGHT AMBER, ALL LINES IN PLACE AND NO LEAKS NOTED.****GENERAL OBSERVATIONS**

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

Comments:

**NO MODIFICATIONS OR AFTERMARKET EQUIPMENT FOUND.**

{  
{  
{

**Section 5****VEHICLE INSPECTION - PASSENGER COMPARTMENT****INTERIOR**

Instrument panel

Odometer

Controls

Steering wheel and column

Overall view of seat position

Driver and passenger seat back angle (inclinator measurement)

Photo of options label-glove box/trunk

Sunvisors and headliner

Personal items/cargo

**INTERIOR INSPECTION** (Describe any damage and photograph )**NO INTERIOR DAMAGE FOUND**

{  
{  
{  
{  
{  
{  
{

**Section 6****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.

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

Customer's Name: [REDACTED] Inspection Date: **07/20/2006**  
 Vehicle Brand: **Chevrolet** Model: **Cobalt**  
 File ☐ 1-419299120 VIN: **1G1AK52FX57** [REDACTED]

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all 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?	<u><b>YES</b></u>  <u><b>NO STICKING, BINDING OR UNEVEN FEEL NOTED, STEERING WHEEL COULD BE ROTATED FROM LOCK TO LOCK WITH APPROPRIATE MOVEMENT OF THE FRONT WHEEL.</b></u>
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	<u><b>STEERING LINKAGE IS GOOD AND FOUND NO AREAS OF CONTACT</b></u>
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	<u><b>NO LEAKS FOUND</b></u>
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	<u><b>YES AND STEERING COLUMN IS PROPERLY ATTACHED TO DASH</b></u>
Steering pump, drive, hoses, 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.	<u><b>VEHICLE IS NOT EQUIPED WITH POWER STEERING</b></u>
PS fluid level and condition-Color, contamination, odor	<u><b>NO POWER STEERING</b></u>
Steering knuckle-All attachments secure and proper?	<u><b>IN PLACE AND SECURED PROPERLY</b></u>
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	<u><b>OKAY</b></u>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	<u><b>TIRE HAS MADE CONTACT WITH LOWER SPRING MOUNT ON THE STRUT</b></u>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	<u><b>OKAY</b></u>

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

Customer's Name: [REDACTED] Inspection Date: **07/20/2006**  
 Vehicle Brand: **Chevrolet** Model: **Cobalt**  
 File ☐ 1-419299120 VIN: **1G1AK52FX57** [REDACTED]

trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	<b><u>OKAY</u></b>
Rear axle assembly-deformed, signs of impact, properly located, etc.	<b><u>OKAY</u></b>
Deformation to the frame	<b><u>NONE</u></b>
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	
Stability Enhancement system/components-check for codes with Tech II	{ _____ _____
Engine (normal, other)-Obtain codes using a Tech II.	<b>NO CODES</b>
Electrical (normal, other)	
Warning lights/messages displayed? Describe and obtain codes using a Tech II	<b><u>NO CODES</u></b>
Anything components missing?	
Other	{ _____ _____

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". **DID A SHORT ROAD TEST AND CHECK STEERING OPERATIONS AND BRAKING. FOUND THAT WHEELS RESPONDED TO INPUT MADE WITH STEERING WHEEL AND NO CODES APPEARED ON DASH. VEHICLE HAD A VERY HEAVY VIBRATION AT SPEEDS OF 55 TO 60 MPH, WHICH WAS FELT IN STEERING WHEEL AND DRIVERS SEAT.**

{ \_\_\_\_\_

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**

Customer's Name: [REDACTED] Inspection Date: **07/20/2006**  
 Vehicle Brand: **Chevrolet** Model: **Cobalt**  
 File ☐ 1-419299120 VIN: **1G1AK52FX57** [REDACTED]

1. IDENTIFICATION:

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	(Goodyear)	(Eagle GA)	(P205/70R15)	(psi)	32nds of inch	
LF	<b><u>GOODYEAR</u></b>	<b><u>EAGLE LS</u></b>	<b><u>P195/60R15</u></b>	<b><u>31.0</u></b>	<b><u>8/32</u></b>	<b><u>VWCBAR2R0904</u></b>
RF	<b><u>GOODYEAR</u></b>	<b><u>EAGLE LS</u></b>	<b><u>P195/60R15</u></b>	<b><u>31.5</u></b>	<b><u>7/32</u></b>	<b><u>VWCB3MLR3805</u></b>
LR	<b><u>CONTINENTAL</u></b>	<b><u>TOURING CONCEPT AG</u></b>	<b><u>P195/60R15</u></b>	<b><u>30.5</u></b>	<b><u>4/32</u></b>	<b><u>ACV9BLC</u></b>
RR	<b><u>CONTINENTAL</u></b>	<b><u>TOURING CONCEPT AG</u></b>	<b><u>P195/60R15</u></b>	<b><u>6.5</u></b>	<b><u>4/32</u></b>	<b><u>ACV9BLC</u></b>

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 <b><u>NAIL FOUND IN TREAD AREA AND NO WHEEL WEIGHTS</u></b>
RF
LR
RR <b><u>TIRE HAD 6.5 POUNDS OF PRESSURE WHEN INSPECTION MADE – AIR INSTALLED FOR TEST DRIVE</u></b>

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
TIRES	<b><u>P195/60R15</u></b>	<b><u>30</u></b>	_____
SPARE TIRE	<b><u>T115/70D15</u></b>	<b><u>60</u></b>	_____

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.
-

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

Customer's Name: [REDACTED] Inspection Date: **07/20/2006**  
Vehicle Brand: **Chevrolet** Model: **Cobalt**  
File ☐ **1-419299120** VIN: **1G1AK52FX57** [REDACTED]

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:**

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**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.

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**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)**

☒ **Photographs** ☒ **Data Downloads** ☐ **Other Records**

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File #: **1-419299120**

Inspection Date: **7/20/2006**  
Model: **Cobalt**  
Vin: **1G1AK52FX57** [REDACTED]

Inspector: **Gary L. Dixon**

Photo #:	Description:
100-4853	VIN PLATE
100-4854	VIN LABEL DRIVERS DOOR
100-4855	ODOMETER
100-4856	YELLOW LIGHT OWNER STATES KEEPS COMING ON – BOTTOM RIGHT
100-4857	NO PICTURE
100-4858	FRONT VIEW
100-4859	RIGHT FRONT QUARTER VIEW
100-4860	RIGHT SIDE VIEW
100-4861	RIGHT REAR QUARTER VIEW
100-4862	REAR VIEW
100-4863	LEFT REAR QUARTER VIEW
100-4864	LEFT SIDE VIEW
100-4865	LEFT FRONT QUARTER VIEW
100-4866	GRILL AND BUMPER
100-4867	RIGHT HALF GRILL AND BUMPER
100-4868	LEFT HALF GRILL AND BUMPER
100-4869	CLOSE UP OF DAMAGED BUMPER AREA
100-4870	CLOSE UP OF DAMAGED BUMPER AREA
100-4871	SIDE VIEW OF BUMPER RIGHT TO LEFT
100-4872	SIDE VIEW OF BUMPER RIGHT TO LEFT
100-4873	SIDE VIEW OF BUMPER LEFT TO RIGHT
100-4874	OVERHEAD VIEW OF BUMPER
100-4875	OVERHEAD VIEW OF BUMPER WITH HOOD OPEN
100-4876	ENGINE COMPARTMENT
100-4877	BRAKE FLUID RESERVOIR
100-4878	BRAKE FLUID RESERVOIR WITH CAP REMOVED
100-4879	STEERING WHEEL AND DASH DRIVERS SIDE
100-4880	DASH PASSENGER SIDE
100-4881	CONTROL PANEL
100-4882	FRONT SEATING AREA FROM PASSENGER DOOR
100-4883	FRONT SEATING AREA FROM DRIVERS DOOR
100-4884	EQUIPMENT TAG IN TRUNK
100-4885	SUNVISORS AND HEADLINER FROM PASSENGER SIDE
100-4886	SUNVISORS AND HEADLINER
100-4887	NO PICTURE

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

Customer's Name: [REDACTED] Inspection Date: 07/20/2006  
 Vehicle Brand: Chevrolet Model: Cobalt  
 File ☐ 1-419299120 VIN: 1G1AK52FX57 [REDACTED]

Mileage at Inspection: 22709

Inspection Location: Derek Scott's Auto Park  
 600 W. Brown St. – Hearne, TX 88759

Inspector's phone number: 281-376-2696

Inspected By: Gary L. Dixon

**Section 1 INSPECTION SUMMARY**

**BRIEFLY Describe the customer's ALLEGATION below:**

[REDACTED] STATED THAT POWER STEERING LIGHT CAME ON AND THEN WENT OUT. [REDACTED] STATED THAT WHEN THE LIGHT CAME ON THE VEHICLE WAS HARD TO STEER AND SHE WAS APPROACHING A BRIDGE. [REDACTED] STATED THAT WHEN THE LIGHT WENT OFF SHE LOST CONTROL OF THE VEHICLE AND HIT A GUARD RAIL. [REDACTED] STATED THAT THE POWER STEERING INFORMATION WAS ON THE DRIVER INFORMATION PANEL AND NOT A LIGHT.

**Following the inspection, summarize the facts and observations:** (Additional cmts may be placed in section 9)

VEHICLE HAS LITE DAMAGE TO THE FRONT BUMPER COVER AND IT APPEARS TO BE AN IMPACT FROM RIGHT TO LEFT LEAVING BLACK MARKS ON THE RED BUMPER THAT APPEARS TO BE A PLASTIC OR RUBBER TYPE MATERIAL. FOUND NO DAMAGE TO BUMPER REINFORCEMENT BAR OR ANYOTHER PARTS OF THE VEHICLE. DID A SHORT ROAD TEST TO CHECK ON STEERING FEEL OF THE VEHICLE AND FOUND THAT STEERING RESPONSE WAS IN DIRECT RESPONSE TO AMOUNT OF INPUT TO STEERING WHEEL. VEHICLE HAS A VERY HARSH VIBRATION AT 55 TO 60 MPH AND IT IS FELT IN THE STEERING WHEEL AND THE SEAT. FOUND RIGHT REAR TIRE TO BE UNDERINFLATED TO 6.5 POUNDS AND LEFT FRONT TIRE HAS A NAIL IN THE TREAD AREA. BRAKING WAS GOOD AND PARKING BRAKE WORKED FINE.

**Section 2 INTERVIEW - INCIDENT DETAILS**

**Provide a complete description of the incident according to the DRIVER / CLAIMANT**

Interview mode: ☒ By Telephone ☐ In Person

Incident Date and Time: 7/07/2006 2:30 PM

Interview date: 7/19/2006

Was a police/fire department report obtained? ☐ Yes ☒ No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. (Additional cmts may be placed in section 9)

[REDACTED] STATED THAT POWER STEERING LIGHT CAME ON AND THEN WENT OUT AND WHEN THIS TOOK PLACE SHE LOST CONTROL OF THE VEHICLE AND COLLIDED WITH A GUARD RAIL ON THE BRIDGE.

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities):

[REDACTED], FEMALE, 5'5 1/2", 165 POUNDS, NONE

**If there was a collision:**

Describe extent of any injuries to the Driver: NONE

Describe where other occupants were seated & extent of any injuries:

THREE CHILDREN, AN INFANT, A THREE YEAR OLD AND A NINE YEAR OLD – OLDEST IN FRONT PASSENGER SEAT AND THE TWO LITTLE ONES IN REAR SEATING AREA. NONE OF THE CHILDREN HAD INJURIES PER [REDACTED] COMMENTS.

**What was the exact location of the incident.**

**Driving conditions at the time of the incident:**

Weather conditions & Visibility: Approximate Temp (°F): CLEAR AND DRY, 80 +

Road Surface: ☒ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt

Road Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {

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

Customer's Name: [REDACTED] Inspection Date: **07/20/2006**  
 Vehicle Brand: **Chevrolet** Model: **Cobalt**  
 File ☐ VIN: **1-419299120** **1G1AK52FX57** [REDACTED]

Shoulder ☒ Curb ☐: ☒ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt  
 Shoulder/Curb Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {\_\_\_\_\_}

Posted Speed Limit **65 MPH**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **NONE**

**Length of Drive Prior to incident:**

Total Time (hrs. & mins.): **15-20 MINUTES** Distance (miles): **7 MILES**

Estimate of vehicle speed: **45-60 MPH** mph Source of est. [REDACTED]

Estimated vehicle speed at impact **UNKNOWN** mph Source of est. [REDACTED]

(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 <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	Describe <b>STEERING BECAME STIFF</b>
Suspension	Normal <input type="checkbox"/>	Other <input type="checkbox"/>	Describe {_____}
Brakes	Normal <input type="checkbox"/>	Other <input type="checkbox"/>	Describe {_____}
Engine	Normal <input type="checkbox"/>	Other <input type="checkbox"/>	Describe {_____}
Electrical	Normal <input type="checkbox"/>	Other <input type="checkbox"/>	Describe {_____}

Were any warning lights illuminated or driver information center messages displayed? ☒ Yes ☐ No If "Yes", get the details and describe the event(s). **TELL TALE SHOWING POWER STEERING ACCORDING TO** [REDACTED]

Has the vehicle behavior noted during this incident ever been noted prior to this incident? ☒ Yes ☐ No If "Yes", get the details and describe the event(s). [REDACTED] **STATED THAT SHE HAS HAD THE CAR IN THREE TIMES FOR THIS INFORMATION BEING ON DASH.**

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed.

Describe any evasive action: ☒ Turning ☒ Braking ☐ Accelerating ☐ Other: {\_\_\_\_\_}

Describe cargo (in the vehicle interior, trunk and/or trailer (if any):

Estimated total weight of cargo: \_\_\_\_\_ Estimated weight of the trailer, if any. **NONE**

If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.

Did the vehicle leave the roadway?: ☐ Yes ☒ No Describe: {\_\_\_\_\_}  
 Objects Impacted: {\_\_\_\_\_}

How was the vehicle transported from the incident site to the present location? ☐ Tow Truck ☐ Flat Bed ☒ Other  
**DRIVEN FROM SITE**

Additional comments concerning the incident: \_\_\_\_\_

**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)

{\_\_\_\_\_}



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

Customer's Name: [REDACTED] Inspection Date: **07/20/2006**  
 Vehicle Brand: **Chevrolet** Model: **Cobalt**  
 File ☐ VIN: **1-419299120** **1G1AK52FX57** [REDACTED]

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date **11/07/2005** Used? ☐ Yes ☒ No Date \_\_\_\_\_

**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:

**NONE**

**VEHICLE REPAIR / SERVICE HISTORY**

Prior electrical system service? ☐ No ☒ Yes If yes, describe: **DEalersHIP CHECKED FOR PROBLEM AND FOUND SEVERAL CODES DEALING WITH COMMUNICATION CODES**

Prior collision repair? ☒ No ☐ Yes If yes, describe: { \_\_\_\_\_ }

Repaired by whom? (name, address, phone) { \_\_\_\_\_ }

Prior chassis system service, repair, or replacement? ☒ No ☐ Yes If yes, describe what was done: { \_\_\_\_\_ }

Prior electrical system components serviced, repaired, or replaced by whom? ( name, address, phone number) { \_\_\_\_\_ }

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☒ No ☐ Yes  
 If yes, describe: { \_\_\_\_\_ }

**Section 4 VEHICLE INSPECTION – 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:**

**FRONT BUMPER COVER IS DAMAGED WITH SCRAPE GOING FROM RIGHT TO LEFT AND NO DAMAGE NOTED TO BUMPER REINFORCEMENT BAR OR ANY OTHER PARTS OF THE VEHICLE.**

**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.

**LIGHT SCUFF ON RIGHT FRONT SIDE OF ENGINE CRADLE.**

**CORNER ASSEMBLIES**

Struts/shocks  
Springs  
Control arms

Ball joints  
Steering knuckles  
Axle assemblies

Tire/wheel assemblies

Comments:

**NOTED TIRE RUB ON LOWER SPRING HOUSING OF RIGHT STRUT**

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

Customer's Name: [REDACTED] Inspection Date: **07/20/2006**  
 Vehicle Brand: **Chevrolet** Model: **Cobalt**  
 File ☐ 1-419299120 VIN: **1G1AK52FX57** [REDACTED]

**UNDERHOOD**

Engine compartment

Power steering lines, hoses, clamps and connections

Brake fluid level and condition

Power steering fluid level and condition

Comments:

**BRAKE FLUID LEVEL IS FULL AND COLOR IS LIGHT AMBER, ALL LINES IN PLACE AND NO LEAKS NOTED.****GENERAL OBSERVATIONS**

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

Comments:

**NO MODIFICATIONS OR AFTERMARKET EQUIPMENT FOUND.**

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**Section 5****VEHICLE INSPECTION - PASSENGER COMPARTMENT****INTERIOR**

Instrument panel

Odometer

Controls

Steering wheel and column

Overall view of seat position

Driver and passenger seat back angle (inclinator measurement)

Photo of options label-glove box/trunk

Sunvisors and headliner

Personal items/cargo

**INTERIOR INSPECTION** (Describe any damage and photograph )**NO INTERIOR DAMAGE FOUND**

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**Section 6****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.

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

Customer's Name: [REDACTED] Inspection Date: **07/20/2006**  
 Vehicle Brand: **Chevrolet** Model: **Cobalt**  
 File ☐ 1-419299120 VIN: **1G1AK52FX57** [REDACTED]

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all 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?	<u><b>YES</b></u>  <u><b>NO STICKING, BINDING OR UNEVEN FEEL NOTED, STEERING WHEEL COULD BE ROTATED FROM LOCK TO LOCK WITH APPROPRIATE MOVEMENT OF THE FRONT WHEEL.</b></u>
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	<u><b>STEERING LINKAGE IS GOOD AND FOUND NO AREAS OF CONTACT</b></u>
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	<u><b>NO LEAKS FOUND</b></u>
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	<u><b>YES AND STEERING COLUMN IS PROPERLY ATTACHED TO DASH</b></u>
Steering pump, drive, hoses, 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.	<u><b>VEHICLE IS NOT EQUIPED WITH POWER STEERING</b></u>
PS fluid level and condition-Color, contamination, odor	<u><b>NO POWER STEERING</b></u>
Steering knuckle-All attachments secure and proper?	<u><b>IN PLACE AND SECURED PROPERLY</b></u>
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	<u><b>OKAY</b></u>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	<u><b>TIRE HAS MADE CONTACT WITH LOWER SPRING MOUNT ON THE STRUT</b></u>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	<u><b>OKAY</b></u>

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

Customer's Name: [REDACTED] Inspection Date: **07/20/2006**  
 Vehicle Brand: **Chevrolet** Model: **Cobalt**  
 File ☐ 1-419299120 VIN: **1G1AK52FX57** [REDACTED]

trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	<b><u>OKAY</u></b>
Rear axle assembly-deformed, signs of impact, properly located, etc.	<b><u>OKAY</u></b>
Deformation to the frame	<b><u>NONE</u></b>
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	
Stability Enhancement system/components-check for codes with Tech II	{ _____ _____
Engine (normal, other)-Obtain codes using a Tech II.	<b>NO CODES</b>
Electrical (normal, other)	
Warning lights/messages displayed? Describe and obtain codes using a Tech II	<b><u>NO CODES</u></b>
Anything components missing?	
Other	{ _____ _____

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". **DID A SHORT ROAD TEST AND CHECK STEERING OPERATIONS AND BRAKING. FOUND THAT WHEELS RESPONDED TO INPUT MADE WITH STEERING WHEEL AND NO CODES APPEARED ON DASH. VEHICLE HAD A VERY HEAVY VIBRATION AT SPEEDS OF 55 TO 60 MPH, WHICH WAS FELT IN STEERING WHEEL AND DRIVERS SEAT.**

{ \_\_\_\_\_

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**

Customer's Name: [REDACTED] Inspection Date: **07/20/2006**  
 Vehicle Brand: **Chevrolet** Model: **Cobalt**  
 File ☐ 1-419299120 VIN: **1G1AK52FX57** [REDACTED]

1. IDENTIFICATION:

					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>	<u>32nds of inch</u>	
LF	<b><u>GOODYEAR</u></b>	<b><u>EAGLE LS</u></b>	<b><u>P195/60R15</u></b>	<b><u>31.0</u></b>	<b><u>8/32</u></b>	<b><u>VWCBAR2R0904</u></b>
RF	<b><u>GOODYEAR</u></b>	<b><u>EAGLE LS</u></b>	<b><u>P195/60R15</u></b>	<b><u>31.5</u></b>	<b><u>7/32</u></b>	<b><u>VWCB3MLR3805</u></b>
LR	<b><u>CONTINENTAL</u></b>	<b><u>TOURING CONCEPT AG</u></b>	<b><u>P195/60R15</u></b>	<b><u>30.5</u></b>	<b><u>4/32</u></b>	<b><u>ACV9BLC</u></b>
RR	<b><u>CONTINENTAL</u></b>	<b><u>TOURING CONCEPT AG</u></b>	<b><u>P195/60R15</u></b>	<b><u>6.5</u></b>	<b><u>4/32</u></b>	<b><u>ACV9BLC</u></b>

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 <b><u>NAIL FOUND IN TREAD AREA AND NO WHEEL WEIGHTS</u></b>
RF
LR
RR <b>TIRE HAD 6.5 POUNDS OF PRESSURE WHEN INSPECTION MADE – AIR INSTALLED FOR TEST DRIVE</b>

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
TIRES	<b><u>P195/60R15</u></b>	<b><u>30</u></b>	<u>      </u>
SPARE TIRE	<b><u>T115/70D15</u></b>	<b><u>60</u></b>	<u>      </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.
-



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

Customer's Name: [REDACTED] Inspection Date: **07/20/2006**  
Vehicle Brand: **Chevrolet** Model: **Cobalt**  
File ☐ **1-419299120** VIN: **1G1AK52FX57** [REDACTED]

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:**

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**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.

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**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)**

☒ **Photographs** ☒ **Data Downloads** ☐ **Other Records**

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File #: **1-419299120**

Inspection Date: **7/20/2006**  
Model: **Cobalt**  
Vin: **1G1AK52FX57** [REDACTED]

Inspector: **Gary L. Dixon**

Photo #:	Description:
100-4853	VIN PLATE
100-4854	VIN LABEL DRIVERS DOOR
100-4855	ODOMETER
100-4856	YELLOW LIGHT OWNER STATES KEEPS COMING ON – BOTTOM RIGHT
100-4857	NO PICTURE
100-4858	FRONT VIEW
100-4859	RIGHT FRONT QUARTER VIEW
100-4860	RIGHT SIDE VIEW
100-4861	RIGHT REAR QUARTER VIEW
100-4862	REAR VIEW
100-4863	LEFT REAR QUARTER VIEW
100-4864	LEFT SIDE VIEW
100-4865	LEFT FRONT QUARTER VIEW
100-4866	GRILL AND BUMPER
100-4867	RIGHT HALF GRILL AND BUMPER
100-4868	LEFT HALF GRILL AND BUMPER
100-4869	CLOSE UP OF DAMAGED BUMPER AREA
100-4870	CLOSE UP OF DAMAGED BUMPER AREA
100-4871	SIDE VIEW OF BUMPER RIGHT TO LEFT
100-4872	SIDE VIEW OF BUMPER RIGHT TO LEFT
100-4873	SIDE VIEW OF BUMPER LEFT TO RIGHT
100-4874	OVERHEAD VIEW OF BUMPER
100-4875	OVERHEAD VIEW OF BUMPER WITH HOOD OPEN
100-4876	ENGINE COMPARTMENT
100-4877	BRAKE FLUID RESERVOIR
100-4878	BRAKE FLUID RESERVOIR WITH CAP REMOVED
100-4879	STEERING WHEEL AND DASH DRIVERS SIDE
100-4880	DASH PASSENGER SIDE
100-4881	CONTROL PANEL
100-4882	FRONT SEATING AREA FROM PASSENGER DOOR
100-4883	FRONT SEATING AREA FROM DRIVERS DOOR
100-4884	EQUIPMENT TAG IN TRUNK
100-4885	SUNVISORS AND HEADLINER FROM PASSENGER SIDE
100-4886	SUNVISORS AND HEADLINER
100-4887	NO PICTURE

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

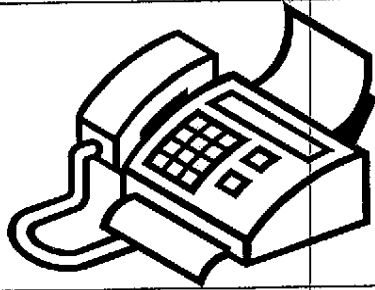
Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File #: **1-419299120**

Inspection Date: **7/20/2006**  
Model: **Cobalt**  
Vin: **1G1AK52FX57** [REDACTED]

Inspector: **Gary L. Dixon**

Photo #:	Description:
100-4888	RIGHT FRONT WHEEL ASSEMBLY
100-4889	LEFT FRONT WHEEL ASSEMBLY
100-4890	RIGHT FRONT STRUT
100-4891	RIGHT FRONT STRUT
100-4892	LEFT FRONT STRUT
100-4893	REAR AXLE ASSEMBLY
100-4894	LEFT REAR WHEEL ASSEMBLY
100-4895	RIGHT REAR WHEEL ASSEMBLY
100-4896	LEFT SIDE STEERING RACK ASSEMBLY
100-4897	RIGHT SIDE STEERING RACK ASSEMBLY
100-4898	NO PICTURE
100-4899	STEERING SHAFT AND KNUCKLE
100-4900	NAIL IN LEFT FRONT TIRE
100-4901	RIGHT FRONT STEERING KNUCKLE AND SURROUNDING AREA
100-4902	LEFT FRONT STEERING KNUCKLE AND SURROUNDING AREA
100-4903	LEFT FRONT SUSPENSION AREA – REAR VIEW
100-4904	RIGHT FRONT SUSPENSION AREA – REAR VIEW
100-4905	RIGHT FRONT SUSPENSION AREA – FRONT VIEW
100-4906	LEFT FRONT SUSPENSION AREA – FRONT VIEW

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



## A facsimile from

### Caribbean Auto Mart

Service Department  
Julie Lynch  
340.778.0600

To: *Joe Garcia*  
Fax number: *866-270-0217*

Date: *12-15-06*

Regarding: *4 pgs.*

Comments:

*Here is a final copy of  
RO. Jose Milan our Rep. Said to  
Contact you for payment.*

*copy of RO.*

*1 M receipt for camera*  
*11111 Express*

*Joe camera  
was send  
to G.M.  
(Not process here)*

*any Questions*

*340-778-0600 Ext 29*

*Julie Lynch.*

42102

4 4 1 8 3

**CARIBBEAN AUTO MART**

\*WARRANTY\*

P.O. BOX 2570, Kingshill  
 St. Croix, U.S. Virgin Islands 00851  
 Phone: (340) 778-0600  
 Fax: (340) 778-1951

PAGE 1

HOME: [REDACTED]  
 CELL: [REDACTED] BUS [REDACTED]

SERVICE ADVISOR: 571 JULIE LYNCH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	06	CHEVROLET COBALT	1G1AM55B067		9224/9224	T111	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
28JAN06 IS			17:00 15DEC06		0.00	CASH	15DEC06
R.O. OPENED		READY	OPTIONS: STK:12773 DLR:CAM				

10:21 15DEC06 10:28 15DEC06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATE	STEERING WHEEL	LOCK UP (PRODUCT INVESTIGATION)	SEE RO			
		41435					

CAUSE:

E7520 LOCK, STEERING WHEEL THEFT DETERRENT  
 (ELECTRIC PARK) REPLACE

424 WG 2.00

142.44 142.44

FC: 6C PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OM

0 0 TPARTS  
 2600 14244 TLABOR

SUBL UNITED STATES POSTAL SERVICE

PO#4284630850

WG

14.40 14.40

SUBL KMART

PO#3972089858

WG

19.18 19.18

THANK YOU FOR ALLOWING US THE OPPORTUNITY  
 TO SERVE YOU.

COST, SALE, &amp; COMP TOTALS

5958 17602 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER  
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	142.44
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	33.58
MISC. CHARGES	0.00
TOTAL CHARGES	176.02
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	176.02

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

WARRANTY COPY

Cash  
CHANGE

TOTAL NUMBER OF ITEMS = 2



0AC 47D 50K 01G 000 D



**UNITED STATES  
POSTAL SERVICE**

\*\*\*\* WELCOME TO \*\*\*\*  
KINGSHILL PO  
KINGSHILL, VI 00850-9998  
08/18/06 02:15PM

Store USPS 90 Trans FG4MDO  
Wkstn sys5004 Cashier  
Cashier's Name PRISCILLA  
Stock Unit Id SIAPRISCILLA  
PO Phone Number 340-778-0199  
USPS # 4284630850

0.00

1. Exp. Mail PO-ADD 78741  
Destination: 7.20 oz.  
Weight: None  
Postage Type: 14.40  
Total Cost: 14.40  
Total Rate:  
Base #: 14.40  
Label #:  
E0631766938US  
Corporate Acct: 14.40  
Amount Charged:

0.00  
0.00Subtotal  
Total

Number of Items Sold: 1

Thank You  
Please come again!

**Customer Copy**  
Label 11-B, March 2004

Office To Addressee

Signature

Signature

Signature

Insurance is void if  
signature is not  
legible. Signature  
of addressee or  
signature of employee  
of addressee or  
signature of carrier  
constitutes

FROM

Cic

PO

VI

FOR PICKUP OR TRACKING

Visit [www.usps.com](http://www.usps.com)

Call 1-800-222-1811



in US

Internal Motors Product  
Allegation Resolution Team  
7401 E. Ben White Austin,  
Texas 78741

Z1

FOR INTERNATIONAL DESTINATIONS, WRITE COUNTRY NAME BELOW.





BIG KMART STORE 3972  
SUNNY ISLAND SHOP CNTR  
ST.CROIX, VI 00820  
(340)719-9190

\*\* WELCOME TO YOUR \*\*  
\*\* KMART STORE 3972 \*\*

CASHIER: ROSA S  
GENERAL MERCHANDISE

04177873755 DTU CAMERA

2 @ 1/9.59 19.18

**** TAX	.00	BAL	19.18
Cash			50.00
CHANGE			30.82

TOTAL NUMBER OF ITEMS = 2



0AC 47D 5QK 01G 71T DV9

08/10/06 12:53 PM 3972 08 9858 1015

Merchandise included in today's  
transaction may be returned or  
exchanged before 11/08/06 with  
this receipt.

The complete return & exchange policy  
is available at the Service Desk

\*\*\*\* THANK YOU FOR \*\*\*\*  
\*\*\*\* SHOPPING YOUR KMART \*\*\*\*

The information contained in this facsimile may contain privileged and/or confidential information intended only for the use of the individual listed below. If the reader of this transmission is not the intended recipient, you are hereby notified that any dissemination or copying of this transmission is strictly prohibited. If you have received this transmission in error, please immediately notify this sender by telephone and return the original of this transmission to the sender at the address below via regular United States Mail without making a copy. Thank you.

---

**To:** Nigel Francis  
**Dealership:** CARIBBEAN AUTO MART  
**Phone:** (340)778-0600  
**Fax:** 340-713-1178

**From:** Joe Garcia  
**Phone:** 800-231-1841 ext.21260  
**Fax:** 866-270-0217

**DATE:** 5/19/2011  
**Pages including this**  
**cover page:** (3)  
**Case Number:** 1-423269007  
**Owner's Name:** [REDACTED]  
2006 Chevrolet Cobalt

The following Material is being forwarded to aid in obtaining facts, measurements, and photo documentation that will assist General Motors in a product investigation. **Please use the enclosed section(s) from the GM PAR Investigation Forms.**

If you have a question, before or during the inspection, please contact the individual sending this document at the number listed. Please call when you have completed the inspection, before the vehicle is removed from the shop, for final review. **Do not under any circumstances, remove or replace parts from this vehicle unless instructed to do so.**

No opinions or conclusions should be drawn or communicated to the customer. It will be GM's responsibility to give a position directly to the claimant.

Using 2-Day Priority Mail, please return completed investigation packet to:

**General Motors**  
**Product Allegation Resolution Team**  
**7401 E. Ben White**  
**Austin, Texas 78741**  
**Attn: Joe Garcia**

GM appreciates your assistance in this matter, as our greatest concern is the safety and satisfaction of our owners.

## GUIDELINES FOR PRODUCT INVESTIGATION

**CAMERA** - Purchase a 35mm disposable **flash** camera. (Do not buy a panoramic, Polaroid, or Kodak Advantix camera.) Take **four** exterior pictures. The pictures are to be taken from the front, rear, and each side of the vehicle. Take **two** interior pictures. One picture from driver's door opening and the other from outside the right front door opening. Use the entire roll of film taking extra pictures of all damaged areas and/or alleged defects. **HAVE FILM PROCESSED AT A LOCAL RETAILER AND OBTAIN DOUBLE PRINTS. GENERAL MOTORS WILL PAY .5 HOURS ADMINISTRATIVE TIME IN ADDITION TO THE STANDARD INSPECTION TIME.** The original receipt will be returned with an invoiced copy of the repair order and completed investigation package. Retain all receipts since you will be applying for payment per our instructions through the warranty system (WINS) after the inspection is complete.

**REPAIR ORDER** - A repair order is to be generated for the inspection. The repair order, in the complaint section, must read... **PRODUCT INVESTIGATION PERFORMED FOR GENERAL MOTORS ON \*\*/\*\*/98.** Make sure it is in the owner's name and the heading is filled out. You should include a copy of the **INVOICED** (totaled) repair order with the rest of the completed investigation package before a claim can be processed (SEE INSTRUCTIONS SHEET).

**DO NOT MAKE ANY NOTES ABOUT FINDINGS OF INSPECTION ON THE REPAIR ORDER!**

**PHOTOCOPY THE SALES AND SERVICE FILE** - Sales file if this vehicle was sold at your dealer.

**COPY THE SERVICE FILE** - Hard copies, front and back, and accounting copies for **ALL** service visits.

**SCAN DATA** - Print out or record vehicle scan data if relevant to this investigation. (Prom ID, DTCs, etc.)

**INVESTIGATIVE AIDS** - If provided, complete all areas, filling in the measurements and answering questions. Note anything out of the ordinary or areas of concern. **DO NOT MAKE ANY NOTES ON THE REPAIR ORDER. If you have any additional comments that may support a decision, but is perhaps not factual in nature, please report these comments separately or discuss with us over the phone.**

**REPORTS** - If possible obtain a copy of the police/fire report from the owner. If available, include a body shop estimate in the packet.

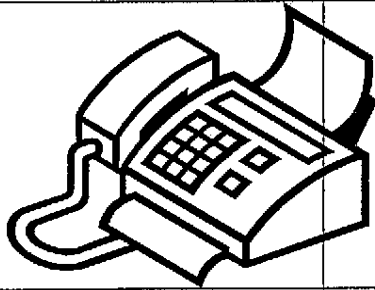
**GENERAL MOTORS WILL NOT PAY FOR TOWING OR RENTAL CARS !!!**  
**DO NOT INCLUDE IN REPAIR ORDER !!! THESE ARE THE OWNER'S RESPONSIBILITY.**

The following items need to be mailed to myself at General Motors at the address on the cover sheet: (Use \$3:00 U.S. Mail 2-Day priority if possible.)

- ☐ ☐ ☐ ☐ ☐ **Completed Investigative Sheets**
- ☐ ☐ ☐ ☐ ☐ **35 mm photos (Disposable Flash Camera)**
- ☐ ☐ ☐ ☐ ☐ **Copy of Invoiced Repair Order (Totaled)**
- ☐ ☐ ☐ ☐ ☐ **Additional notes/comments**
- ☐ ☐ ☐ ☐ ☐ **Estimate of vehicle damage**
- ☐ ☐ ☐ ☐ ☐ **All applicable copies of police/fire/sales/service records**

**PLEASE DISCARD ALL INFORMATION RELATING TO THIS INVESTIGATION UPON THE ACKNOWLEDGMENT THAT GENERAL MOTORS HAS RECEIVED ALL THE MATERIALS.**

Revised 3/18/2004



## A facsimile from

### Caribbean Auto Mart

Service Department

Julie Lynch

340.778.0600

To: *Joe Garcia*  
Fax number: *866-270-0217*

Date: *12-15-06*

Regarding: *4 pgs.*

Comments: *Here is a final copy of  
RO. Jose Milan our Rep. Said to  
Contact you for payment.*

*copy of RO.  
1 M receipt for camera  
" " " " Express*

*any Questions  
340-778-0600 Ext 29  
Julie Lynch.*

42102

4 1 4 3 5

**CARIBBEAN AUTO MART**

\*WARRANTY\*

P.O. BOX 2570, Kingshill  
 St. Croix, U.S. Virgin Islands 00851  
 Phone: (340) 778-0600  
 Fax: (340) 778-1951

PAGE 1

BUS:

SERVICE ADVISOR: 456 RENA ST ROSE

PO BOX

00851

HOME:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	06	CHEVROLET COBALT	1G1AM55B067		9224/9224	T111	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
28JAN06 IS			17:00 10AUG06		0.00	CASH	13OCT06
R.O OPENED		READY	OPTIONS: STK:12773 DLR:CAM				

11:30 08AUG06 09:22 13OCT06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATE STEERING WHEEL LOCK-UP PRODUCT INVESTIGATION

CAUSE: VEHICLE HIT

E7520 LOCK, STEERING WHEEL THEFT DETERRENT

(ELECTRIC PARK) REPLACE

424 WG 2.00

142.44 142.44

FC: 6C PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

QM

0 0 TPARTS

2600 14244 THABOR

9224 DIAGNOSE VEHICLE THAT WAS DAMAGE COMPLETE THE INSPECTION REPORT

COMPLETED GIVE PART ESTAMATE COMPLETED INSPECTION ON DAMAGE VEHICLE

COMPLETED

THANK YOU FOR ALLOWING US THE OPPORTUNITY  
 TO SERVE YOU.

COST, SALE, &amp; COMP TOTALS

2600 14244 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

## STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

## DESCRIPTION

## TOTALS

LABOR AMOUNT	142.44
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	142.44
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	142.44

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

WARRANTY COPY



FOR PICKUP OR TRACKING  
 VISIT [WWW.USPS.COM](http://WWW.USPS.COM)  
 CALL 1-800-222-1811



**UNITED STATES  
 POSTAL SERVICE**

\*\*\*\*\* WELCOME TO \*\*\*\*\*  
 KINGSHILL PO  
 KINGSHILL, VI 00850-9998  
 08/18/06 02:15PM

Store USPS	Trans 90
Wkstn sys5004	Cashier FG4MDO
Cashier's Name	PRISCILLA
Stock Unit Id	SIAPRISCILLA
PO Phone Number	340-778-0199
USPS #	4284630850

1. Exp. Mail PO-ADD	0.00
Destination: 78741	
Weight: 7.20 oz.	
Postage Type: None	
Total Cost: 14.40	
Base Rate: 14.40	
Label#: EQ631766938US	
Corporate Acct.: [REDACTED]	
Amount Charged: 14.40	

Subtotal  
 Total

0.00  
 0.00

Number of Items Sold: 1

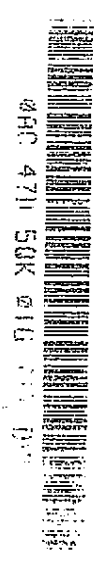
Thank You  
 Please come again!

*International Motors Product  
 440 E. Bay White Austin,  
 Texas 78741*

ZIP + 4 (U.S. ADDRESSES ONLY, DO NOT USE FOR FOREIGN POSTAL ADDRESS)  
 FOR INTERNATIONAL DESTINATIONS, WRITE COUNTRY NAME BELOW.

**Customer Copy**  
 Label 11-B, March 2004  
**Office To Addressee**

Signature  
 Signature  
 Signature



POSTAL NUMBER OF ITEMS: 2

Cash  
 Change



BIG KMART STORE 3972  
SUNNY ISLAND SHOP CNTR  
ST.CROIX, VI 00820  
(340)719-9190

\*\* WELCOME TO YOUR \*\*  
\*\* KMART STORE 3972 \*\*

CASHIER: ROSA S

GENERAL MERCHANDISE

04177873755 OTU CAMERA

2 @ 1/9.59 19.18

**** TAX	.00	BAL	19.18
Cash			50.00
CHANGE			30.82

TOTAL NUMBER OF ITEMS = 2



ØAC 47D 5QK Ø1G 71T DV9

08/10/06 12:53 PM 3972 08 9858 1015

Merchandise included in today's  
transaction may be returned or  
exchanged before 11/08/06 with  
this receipt.

The complete return & exchange policy  
is available at the Service Desk

\*\*\*\* THANK YOU FOR \*\*\*\*  
\*\*\*\* SHOPPING YOUR KMART \*\*\*\*

---

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---

**To:** Nigel Francis  
**Dealership:** CARIBBEAN AUTO MART  
**Phone:** (340)778-0600  
**Fax:** 340-713-1178

**From:** Joe Garcia  
**Phone:** 800-231-1841 ext.21260  
**Fax:** 866-270-0217

**DATE:** 11/09/00  
**Pages including this**  
**cover page:** (3)  
**Case Number:** 1-423269007  
**Owner's Name:** [REDACTED]  
2006 Chevrolet Cobalt

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- \_\_\_\_\_ **Completed Investigative Sheets**
- \_\_\_\_\_ **35 mm photos (Disposable Flash Camera)**
- \_\_\_\_\_ **Copy of Invoiced Repair Order (Totaled)**
- \_\_\_\_\_ **Additional notes/comments**
- \_\_\_\_\_ **Estimate of vehicle damage**
- \_\_\_\_\_ **All applicable copies of police/fire/sales/service records**

**PLEASE DISCARD ALL INFORMATION RELATING TO THIS INVESTIGATION UPON THE ACKNOWLEDGMENT THAT GENERAL MOTORS HAS RECEIVED ALL THE MATERIALS.**

# PAR GMWA

## Pre-Authorization/Warranty Claim Tracking Form

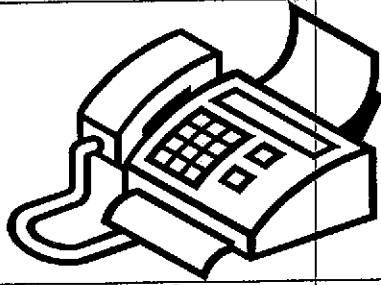
Customer and Vehicle Information			
Date	12/15/06	Service Request <input type="checkbox"/>	1-423269007
Customer Name	[REDACTED]		
VIN	1G1AM55B067 [REDACTED]		
In-Service Date	1/28/06	Service Contract?	No
Current Mileage	9000	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	11
Dealer and Claim Information			
Dealer Name	Caribbean Auto Mart-St.Croix, Inc.		
Dealer Svc Mgr	Nigel Francis	Dir Warranty Admin:	Julie Lynch
Dealer Phone	340-778-0600	Dealer Fax	340-778-1951
Dealer BAC	177155		
Dealer Division and Code	13-Chev-40810		
Repair Order Number	044183		
Repair Order Close Date	12/15/06		
Labor Op. Code Z1242	Dollar Amt:		
Labor Op. Code Z1243	Dollar Amt: 176.02		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT</b> PUT IN HOURS		
Parts and Labor Costs:	<b>DO NOT</b> PUT IN COSTS		
Net Amount:	176.02		
<b>DO NOT H ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:	n/a		
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO</b>			
<b>Retain Copy with Dealer Repair Order</b>			
Internal PAR Information			
<b>Complaint:</b> <div style="border: 1px solid black; width: 200px; height: 20px; display: inline-block;"></div> Steering			
<b>Cause:</b> <div style="border: 1px solid black; width: 200px; height: 20px; display: inline-block;"></div> No cause found			
<b>Correction:</b> <div style="border: 1px solid black; width: 200px; height: 20px; display: inline-block;"></div> No correction done			
<b>Justification:</b> No defect w/allegation product			
<b>PAR CRM</b> Joe Garcia			

# PAR GMWA

## Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	12/15/06	Service Request #	1-423269007
Customer Name			
VIN	1G1AM55B067		
In-Service Date	1/28/06	Service Contract?	No
Current Mileage	9000	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	11
Dealer and Claim Information			
Dealer Name	Caribbean Auto Mart-St. Croix, Inc.		
Dealer Svc Mgr	Nigel Francis	Dir Warranty Admin:	Julie Lynch
Dealer Phone	340-778-0600	Dealer Fax	340-778-1951
Dealer BAC	177155		
Dealer Division and Code	13-Chev-40810		
Repair Order Number	044183		
Repair Order Close Date	12/15/06		
Labor Op. Code Z1242	Dollar Amt:		
Labor Op. Code Z1243	Dollar Amt: 176.02		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT</b> PUT IN HOURS		
Parts and Labor Costs:	<b>DO NOT</b> PUT IN COSTS		
Net Amount:	176.02		
<b>DO NOT H ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:	n/a		
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO</b>			
<b>Retain Copy with Dealer Repair Order</b>			
Internal PAR Information			
<b>Complaint:</b>			
	Steering		
<b>Cause:</b>			
	No cause found		
<b>Correction:</b>			
	No correction done		
<b>Justification:</b>			
	No defect w/allegation product		
<b>PAR CRM</b>			
	Joe Garcia		





## A facsimile from

### Caribbean Auto Mart

Service Department

Julie Lynch

340.778.0600

To: *Joe Garcia*  
Fax number: *866-270-0217*

Date: *12-15-06*

Regarding: *4 pgs.*

Comments: *Here is a final copy of  
RO. Jose Milan our Rep. Said to  
Contact you for payment.*

*copy of RO.*

*1 M receipt for camera*

*11 1 11*

*Express*

*Joe camera  
was send  
to G.M.  
(Not process here)*

*any Questions*

*340-778-0600 Ext 29*

*Julie Lynch.*

42102

4 4 1 8 3

**CARIBBEAN AUTO MART**

\*WARRANTY\*

P.O. BOX 2570, Kingshill  
 St. Croix, U.S. Virgin Islands 00851  
 Phone: (340) 778-0600  
 Fax: (340) 778-1951

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]  
 CELL: [REDACTED]

SERVICE ADVISOR: 571 JULIE LYNCH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	06	CHEVROLET COBALT	1G1AM55B067 [REDACTED]		9224/9224	T111
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
28JAN06 IS			17:00 15DEC06		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:12773 DLR:CAM				
10:21 15DEC06	10:28 15DEC06					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATE STEERING WHEEL LOCK UP (PRODUCT INVESTIGATION) SEE RO 41435							

CAUSE:

E7520 LOCK, STEERING WHEEL THEFT DETERRENT

(ELECTRIC PARK) REPLACE

424 WG 2.00

142.44 142.44

PC: 6C PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OM

0 0 TPARTS  
 2600 14244 TLABOR

SUBL UNITED STATES POSTAL SERVICE

PO#4284630850

WG

14.40 14.40

SUBL KMART

PO#3972089858

WG

19.18 19.18

THANK YOU FOR ALLOWING US THE OPPORTUNITY  
 TO SERVE YOU.

COST, SALE, &amp; COMP TOTALS

5958 17602 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

## STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

## DESCRIPTION

## TOTALS

LABOR AMOUNT	142.44
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	33.58
MISC. CHARGES	0.00
TOTAL CHARGES	176.02
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	176.02

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

WARRANTY COPY

FROM

TO

DATE

TIME

FILE

UNITED STATES

POSTAL SERVICE

\*\*\*\*\* WELCOME TO \*\*\*\*\*

KINGSHILL PO

KINGSHILL, VI 00850-9998

08/18/06 02:15PM

Store USPS

Wkstn sys5004

Cashier's Name

Stock Unit Id

PO Phone Number

USPS #

Trans 90

Cashier FG4MDO

PRISCILLA

SIAPRISCILLA

340-778-0199

4284630850

1. Exp. Mail PO-ADD

Destination:

Weight:

Postage Type:

Total Cost:

Base Rate:

Label #:

EQ631766938US

Corporate Acct.:

Amount Charged:

78741

7.20 oz.

None

14.40

14.40

14.40

Subtotal

Total

0.00

0.00

Number of Items Sold: 1

Thank You

Please come again!

Customer Copy

Label 15-B, March 2004

Office To Addressee

Signature

Signature

Signature

ZIP + 4 U.S. ADDRESS ONLY

ZIP + 4 U.S. ADDRESS ONLY

Internal Motors Product +

Resolution Team

440 E. Bay White Austin,

Texas 78741

FOR PICKUP OR TRACKING

Visit [WWW.USPS.COM](http://WWW.USPS.COM)

Call 1-800-222-1811

POSTAL NUMBER OF ITEMS = 2  
QRC 4711 SOK 010 111 00



BIG KMART STORE 3972  
SUNNY ISLAND SHOP CNTR  
ST.CROIX, VI 00820  
(340)719-9190

\*\* WELCOME TO YOUR \*\*  
\*\* KMART STORE 3972 \*\*

CASHIER: ROSA S  
GENERAL MERCHANDISE

04177873755 OTU CAMERA

2 @ 1/9.59 19.18

**** TAX	.00	BAL	19.18
Cash			50.00
CHANGE			30.82

TOTAL NUMBER OF ITEMS = 2



0AC 47D 5QK 01G 71T DV9

08/10/06 12:53 PM 3972 08 9858 1015

Merchandise included in today's  
transaction may be returned or  
exchanged before 11/08/06 with  
this receipt.

The complete return & exchange policy  
is available at the Service Desk

\*\*\*\* THANK YOU FOR \*\*\*\*  
\*\*\*\* SHOPPING YOUR KMART \*\*\*\*

# CARIBBEAN AUTO MART

## ST. CROIX



P.O. BOX 2875, Kingshill, St. Croix, U.S. Virgin Islands 00851

Phone: (340) 778-0600 • Fax: (340) 778-1951

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.  
 NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS.  
 NO RETURNS AFTER 30 DAYS. 15% RE-STOCK CHARGE ON ALL RETURNED PARTS.

## DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are to be made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DATE ENTERED	YOUR ORDER NO.	DATE OF PO	INVOICE DATE	INVOICE NUMBER
5 AUG 06		15 AUG 06		4874

\*\*QUOTE\*\*

S  
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ACCOUNT NO

S  
H  
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P  
T  
O

PAGE 1 OF 1

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
	510			CHRISTIANSTED VI

QTY	SHIP	B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	15232752	F-AXLE KIT	1337.64	1337.64	1,337.64
1	1	0	10368516	B-ABSORBER	75.94	75.94	75.94
1	1	0	22715555	W-BEARING	190.30	190.30	190.30
1	1	0	88964092	WHEEL KIT	945.96	945.96	945.96
1	1	0	10359410	F-SHAFT KI	346.24	346.24	346.24
1	1	0	15798898	W-STRUT KI	138.09	138.09	138.09
1	1	0	15803767	F-ARM	201.15	201.15	201.15
1	1	0	15802533	F-GEAR KIT	415.40	415.40	415.40
1	1	0	22667249	KNUCKLE	199.84	199.84	199.84
1	1	0	22715554	W-BEARING	298.83	298.83	298.83
1	1	0	22700086	FRAME	1029.55	1029.55	1,029.55
1	1	0	15782690	LINK	75.06	75.06	75.06
1	1	0	19113751	P2055017	259.16	259.16	259.16
1	1	0	22612927	F-SHAFT	67.38	67.38	67.38

\*\*\*\* INVOICE QUOTE - DO NOT PAY \*\*\*\*

WENTY OF PEOPLE MISS THEIR SHARE OF  
 APPINESS. NOT BECAUSE THEY NEVER  
 FUND IT, BUT BECAUSE THEY DIDN'T  
 TOP TO ENJOY IT.  
 WILLIAM FEATHER

CUSTOMER COPY

X

PARTS	5,580.54
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
<b>TOTAL</b>	<b>\$5,580.54</b>

AUG 14 2006 10:15 FR SITEL CORPORATION

2483624294 TO 913407131178

P.02/04

PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION

(page 1 of 3)

Division:	Ref:	VIN: 1G1AM558067
Claimant's Name (LAST, First):		
Inspected By:	Organization:	
Phone:	Inspection Date:	Mileage at Inspection:

## I: INSPECTION SUMMARY

Following the inspection, summarize the facts and observations:

~~of this vehicle - The~~ Base on the observations  
of this vehicle, the vehicle was being driven on a spare  
tire. The spare tire was located in the front right side  
of the vehicle and the most damage took place

## II: INTERVIEW - VEHICLE HISTORY

Note to the inspector: In questions 3-5 below, document only the information which relates to the incident/allegation.

1. Name, address & phone number of person being interviewed: \_\_\_\_\_
2. Prior collision damage? (date, description, etc.) \_\_\_\_\_
- Repaired by: \_\_\_\_\_
3. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", engine miss, etc.): \_\_\_\_\_
4. Repairs outside of warranty (what, when, by whom?): \_\_\_\_\_
5. Other vehicle history information (from person being interviewed or GM Warranty History)? \_\_\_\_\_
6. Last brake maintenance (date, description, by whom?): \_\_\_\_\_



AUG 14 2006 10:15 FR SITEL CORPORATION

2483624294 TO 913407131173

P.03/04

(page 2 of 3)

**III: VEHICLE INSPECTION**

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format.

Take color photographs of the following:

**A. Exterior:**

Front  
Right side  
Rear  
VIN  
Left side

Comments: Vehicle Damage from Bumper to Bumper  
on the Right Side

**B. Brakes:**

Front assemblies  
Rear assemblies with drums removed

Comments: No damage to Brakes

**C. Interior:**

Instrument panel & odometer

List all driver electrical controls which are in the "On" position: No damage to interior

Comments:

**D. Underhood:**

Engine compartment  
Master cylinder and brake fluid reservoir  
Brake lines and hoses  
ABS/TCS Modulator

Comments: No damage to Underhood

**E. Underbody:**

Scrapes or impact damage on the following:  
Fuel tank  
Tires/Wheels

Comments: NEED to Replace Rear Axle, Front Right Lower  
Control ARM, steering knuckle, sub frame, Right hub, sway BAR  
and sway BAR link

**F. General Observations (Take photographs if applicable):**

Anything on vehicle which is after-market

No after-market

AUG 14 2006 10:15 FR SITEL CORPORATION

2483624294 TO 913407131178

P.04/04

(page 3 of 3)

Anything on vehicle which is a modification: \_\_\_\_\_

\_\_\_\_\_

Other relevant information: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Other Comments:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\*\* TOTAL PAGE.04 \*\*

\*\* TOTAL PAGE.04 \*\*

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

Halima Shaw  
(Halima\_Shaw@gmexpert.com)  
(800) 231-1841 x 11277 (Ph)  
(866) 592-1363 (Fax)  
General Motors Corporation  
c/o MSX International, Attn: BRC Legal  
1919 Concept Drive, Warren, MI 48091



## VEHICLE REGISTRATION

PLATE NO: [REDACTED] GOOD THRU: 02/2009  
VIN: 1G1AL52F857 [REDACTED]  
CHE 2005 4 DR BK COB WC: 7  
[REDACTED] PASSENGER 07  
[REDACTED] DL: [REDACTED]  
LONG BRANCH NJ [REDACTED] INITIAL PT:PA  
EQ:7 FEE: 199.00 IN 6D20050621113



# KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

[www.lemonlaw.com](http://www.lemonlaw.com)

CORPORATE HEADQUARTERS

30 E. Buder Pike  
Ambler, PA 19002  
P (215) 540-8888  
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite T11, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 10451 Mill Run Circle, Suite 400, Owings Mills, MD 21117, P (410) 356-8835, F (410) 356-8896

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

September 29, 2006

Halima Shaw  
(866) 592-1363 (Fax)  
General Motors Corporation  
c/o MSX International, Attn: BRC Legal  
1919 Concept Drive, Warren, MI 48091

RE: [REDACTED] v. General Motors Corporation  
Case No: 06-21578

Dear Ms. Shaw,

Enclosed please find the executed Settlement Agreement And Release for the captioned matter. Enclosed please find the filed Order To Settle for the captioned matter.

Please forward the settlement checks when they are available.

If you need additional information, please contact this office immediately.

Very truly yours,

Patricia A. Murray

PAM/rc  
c.file

JACQUELINE C. HERRITT<sup>1</sup>  
ROBERT A. RAPKIN<sup>2</sup>  
HY DAVID RUBENSTEIN<sup>3</sup>  
VIVIAN BENZ PEIKIN<sup>4</sup>  
AMY D. COX<sup>5</sup>  
LOUIS DOBI, JR.<sup>6</sup>  
HILARY WHEATLEY TAYLOR<sup>7</sup>  
THOMAS F. BURNS<sup>8</sup>  
BARRY R. WINDERMAN<sup>9</sup>  
JACQUELINE BRADFORD PORRO<sup>10</sup>  
MELISSA K. FIALA<sup>11</sup>  
IRA P. SMADES<sup>12</sup>  
DAVID L. LIEBERMAN<sup>13</sup>  
ANGELA K. TROCCOLI<sup>14</sup>  
FRED DAVIS<sup>15</sup>  
ANNE WARD<sup>16</sup>

ROBERT M. SILVERMAN<sup>17</sup>  
CRAIG THOR KIMMEL<sup>18</sup>

<sup>1</sup> Member, PA Bar  
<sup>2</sup> Member, NJ Bar  
<sup>3</sup> Member, DE Bar  
<sup>4</sup> Member, NY Bar  
<sup>5</sup> Member, MA Bar  
<sup>6</sup> Member, MD Bar  
<sup>7</sup> Member, OH Bar  
<sup>8</sup> Member, DC Bar  
<sup>9</sup> Member, AZ Bar  
<sup>10</sup> Member, CO Bar

## RELEASE OF CLAIM

1. We, [REDACTED] hereinafter referred to as "Releasors"), as buyers and or lessees of a certain 2005 Chevrolet Cobalt, bearing Vehicle Identification Number 1G1AL52F657 [REDACTED] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of \$20,940.83, said payment to be made as outlined below, does for themselves and each and all of their representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorneys fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasors.

2. As consideration for this Release, and for the payment described above to be tendered in the form of three checks: the first, in the amount of \$14,961.82, made payable to GMAC; the second in the amount of \$4,079.01, made payable to [REDACTED] the third in the amount of \$1,900.00, made payable to Kimmel & Silverman, P.C.

Note: These checks are subject to change if current registration; signed offer letter and signed Releases are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasors will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasors executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasors shall tender said Vehicle with clear title to GMC upon receipt of \$20,940.83, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasors of \$20,940.83, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2005 Chevrolet Cobalt as determined by the NADA book, at the time this Release is executed by Releasors.

(iv) That the Vehicle shall not exceed 13,500 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the



consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasors fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasors;

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasors and their attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasors by counsel prior to its execution;

(f) That Releasors represents and warrant that they are entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasors have not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasors shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;


(i) That Releasors do hereby for themselves, their heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasors and that this document of 3 pages contains the entire agreement between Releasors and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE  
UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 26 DAY OF  
September, 2006.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 13898 DATE SIGNED: 9-26-06

WITNESS: 

  
Claimant's Signature

  
Claimant's Signature

Address Long Branch NJ  
City, State, Zip Code

Address Sea Bright NJ  
City, State, Zip Code

STATE OF New Jersey  
COUNTY OF Monmouth

Sworn to (or affirmed) and subscribed before me this 26 day of September  
2006, by Cover J. Bryan and Mandy S. Sappleton.

Karyn Jenkins  
Signature of Notary Public  
KARYN JENKINS  
NOTARY PUBLIC OF NEW JERSEY  
Commission Expires 1/14/2010

Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification X

Type of identification New Jersey DRIV. lic.

My commission expires: 01/14/2010

CC: File  
LG0025-T  
Rev 8/29/06

**Privileged and Confidential Information****CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Halima Shaw

State: New Jersey

Customer Name: [REDACTED]

Service Request: 1-425386805

GM Legal File No.:

Vehicle ID No.: 1G1AL52F657 [REDACTED] In Service Date: 02/11/05

Vehicle is: New BAC Code: 111221

Year, Make ☐ Model: 2005 Chevrolet CobaltVehicle Purchased Used on: {n/a or  
mm/dd/yy} at odometer {odometer}Lien holder: GMAC ☐ Other ☐.**VEHICLE REPAIR HISTORY**☐ **Engine/Fuel/Exhaust**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/20/05	46956	5	6,856	While driving vehicle lurching forward like customer was hit in rear by another vehicle. <b>CND</b>

☐ **Restraints**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/02/05	117068	1	4,437	<b>Replace jumper harness wiring.</b>
10/20/05	46956	<input type="checkbox"/>	6,856	Air bag light came on. <b>Short in coil. Replace coil.</b>

☒ **Steering**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/20/05	46956	<input type="checkbox"/>	6,856	Power steering locked up. Power steering light is on. Check engine light is on. <b>Internal short in column assembly. Replace steering column assembly.</b>
10/26/06	47120	1	6,874	<b>Towed In.</b> Steering locked up. Feels like transmission banging into gear. <b>CND</b>
10/27/05	47152	2	6,894	Power steering light came on and TC light on. <b>Shorted pin connector in main harness. Repaired wiring to connections.</b>  Transmission pops out of gear. <b>Related to above line.</b>
08/05/06	55620	1	13,127	Vehicle towed into shop. Power steering locking up. Messages on information center. <b>Bad connection to body and engine control modules. Per Bulletin #PIC4145. Repaired wiring connection to body control module and engine control module.</b>  <b>Performed multi point service check and advised customer of fuel injector service throttle body service. Customer declined.</b>

**THE STATE LEMON LAW READS:**

Days out of service: 20

Repairs 3

Time period 24 months / 18,000 miles

Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs  
Safety-related time period

Number of repair attempts in the presumption period:	3 same 1 new
Total days out of service during the presumption period:	9
Total days out of service during customer's ownership:	9

## RECOMMENDATION AND RATIONALE

The customer is within presumption and has multiple steering complaints. I will offer 2,500 plus a steering component letter. If not, I feel it should be repurchased.

## REASON FOR REMOVAL

{TEXT}

CRM FINAL OFFER: {CASH/REP/TRADE}: DATE: {Date}

OFFER TO CUST: \${Amount}
ATTORNEY FEES: \${Amount}
OR INCLUSIVE OFFER: \${Amount}

PLAINTIFF'S FINAL DEMAND: {CASH/REP/TRADE}: DATE: {Date}

AMOUNT TO CUST: \${Amount}
ATTORNEY FEES: \${Amount}
OR INCLUSIVE OFFER: \${Amount}

TEAM MANAGER APPROVING: {Name}

Date: {Date}

Halima Shaw

(Halima\_Shaw@gmexpert.com)

(800) 231-1841 x 11277 (Ph)

(866) 592-1363 (Fax)

General Motors Corporation

c/o MSX International, Attn: BRC Legal

1919 Concept Drive, Warren, MI 48091



## VEHICLE REGISTRATION

PLATE NO: [REDACTED] GOOD THRU: 02/2009

VIN: 1G1ALGZF857 [REDACTED] WC: 7  
CHE 2005 4 DR BK COB PASSENGER 07

DL: [REDACTED] INITIAL: [REDACTED] PT: PA  
LONG BRANCH NJ [REDACTED]  
EQ: 7 FEE: 199.00 IN 60Z0050621113





General Motors Corporation  
Business Resource Center  
PO Box 33170  
Detroit, MI 48232-5170

VIA FAX ONLY

September 14, 2006

Finance Department  
All American Chevrolet, Inc.  
P.O. Box 400  
Middletown, NJ 07748

RE:

Service Request: 1-425386805  
2005 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AL52F657  
Customer Relationship Specialist: Halima Shaw

Dear Finance Department:

This is a letter of notification regarding a not-in-suit matter involving the above referenced customer. Please provide us 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 any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040  
V6302006





KIMMEL & SILVERMAN

P.C.

30 EAST BUTLER PIKE  
AMBLER, PA 19002



02 1A

\$ 00.39<sup>0</sup>

0004352705

OCT 02 2006

MAILED FROM ZIP CODE 19002

OCT 10 2006

Halima Shaw  
(866) 592-1363 (Fax)  
General Motors Corporation  
c/o MSX International, Attn: BRC Legal  
1919 Concept Drive, Warren, MI 48091

48091+6013 CD37



ROBERT M. SILVERMAN\*\*  
CRAIG THOR KIMMEL\*\*



# KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

[www.lemonlaw.com](http://www.lemonlaw.com)

CORPORATE HEADQUARTERS

30 E. Butler Pike  
Ambler, PA 19002  
P (215) 540-8888  
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite T11, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 10451 Mill Run Circle, Suite 400, Owings Mills, MD 21117, P (410) 356-8835, F (410) 356-8896

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT\*  
ROBERT A. RAPKIN\*  
HY DAVID RUBENSTEIN\*  
VIVIAN BENZ PEIKIN\*  
AMY D. COX\*  
LOUIS DOBI, JR.\*  
HILARY WHEATLEY TAYLOR\*  
THOMAS F. BURNS\*  
BARRY R. WINDERMANN\*  
JACQUELINE BRADFORD PORRO\*  
MELISSA K. FIALA\*  
IRA P. SMADES\*  
DAVID L. LIEBERMAN\*\*\*  
ANGELA K. TROCCOLI\*  
FRED DAVIS\*  
ANNE WARD\*\*

\* Member, PA Bar  
\* Member, NJ Bar  
\* Member, DE Bar  
\* Member, NY Bar  
\* Member, MA Bar  
\* Member, MD Bar  
\* Member, OH Bar  
\* Member, DC Bar  
\* Member, AZ Bar  
\* Member, CO Bar

September 29, 2006

Halima Shaw  
(866) 592-1363 (Fax)  
General Motors Corporation  
c/o MSX International, Attn: BRC Legal  
1919 Concept Drive, Warren, MI 48091

RE: [REDACTED] v. General Motors Corporation  
Case No: 06-21578

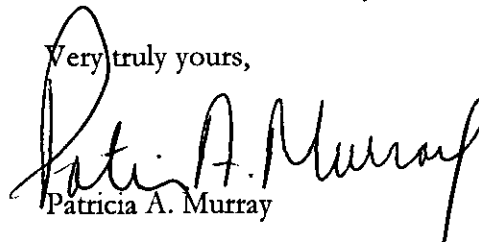
Dear Ms. Shaw,

Enclosed please find the executed Settlement Agreement And Release for the captioned matter. Enclosed please find the filed Order To Settle for the captioned matter.

Please forward the settlement checks when they are available.

If you need additional information, please contact this office immediately.

Very truly yours,

  
Patricia A. Murray

PAM/rc  
c.file

## RELEASE OF CLAIM

1. We, [REDACTED] (hereinafter referred to as "Releasors"), as buyers and or lessees of a certain 2005 Chevrolet Cobalt, bearing Vehicle Identification Number 1G1AL52F657 [REDACTED] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of \$20,940.83, said payment to be made as outlined below, does for themselves and each and all of their representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorneys fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasors.

2. As consideration for this Release, and for the payment described above to be tendered in the form of three checks: the first, in the amount of \$14,961.82, made payable to GMAC; the second in the amount of \$4,079.01, made payable to [REDACTED] the third in the amount of \$1,900.00, made payable to Kimmel & Silverman, P.C.

Note: These checks are subject to change if current registration, signed offer letter and signed Releases are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasors will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasors executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasors shall tender said Vehicle with clear title to GMC upon receipt of \$20,940.83, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasors of \$20,940.83, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2005 Chevrolet Cobalt as determined by the NADA book, at the time this Release is executed by Releasors.

(iv) That the Vehicle shall not exceed 13,500 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the

consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasors fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasors;

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasors and their attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasors by counsel prior to its execution;

(f) That Releasors represents and warrant that they are entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasors have not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasors shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasors do hereby for themselves, their heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;


(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasors and that this document of 3 pages contains the entire agreement between Releasors and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE  
UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 26 DAY OF  
September, 2006.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 13,898 DATE SIGNED: 9-26-06

WITNESS: 

  
Claimant's Signature

Claimant's Signature

Address Long Branch NJ  
City, State, Zip Code

Address Sea Bright NJ  
City, State, Zip Code

STATE OF New Jersey  
COUNTY OF Monmouth

ORIGINAL

Sworn to (or affirmed) and subscribed before me this 26 day of September, 2006, by Cover J. Bryan and Mandy S. Sappleton.

Karyn Jenkins  
Signature of Notary Public  
NOTARY PUBLIC OF NEW JERSEY  
Commission Expires 1/14/2010

Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification X

Type of identification New Jersey DRIV. lic.

My commission expires: 01/14/2010

CC: File  
LG0025-T  
Rev 8/29/06



12

# MEMO

TO: General Motors Corp  
Business Resource Center

FROM: All American Chevrolet, Inc.  
Fred W. Hertrich III

DATE: September 20, 2006

RE: [REDACTED]  
Service Request: 1-425386805  
2005 Chevrolet Cobalt  
VIN: 1G1A152F657 [REDACTED]  
Customer Relationship Specialist: Halima Shaw

To Whom It May Concern:

Attached are the requested service and sales file for the above referenced customer and their vehicle

If any further information is required, please contact me personally at 302-629-5100 or by fax at 302-629-8428.

Thank you,

Fred W. Hertrich III

Motor Vehicle  
Retail Order  
☒ New ☐ Used  
☐ Demo ☐

## ALL AMERICAN CHEVROLET, Inc.

P.O. BOX 400 1255 HIGHWAY 35  
MIDDLETOWN, NJ 07748  
(732) 671-6200



CUSTOMER [REDACTED] DATE 02/11/05 STOCK NO. 58244  
ADDRESS [REDACTED] BRANCH NJ [REDACTED]  
HOME PHONE [REDACTED] WORK PHONE [REDACTED] E-MAIL MICHAEL V CHADNICK  
D.L. # [REDACTED] SOC. SEC. # [REDACTED] D.O.B. [REDACTED]  
ENTER ORDER FOR 2005 CHEVROLET SALES REP. COBALT  
SEDAN LS YEAR BLACK MAKE MODEL 5  
BODY TYPE COLOR MILES 111452657 SERIAL NO. [REDACTED]

INTERIOR TRIM COLOR [REDACTED]  
Prior to Delivery of the vehicle listed above, customer shall select one of the following and so advise dealership:  
\* Cash Purchase \* Finance Purchase \* Lease

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

TO BE DELIVERED ON OR ABOUT 02/11/05

Price of Unit 18535.00

Additional Equipment (options)

CAP 495.00

ETCHING [REDACTED]

FIRST EXTENDED 1090.00

All American Chevrolet has advised the undersigned customer that the purchase of Auto Theft Registration Protection is voluntary and not required as a condition of any financing for the purchase or lease of the above-described vehicle.

INT. [REDACTED]

Auto Theft Registration Protection \$195.00

IF A LEASE, THE FOLLOWING APPLY:

MONTHLY PAYMENT AMOUNT \$ [REDACTED]

TERM: [REDACTED] MONTHS

MILEAGE PER YEAR [REDACTED]

CASH DUE AT DELIVERY \$ [REDACTED]

IF A PURCHASE, THE FOLLOWING APPLY:

TOTAL PRICE OF VEHICLE 20315.00

Less Trade-In NONE

TOTAL TAXABLE AMOUNT 20315.00

State Sales Tax 1218.90

Motor Vehicle Title Fee - \$1.00 7.50

Registration/Title Fee (Estimated) 242.00

Documentary Fee 99.00

NET PAY-OFF ON TRADE-IN NONE

TOTAL 21882.40

Deposit 2000.00

REBATE 1400.00

BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY

BALANCE DUE ON DELIVERY 18482.40

IF A NEW VEHICLE SALE OR LEASE...  
The only warranties applying to this vehicle are those offered by the manufacturer. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability" based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX  
☐ This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability" based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.

OR  
☐ The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES AND LEASES-DEALER'S OBLIGATION  
The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price (if a sale) to the customer in the event a used vehicle sold/leased and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration for such vehicle.

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE OR LEASE)  
The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price (if a sale) if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1993, Chpt. 373).

TRADE-IN DESCRIPTION AND ALLOWANCE

Year [REDACTED] Make [REDACTED] Model [REDACTED]

Serial No. [REDACTED] Mileage [REDACTED]

Trade-In Value NONE Date of 02/11/05

Less Balance Owed NONE

Net Trade-In Allowance NONE

Balance Owed to: [REDACTED]

Address: [REDACTED]

Account No.: [REDACTED]

Info. From [REDACTED] Good Thru [REDACTED]

Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above mileage at trade-in vehicle is accurate.

Customer's Signature [REDACTED] Date [REDACTED]

### AGREEMENT TO ARBITRATE ANY CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY, IT LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION.

The parties to this agreement agree to arbitrate any claim, dispute, or controversy, including all statutory claims and any state or federal claims, that may arise out of or relating to the purchase or lease (identified in this Motor Vehicle Retail Order and the financing therefor), by agreeing to arbitration, the parties understand and agree that they are waiving their rights to maintain other available resolution processes, such as a court action or administrative proceeding, to settle their disputes. New Jersey Consumer Fraud Act, Used Car Lemon Law, and Truth-in-Lending claims are just three examples of the various types of claims subject to arbitration under this agreement. The parties also agree to waive any right to pursue any such claims including statutory, state or federal claims, as a class action. There are no limitations on the type of claims that must be arbitrated, except for New Car Lemon Law and Magnuson-Moss Warranty Act claims which are excluded from arbitration under this agreement. The arbitration shall be conducted in accordance with the Rules of the American Arbitration Association before a single arbitrator. The costs included in the arbitration process shall be shared as provided by the Association's Rules. The arbitration shall take place in New Jersey at the address of the dealership listed on the Retail Order Form. The decision of the arbitrator shall be binding upon the parties. Further relief sought by either party will be subject to the decision of the arbitrator. THIS ARBITRATION PROVISION LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION AND HAVE A JURY TRIAL. PLEASE READ IT CAREFULLY PRIOR TO SIGNING.

Accepted By: [REDACTED] 02/11/05  
Date of My Authorized Representative [REDACTED]

Customer agrees that this Order on the face and on the reverse side and any attachments to it includes all the terms and conditions, if a sale. Customer further agrees this Order cancels and supercedes any prior agreements and as of the date signed by Dealer or authorized agent, comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Customer by execution of this Order acknowledges that they have read the terms and conditions and have received a true copy of the order. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC PRE-DELIVERY SERVICE WHICH IS TO BE PERFORMED. THE AUTOMOTIVE DEALER MAY NOT CHARGE FOR PRE-DELIVERY SERVICES FOR WHICH THE AUTOMOTIVE DEALER IS REIMBURSED BY THE MANUFACTURER. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC DOCUMENTARY SERVICE WHICH IS TO BE PERFORMED. I am 18 years of age or older and

Accepted By: [REDACTED]  
Date [REDACTED] Dealer or His Authorized Representative [REDACTED] Date [REDACTED] Customer's Signature [REDACTED]

THIS ORDER NOT SUBJECT TO CANCELLATION — DEPOSIT NON-REFUNDABLE  
IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.

RETAIL INSTALLMENT SALE CONTRACT

Dealer Number

Contract Number

Buyer (and Co-Buyer) - Name and address (include county and zip code)	Creditor (Seller name and address)
LONG BRANCH NJ	ALL AMERICAN CHEVROLET INC. 1255 HIGHWAY 35 MIDDLETOWN NJ 07748

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2005	CHEVROLET CORAL	1G1AL52F657	<input checked="" type="checkbox"/> personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

Your trade-in is a: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate 4.50%	The dollar amount the credit will cost you 2932.73	The amount of credit provided to you on your behalf 18796.10	The amount you will have paid after you have made all payments as scheduled 21328.83	The total cost of your purchase on credit, including your downpayment 3400.00

Your Payment Schedule With Us: Number of Payments Amount of Payments When Payments Are Due Or as Follows

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
26	\$867.50	Monthly beginning 03/26/05	

ONE FINAL PAYMENT OF \$ 867.50 DUE ON 02/26/05

**Late Charge.** If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, unless the vehicle is primarily for personal, family, or household use and the cash price is \$10,000 or less.

**Prepayment.** If you pay off all your debt early, you may be entitled to a refund of part of the finance charge.

**Security Interest.** You are giving a security interest in the vehicle being purchased.

**Additional Information.** See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, prepayment refunds and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including \$ 218 Sales tax)	\$ 19946.90(1)
2 Total downpayment	
Gross trade-in \$	N/A - payoff by seller \$ N/A
+ net trade-in \$	N/A + cash \$ 2000.00
+ other (describe) DPA/FERILAS	\$ 1400.00
3 Unpaid balance of cash price (1 minus 2)	\$ 16546.90 (3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):	
A Cost of optional credit insurance paid to the insurance company or companies	
Life \$	N/A
Disability \$	318.70 \$ 318.70
B Other insurance paid to the insurance company	\$ N/A
C Official fees paid to government agencies	\$ N/A
D Government taxes not included in cash price	\$ N/A
E Government license and/or registration fees	
+ DOC FEE	\$ 340.00
F Government certificate of title fees (includes \$ security interest recording fee)	\$ N/A
G Other charges (Seller must identify who is paid and describe purpose.)	
to FIRST EXTENDED SERVICE CONT	\$ 1090.00
to THIS for GAP PROTECTION	\$ 495.00
to ST UP NO for ALL TIRE FEES	\$ 7.50
to for \$	
to for \$	
to for \$	
Total other charges and amounts paid to others on your behalf	\$ 2742.50 (4)
5 Amount financed (3 + 4)	\$ 18796.10 (5)

**Insurance.** You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions. OBTAINED SEPARATELY

Check the insurance you want and sign below:

Optional Credit Insurance:

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

Premium:

Credit Life \$ N/A

Credit Disability \$ 318.70

AMERICAN HERITAGE LIFE IN

(Insurance Company)

1776 AMERICAN HERITAGE LIFE DR.

JACKSONVILLE, FL 32224

(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. The policies or certificates issued by the named insurance companies may further limit the coverage that Credit Life or Credit Disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions. Credit life insurance and credit disability insurance are for the term of this contract unless a different term for the insurance is shown below.

Other Insurance:

☐ Type of Insurance Term

Premium \$

(Insurance Company)

(Home Office Address)

Buyer Signature / Date 02/11/05

Co-Buyer Signature / Date

THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing.

Buyer Signs X Co-Buyer Signs X

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the finance charge.

NOTICE TO RETAIL BUYER

Do not sign this contract in blank.

You are entitled to a copy of the contract at the time you sign.

Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and read it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X Date 02/11/05 Co-Buyer Signs X Date

Co-Buyer's and Other Owners: A Co-Buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X Date Address

Creditor Signs ALL AMERICAN CHEVROLET INC. Date 02/11/05 By X Title

Seller assigns its interest in this contract to: ☐ General Motors Acceptance Corporation (GMAC) ☐ GMAC Automotive Bank ☐ Nuvel Credit Corporation, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse Assigned without recourse or with limited recourse

ALL AMERICAN CHEVROLET INC. ALL AMERICAN CHEVROLET INC.

Seller By Title Co-Buyer By Title

2109 NJ 8/2004 (For use in the State of New Jersey) (1 of 4) Notice: See Other Side

Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

THIRD COPY - FOR DEALER


**SmartBuy<sup>SM</sup>**  
 Rider

Dealer Number

Contract Number

Now on hand	Year	Description of Property	Identification Number
NEW	2005	CHEVROLET CORAL SEDAN LS	1G1AL54E657

**BUYER'S LAST PAYMENT OPTIONS**

This SmartBuy<sup>SM</sup> Plan Rider ("Rider") is part of the contract relating to the credit sale of the motor vehicle described above ("Contract")

dated 02 11 05, between ALL AMERICAN CHEVROLET INC.  
 (Mo.) (Day) (Yr)

(Creditor), [REDACTED] (Buyer) and [REDACTED]  
 (Co-Buyer). All references to "this Contract" include this Rider.

**Meaning of Words.** Unless this Rider says otherwise, all words used in this Rider and the rest of this Contract have the same meaning. In this Rider, the words "you" and "your" refer to the Buyer and Co-Buyer. If any, the words "we," "us," and "our" refer to the Creditor named above and any assignees of the Creditor.

**Last Scheduled Payment. THIS CONTRACT IS NOT PAYABLE IN INSTALMENTS OF EQUAL AMOUNTS.**

**AN INSTALMENT OF \$** 8667.50 **WILL BE DUE ON** FEB 25 09  
 (Mo.) (Day) (Yr)

You may meet your obligation to make this last scheduled payment by choosing one of the following options:

1. You may pay the last scheduled payment on its due date; or
2. You may, if you have met each of the conditions in the paragraph below entitled "Your Option to Sell":
  - a. sell the vehicle to the Creditor and have the Sale Price applied to the last scheduled payment; and,
  - b. pay the Creditor the difference between the Sale Price and the last scheduled payment; or
3. You may enter into a new written agreement with the Creditor to refinance

**Your Option to Sell.** You have the option to sell the vehicle to the Creditor on the due date of the last scheduled payment at the Sale Price. The Sale Price will be the amount of the last scheduled payment; (A) less any Excess Wear and Tear Deduction; and, (C) less any Excess Mileage Deduction. You have this option only if each of the following conditions is met:

1. You have given the Creditor at least 30 days advance written notice of your intention to sell the vehicle and you drive the vehicle as directed to a specified place so that the Creditor may make a preliminary appraisal of the vehicle's condition;
2. You have not broken any of your agreements under the Contract, including your agreement to keep the vehicle free from all liens and encumbrances other than the Creditor's lien;
3. You have paid the Creditor all amounts owing under the Contract except for the amount of the last scheduled payment;
4. You deliver the vehicle to the Creditor on the due date of the last scheduled payment (or the following business day) at a place designated by the Creditor;
5. You pay the Creditor on the due date of the last scheduled payment the difference between the Sale Price and the last scheduled payment;
6. You have serviced the vehicle as described in the Owner's Manual and in the Maintenance Schedule folder and as the manufacturer requests in any recall campaign; and
7. You have not altered the vehicle without obtaining the prior written permission of the Creditor.

If you exercise this option, you will sign and deliver all documents that may be needed to transfer title to the vehicle to the Creditor.

**Excess Wear and Tear Deduction.** The Excess Wear and Tear Deduction used to figure the Sale Price will be the amount the Creditor estimates it would cost to make all repairs to the vehicle that are not the result of normal wear and tear, whether or not the Creditor makes the repairs. These costs include, but are not limited to, the amount it would cost to repair or replace: (a) glass that is damaged or that you have tinted; (b) damaged body, fenders, metal work, lights, trim or paint; (c) missing equipment that was in the vehicle when delivered and has not been replaced with equipment of equal quality and design; (d) missing wheel covers, jack or wheel wrench; (e) missing or unsafe wheels or tires (including spars; snow tires are not acceptable); (f) any tire with less than 1/8 inch of tread remaining at the shallowest point; (g) torn, damaged, or stained dash, floor covers, seats, headliners, upholstery, interior work or trunkliners; (h) any mechanical damage or other condition that causes the vehicle to operate in a noisy, rough, improper, unsafe, or unlawful manner; (i) any other damage; and, (j) any other costs required to restore the vehicle to saleable condition.

**Independent Appraisal.** If you disagree with the Excess Wear and Tear Deduction, you may obtain at your own expense a professional appraisal of the vehicle by a third party acceptable to both you and the Creditor. If you choose to obtain a professional appraisal, the Creditor will pay you the difference between the appraisal and the last scheduled payment, or: (1) the amount of the last scheduled payment, whichever is less. In the event of a dispute, the raised value of the vehicle minus the appraisal cost will be the Sale Price.

**Excess Mileage Deduction.** The Excess Mileage Deduction used to figure the Sale Price will be the amount the Creditor estimates it would cost to replace the vehicle's tires and to replace the vehicle's oil and oil filter. The Excess Mileage Deduction will be the amount the Creditor estimates it would cost to replace the vehicle's tires and to replace the vehicle's oil and oil filter. The Excess Mileage Deduction will be the amount the Creditor estimates it would cost to replace the vehicle's tires and to replace the vehicle's oil and oil filter.

**Your Option to Refinance.** You may enter into a new written agreement to refinance the balance of the debt under the Contract. The monthly payments under the new agreement will be no greater than the average of your regular monthly payments under the Contract (exclusive of the payment due at the end of the Contract term). The Annual Percentage Rate for the new agreement may be different from the rate in effect under this Contract at the time of refinancing.

Buyer Signs [REDACTED] Co-Buyer Signs [REDACTED]

Other owner signs \_\_\_\_\_

Creditor Signs ALL AMERICAN CHEVROLET INC. By \_\_\_\_\_ Title \_\_\_\_\_

GMAC AD-3 (10-98) (10)

TRIPPLICATE ORIGINAL - DEALER'S COPY

## AMERICAN HERITAGE LIFE INSURANCE COMPANY

1776 American Heritage Life Drive  
Jacksonville, FL 32224  
Phone (904) 992-1776

GNAC



33812

C 2969563

## SCHEDULE

Primary	[REDACTED]	Sex	[REDACTED]	Age	32	Account No.	[REDACTED]	Effective Date	02/11/2005
Address	[REDACTED] LONG BRANCH NJ [REDACTED]			Yrs					
Co-Borr	[REDACTED]	Sex	[REDACTED]	Age	32	Second Beneficiary	ESTATE	Group Policy No.	
Address	[REDACTED] LONG BRANCH NJ 07740			Yrs.					

Coverage	Term of Insurance	Initial Amount of Insurance	Cost of Insurance	Maximum Amount of Insurance	Maximum Term of Insurance
Decreasing Term <input checked="" type="checkbox"/> Gross 4.50 <input type="checkbox"/> Net % APR	47.00 mos	<input type="checkbox"/> Single Life <input type="checkbox"/> Joint Life 12661.33	N/A	\$40,000.00	47.00 mos
Total Disability	47.00 mos	Monthly Benefit: 269.39	\$13.70	Maximum Per Mo. 269.39	47.00 mos
Term of Loan 48 mos		First Loan Payment Date 03/26/2005	Termination Age - Life 31.00	Health Statement Required <input type="checkbox"/> Yes <input type="checkbox"/> No	
Maximum Mo. Benefit \$ 269.39	Termination Age - Disability 31.00	Disability Waiting Period 14 Days	Disability Benefits Begin 1st Day	<input checked="" type="checkbox"/> Retro <input type="checkbox"/> Elim	

**READ YOUR CERTIFICATE CAREFULLY. YOUR INSURANCE WILL TERMINATE AT THE END OF THE TERM OF INSURANCE SHOWN IN THE SCHEDULE. IT MAY NOT COVER YOUR DEBT IN FULL.**  
For inquiries regarding your coverage or any other assistance needed pertaining to your Certificate call 800-858-4570.

In consideration of the premium paid for this coverage selected in the schedule, we agree to insure as follows:

**FREE LOOK**

You have the right to examine your Certificate for 30 days. If you are not satisfied, you may cancel it by giving us written notice within 30 days from the date you receive it. When your notice of cancellation is received, any premium received by us will be refunded to your account and the coverage will be deemed void from the beginning.

**DEFINITIONS**

"We," "Our," or "Us" means the insurance company issuing this coverage. **XX**  
"You" and "Your" means the Primary Borrower and the Co-Borrower, if insured.  
"Creditor" means to whom the indebtedness is owed.  
"Effective Date" means the date the Certificate is put in force.  
"In Force" means the Certificate is in effect; the premiums are paid and all conditions are met.

**WHEN COVERAGE BEGINS**

Insurance on the life of any Borrower insured with respect to a particular debt will commence on the date the indebtedness is incurred.

**ELIGIBILITY FOR COVERAGE**

Subject to our right to require evidence of individual insurability and/or gainful employment, all persons are eligible who:

1. are not over the Termination Age(s) stated in the schedule, and provided such age is not more than a maximum nor less than a minimum required by statute; and
2. are liable to pay or repay sums of money to the Creditor; and
3. are gainfully employed for at least 30 hours a week (for total disability insurance coverage); and
4. agree to pay the required premium to the Creditor.

In case of more than one Borrower on the same account, only the first named Borrower, referred to as Primary Borrower or you, and your spouse or business partner as Co-Borrower are eligible for joint life insurance coverage. Only the Primary Borrower is eligible for total disability insurance coverage.

**PREMIUM CHARGES**

The premium for insurance provided by this Certificate for each Borrower is the product of the initial amount of indebtedness indicated on the Schedule and the premium rate in effect on the effective date of coverage. The insurance charge for each Borrower will not exceed the premium the Creditor pays to us for such insurance.

**GAP ADDENDUM** 33812 NBIC 621534

This **GUARANTEED AUTO PROTECTION (GAP) FINANCING CONTRACT** Addendum dated 02/11/2005  
amends the **FINANCING CONTRACT**. The Lender (WE, US, OUR) elects to enroll the following **BORROWER** (YOU, YOUR):

Borrower [REDACTED] Lender ALL AMERICAN CHEVROLET INC.  
Address [REDACTED] Address 1055 HIGHLAND AVE.  
City, State, Zip LONG BRANCH NJ City, State, Zip HIGHLAND NJ 07740  
Collateral Make/Model/Yr. CHEVROLET COBALT 2005 VIN 1G1AL52F657  
Date of Loan/Installment Sales Contract 02/11/2005 Term of GAP 48 Monthly Pymt. 269.37  
Term of Loan 48  
Financial Institution GAAC MSRP/NADA 1485.00  
Address BOX 1994 Amount Financed 10756.10  
City EAST HANOVER NJ State NJ Zip 07926

Although not required to do so, YOU have elected to participate in OUR Financial GAP Program. GAP does not take the place of insurance on the Collateral. YOU are responsible for maintaining collision and comprehensive insurance for the full value of the Collateral and any other insurance required by the **FINANCING CONTRACT** or applicable law. YOU are responsible for all notifications or claims that are required to be filed with YOUR insurance company. WE will not process or handle YOUR insurance claims for YOU.

The Charge to YOU for GAP is \$ 495.00

**CANCELLATION:** In every event that the **FINANCING CONTRACT** Addendum for **COLLATERAL** is cancelled prior to its maturity date, WE shall refund the premium for the **FINANCING CONTRACT** Addendum according to the Rule of 78's, or by the refund method as may be required in your state, less a \$25 cancellation fee. If the **FINANCING CONTRACT** for **COLLATERAL** is cancelled within the first thirty (30) days, no loss having occurred, the return premium will be 100% of the premium charge.

"In the event of a **CONSTRUCTIVE TOTAL LOSS** to the financed **COLLATERAL**, WE agree to waive OUR rights against YOU for the amount due under a **PAYABLE LOSS**. In the event that there is not a **PRIMARY CARRIER** in effect on the **DATE OF LOSS**, or if the **PRIMARY CARRIER** is declared insolvent, WE will only pay the difference between the Outstanding Balance as of the **DATE OF LOSS** and the **ACTUAL CASH VALUE** of the financed **COLLATERAL**, as determined by US. In addition to the terms of a **PAYABLE LOSS**, YOU will remain responsible for payment of any items stated on the back of this Addendum under **EXCLUSIONS**.

**REPORT YOUR TOTAL LOSS TO OUR GAP ADMINISTRATOR:**

AMERICAN HERITAGE INSURANCE SERVICES • PO BOX 60090, MIAMI SPRINGS, FL 33256-0960 • (305) 885-4216 • (800) 741-4216

YOU must notify OUR Administrator within ninety (90) days following the date the Collateral is determined to be a

**CONSTRUCTIVE**

**TOTAL LOSS**, and follow the **LOSS DOCUMENTATION PROCEDURES** noted below to be eligible for reimbursement. **AHIS**

**LOSS DOCUMENTATION PROCEDURES** - In the event of a **CONSTRUCTIVE TOTAL LOSS**, YOU must notify and provide the following to OUR Administrator, AMERICAN HERITAGE INSURANCE SERVICES (at the address shown above): (1) a complete copy of the Primary Insurance Settlement, including the valuation worksheet; (2) a copy of the original **FINANCING CONTRACT** and this Addendum; (3) a copy of the accident/policy report; (4) a copy of YOUR insurance policy; (5) a copy of payoff from Financial Institution as of the **DATE OF LOSS**. YOU must also provide any reasonable documentation requested by OUR Administrator or US.

BY YOUR SIGNATURE BELOW, YOU ACKNOWLEDGE AND AGREE THAT YOUR ACCEPTANCE OR REJECTION OF THIS GAP ADDENDUM IS VOLUNTARY AND IS NOT A CONDITION PRECEDENT TO, OR A CONSIDERATION REQUIRED TO OBTAIN CREDIT. YOU ALSO ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THIS ADDENDUM AND ITS PROVISIONS. NO OTHER VERBAL REPRESENTATIONS HAVE BEEN MADE TO YOU THAT DIFFER FROM THESE WRITTEN PROVISIONS. IF I PURCHASE GAP FROM THIS LENDER, I UNDERSTAND THAT THE LENDER WILL RETAIN ALL OR A PORTION OF THE CHARGE PAID BY ME. YOU ACKNOWLEDGE THAT YOU MAY PURCHASE GAP FROM AN ALTERNATIVE SOURCE.

\*Please refer to the reverse side of this GAP Addendum for Definitions.

Buyer [REDACTED] Lender ALL AMERICAN CHEVROLET INC.  
COVER T BRYAN 02/11/2005 BY [Signature] 02/11/2005  
PRINT NAME DATE DATE

Northbrook Indemnity Company (315-0301) AHIS: WHITE LENDER (DEALER): YELLOW CUSTOMER: PINK FINANCIAL INSTITUTION: GOLD



NVA8 920692

## NEW VEHICLE EXTENDED SERVICE AGREEMENT

<b>1. CUSTOMER INFORMATION/COVERED VEHICLE/SELLING DEALER</b>		
OWNER'S NAME: [REDACTED]		
STREET: [REDACTED]	CITY, STATE, AND ZIP CODE: LONG BEACH, NY 07740	
AREA CODE AND TELEPHONE NUMBER: [REDACTED]	E-MAIL ADDRESS: [REDACTED]	
VEHICLE IDENTIFICATION NUMBER: 1G1ALS2F657	YEAR, MAKE, AND MODEL OF VEHICLE: 2005 CHEVROLET COBALT	
MANUFACTURER'S IN-SERVICE DATE: 02/11/2005	VEHICLE MILEAGE AT TIME OF SALE: 5	
NAME OF SELLING DEALER: ALL AMERICAN CHEVROLET INC.	ADDRESS OF SELLING DEALER: 1250 HIGHWAY 37, MIDDLEBURY, NY 07748	
TELEPHONE NUMBER OF SELLING DEALER: (732) 671-6200	DEALER NUMBER: [REDACTED]	SELLING DEALER SIGNATURE: [REDACTED]
LIENHOLDER: GMAC	LIENHOLDER'S ADDRESS: P.O. BOX 1904 EAST HAMMER, NJ 07936	
CUSTOMER'S SIGNATURE: [REDACTED]	DATE OF SALE: 02/11/2005	

<b>2. CHECK COVERAGE</b>
See reverse side of agreement for coverage details.
<input type="checkbox"/> POWERTRAIN (PT) <input type="checkbox"/> HIGH-TECH (HT) <input checked="" type="checkbox"/> COMPREHENSIVE (CC)

<b>3. CHECK APPLICABLE BOXES</b>	<b>VEHICLE SURCHARGE:</b>
DEDUCTIBLE AMOUNT PER REPAIR VISIT: <input checked="" type="checkbox"/> \$0 <input type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200	<input type="checkbox"/> 4-WHEEL/ALL WHEEL DRIVE <input type="checkbox"/> TURBO OR SUPERCHARGER <input type="checkbox"/> SUPER HIGH OUTPUT <input type="checkbox"/> DIESEL

<b>4. CHECK TIME &amp; MILEAGE</b>	This agreement expires by time from Manufacturer's In-Service date or mileage measured from zero (0) miles, whichever occurs first.						
<table border="0"> <tr> <th>MONTHS</th> <th>MILES</th> </tr> <tr> <td>MAXIMUM MONTHS FROM MANUFACTURER'S IN-SERVICE DATE</td> <td>MAXIMUM VEHICLE ODOMETER READING</td> </tr> <tr> <td> <input type="checkbox"/> 24 MONTHS                  <input type="checkbox"/> 60 MONTHS  <input type="checkbox"/> 36 MONTHS                  <input type="checkbox"/> 72 MONTHS  <input checked="" type="checkbox"/> 48 MONTHS                  <input type="checkbox"/> 84 MONTHS             </td> <td> <input checked="" type="checkbox"/> 50,000 MILES                  <input type="checkbox"/> 75,000 MILES  <input type="checkbox"/> 60,000 MILES                  <input type="checkbox"/> 100,000 MILES  <input type="checkbox"/> 72,000 MILES             </td> </tr> </table>	MONTHS	MILES	MAXIMUM MONTHS FROM MANUFACTURER'S IN-SERVICE DATE	MAXIMUM VEHICLE ODOMETER READING	<input type="checkbox"/> 24 MONTHS <input type="checkbox"/> 60 MONTHS <input type="checkbox"/> 36 MONTHS <input type="checkbox"/> 72 MONTHS <input checked="" type="checkbox"/> 48 MONTHS <input type="checkbox"/> 84 MONTHS	<input checked="" type="checkbox"/> 50,000 MILES <input type="checkbox"/> 75,000 MILES <input type="checkbox"/> 60,000 MILES <input type="checkbox"/> 100,000 MILES <input type="checkbox"/> 72,000 MILES	
MONTHS	MILES						
MAXIMUM MONTHS FROM MANUFACTURER'S IN-SERVICE DATE	MAXIMUM VEHICLE ODOMETER READING						
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IF NO BOXES HAVE BEEN INDICATED, COVERAGE WILL BE IN EFFECT FOR 24 MONTHS/50,000 MILES, WHICHEVER OCCURS FIRST, AND THE POWERTRAIN COVERAGE WITH A \$200.00 DEDUCTIBLE WILL APPLY.							

<b>5. ADDITIONAL BENEFITS</b>
<p><b>Substitute Transportation:</b> In the event of a breakdown of a covered component, you may be eligible for substitute transportation reimbursement. Such expense shall be limited to \$30.00 per calendar day, a 5 day maximum, not to exceed \$150.00 per occurrence. To qualify for reimbursement, the covered vehicle must be repaired by the repairing facility overnight and the covered repair must exceed a minimum of four (4) hours labor as defined in factory or accredited flat rate manual. Reimbursement for substitute transportation shall not continue beyond the day on which repairs are completed and you are notified of completion. Valid rental agencies or automobile dealerships' receipts will be required for reimbursement.</p> <p><b>Towing Reimbursement:</b> In the event towing is required because of a breakdown of a covered component, towing costs not payable by insurance will be covered for up to \$50.00.</p>

<b>6. EXTENDED SERVICE AGREEMENT PRICE</b>	335 -	\$ 1050.00
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ANY MODIFICATION, ALTERATION, OR CHANGE TO THE PREPRINTED TERMS AND CONDITIONS OF THIS EXTENDED SERVICE AGREEMENT IS INVALID AND OF NO FORCE OR EFFECT.

THE PURCHASE OF THIS AGREEMENT IS NOT REQUIRED EITHER TO PURCHASE OR TO OBTAIN FINANCING FOR A MOTOR VEHICLE.

THIS AGREEMENT IS NOT AN INSURANCE POLICY. IT IS AN EXTENDED SERVICE AGREEMENT BETWEEN YOU AND THE SELLING DEALER. ALL OBLIGATIONS AND LIABILITIES FOR REPAIRS COVERED BY THIS EXTENDED SERVICE AGREEMENT ARE THOSE OF THE SELLING DEALER AND NOT FIRST EXTENDED SERVICE CORPORATION (EXCEPT IN THE STATE OF WISCONSIN), WHICH ADMINISTERS THE AGREEMENT FOR THE SELLING DEALER. SEE REVERSE SIDE FOR ADDITIONAL INFORMATION REGARDING RESPONSIBILITY FOR BENEFITS.

**MAINTENANCE RESPONSIBILITIES:** If you fail to perform the manufacturer's recommended maintenance, such as oil changes and other periodic services, and your failure results in a breakdown, this will result in loss of your protection under this extended service agreement. Maintenance records from the date of sale supported by receipts indicating date, mileage and services performed must be kept by the purchaser or subsequent owner of this extended service agreement and made available to the Selling Dealer and/or Administrator on request.

**WHAT TO DO IF REPAIRS ARE NEEDED:** If your Manufacturer's New Vehicle Warranty is still in effect, contact the Selling Dealer. After the Expiration of Your Manufacturer's New Vehicle Warranty and if your vehicle is within forty (40) miles of the Selling Dealer, you must deliver your vehicle to the Selling Dealer at the address shown on the front of this extended service agreement. If your vehicle is more than forty (40) miles from the Selling Dealer, call First Extended Service Corporation for instructions before you deliver your vehicle to a repairing facility. To receive coverage under the terms of this extended service agreement authorization on behalf of the Selling Dealer must be obtained prior to teardown or repair. Call the toll free claims number listed below between the hours of 7:00 a.m. - 7:00 p.m., Monday - Friday, C.T. and 9:00 a.m. to 3:30 p.m. Saturdays, C.T.

**EMERGENCY REPAIRS:** If repairs to a covered component are required outside normal business hours (i.e., on a weekend or holiday) you should deliver your vehicle to a licensed repair facility and have the necessary repairs performed on your vehicle at a reasonable and customary charge for the repairs. On the next business day you should report the repairs to First Extended Service Corporation by calling the toll free claims number listed below. To obtain a reimbursement for such emergency repairs, please call the claims number below. Emergency repairs are defined as repairs required to enable your vehicle to be driven.

**AUTHORIZATION IS REQUIRED PRIOR TO THE COMMENCEMENT OF ALL REPAIRS. PLEASE CALL:**

**NATIONWIDE CLAIMS 1-800-527-3426**

ADMINISTERED BY  
FIRST EXTENDED SERVICE CORPORATION  
P.O. Box 130745, Dallas, Texas 75313-0745

NVA8  
(5/02)

DEALERSHIP COPY

**Theft Protection Plus Theft Deterrent System**

LIMITED WARRANTY REGISTRATION

55244 100139

**CUSTOMER INFORMATION**

Last Name: [REDACTED] First Name: [REDACTED] Middle Initial: [REDACTED] TBP- 11375

Street Address: [REDACTED]

City: [REDACTED] State: NJ [REDACTED]

Home phone number: [REDACTED] Business phone number: [REDACTED]

**VEHICLE INFORMATION**

New Vehicle ☒ Used Vehicle ☐

Make: CHEVROLET Model: COBALT Year: 2005 VIN: 1G1AL52F657 [REDACTED]

Vehicle purchase price: \$ 18800.00 Theft Protection Plus Theft Deterrent System selling price: \$ NONE

**DEALER INFORMATION**

Dealer name: ALL AMERICAN CHEVROLET INC. 1255 HIGHWAY 33

City: MIDDLETOWN State: NJ Zip Code: 07748

I acknowledge that the information contained above is, to the best of my knowledge, true. I have read the terms and conditions on the reverse side and I understand and agree to all of the provisions herein.

Customer: [REDACTED] Signature: [REDACTED] Dealer representative: [REDACTED] Signature: [REDACTED] Effective date: 02/11/2005

**Theft Protection Plus Theft Deterrent System**  
**Limited Warranty**

XX

3 YEAR

4 YEAR

5 YEAR

The Theft Protection Plus Theft Deterrent System, permanently installed on Vehicle windows, guarantees to the original owner/lessee of the described vehicle the System installed will be a deterrent against Vehicle theft, and in the event the System fails and the described Vehicle is stolen and deemed a total loss as a result of unrecovered theft after 30 days we will pay the original owner:

1. \$3000.00, or the actual cash value of the vehicle if settlement is less than \$3000.00
2. \$2000.00 additional will be paid if Customer purchases a replacement vehicle from selling dealer within 45 days of receipt of payment from primary insurance carrier.

If the vehicle is recovered within 30 days we will pay:

Up to \$1000.00 deductible reimbursement, payable directly to the customer, but limited to the customer's actual primary insurance deductible amount, or the amount of damage, whichever is less. The \$1000.00 deductible reimbursement is limited to only one such payment for the term of this contract.

**SEE IMPORTANT TERMS AND CONDITIONS ON REVERSE SIDE**

**DEACTIVATION OF THEFT PROTECTION PLUS THEFT DETERRENT SYSTEM**

I do not choose to register my Vehicle under the Theft Protection Plus Theft Deterrent System. I understand that by not accepting the registration, if my vehicle is stolen, I am not entitled to any of the limited warranty protection provisions provided herein.

Customer: [REDACTED] Signature: [REDACTED] Dealer Representative: [REDACTED] Signature: [REDACTED] Date: 02/11/2005

White-Theft Protection Plus

Yellow-Dealer

Pink-Customer



**CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC  
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT**

CUSTOMER NAME: \_\_\_\_\_

VIN: 1 G 1 A L 5 2 F 6 5 7 \_\_\_\_\_ (or see attached list\*)

**1. Customer Incentive**

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied (a) \_\_\_\_\_ to the down payment of this vehicle, (b) \_\_\_\_\_ where permissible by law, as a price reduction (Bill of Sale, indicates pre-incentive price, amount of incentive and final price with incentive applied), or (c) \_\_\_\_\_ a check to be issued in my name by Dealer named below.

Incentive Program Reference	Amount	GM Incentive Code
DFA	\$ 900.00	DFA
PHILAS	\$ 500.00	GDE
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	\$ 1400.00	

**2. Other Program Selection (Which may or may not be in lieu of customer incentive programs, for example, Division supported financing/leasing, etc.)**

- a. I elect to receive \_\_\_\_\_  
in lieu of \_\_\_\_\_ and/or \_\_\_\_\_
- b. I elect to receive \_\_\_\_\_

**— CUSTOMER AND DEALER ACKNOWLEDGMENT —**

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 02/11/05. I acknowledge receipt of incentive(s) as described in Item \_\_\_\_\_ and release the GM Division from any future claim or obligation for \_\_\_\_\_

Purchaser/Lessee Signature: \_\_\_\_\_ Date: 02/11/2005

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item \_\_\_\_\_ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [Signature] Date: 02/11/2005  
Dealer Name: ALL AMERICAN CHEVROLET INC. Dealer Code: 02007

\* List must include VIN, Delivery Date and Program Reference

# ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.


I, ALL AMERICAN CHEVROLET INC. state that the odometer now  
(TRANSFEROR'S NAME-PRINT)

reads 5 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

- ☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- ☐ (2) I hereby certify that the odometer reading is **NOT** the actual mileage.  
**WARNING-ODOMETER DISCREPANCY.**

MAKE CHEVROLET

MODEL COBALT BODY TYPE SEDAN LS

VEHICLE IDENTIFICATION NUMBER 1G1AL52F657 

YEAR 2005


TRANSFEROR'S NAME ALL AMERICAN CHEVROLET INC.  
(PRINTED NAME)


TRANSFEROR'S ADDRESS (STREET) 1255 HIGHWAY 35


(CITY) MIDDLETOWN (STATE) NI (ZIP CODE) 07748

TRANSFEROR'S NAME X (SIGNATURE)

DATE OF STATEMENT 02/11/05

TRANSFeree'S NAME 

TRANSFeree'S ADDRESS (STREET) 

(CITY) LONG BRANCH (STATE) NI (ZIP CODE) 

TRANSFeree'S NAME X (SIGNATURE)

(PRINTED NAME)







## Motor Vehicle

Retail Order

☒ New ☐ Used  
☐ Demo ☐

## ALL AMERICAN CHEVROLET, Inc.

 P.O. BOX 400 1255 HIGHWAY 35  
 MIDDLETOWN, NJ 07748  
 (732) 671-6200


CUSTOMER	ONE BRANCH	DATE	02/11/05	BOOK NO.	58244
ADDRESS					
HOME PHONE	WORK PHONE	E-MAIL	MICHAEL V CHADWICK		
D.L.#	600 SEC. #	D.O.B.		10/05/72	
ENTER ORDER FOR	2005 CHEVROLET	SALES REP	COBALT		
VEHICLE TYPE	SEDAN LS	YEAR	2005	COLOR	BLACK
MPG	24	MPG	31	MPG	31
SEAL NO.	1114L52F557				

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

TO BE DELIVERED ON OR ABOUT 02/11/05

Price of Unit 18538.00

Additional Equipment (options)

GAP 438.00

ETCHING

FIRST EXTENDED 1098.00

All American Chevrolet has advised the

undesignated customer that the purchase of Auto

Theft Registration Protection is voluntary and not

required as a condition of any financing for the

purchase or lease of the above-described vehicle.

NY

Auto Theft Registration Protection \$195.00

IF A LEASE, THE FOLLOWING APPLY:

MONTHLY PAYMENT AMOUNT \$

TERM: MONTHS

MILEAGE PER YEAR

CASH DUE AT DELIVERY \$

IF A PURCHASE, THE FOLLOWING APPLY:

TOTAL PRICE OF VEHICLE 20315.00

Less Trade-in

TOTAL TAXABLE AMOUNT 20315.00

State Sales Tax 1218.90

Motor Vehicle Title Fee - \$1.00

Registration/Title Fee (Estimated) 242.00

Documentary Fee 99.00

NET PAY-OFF ON TRADE-IN

TOTAL 21882.40

Deposit 2000.00

REBATE 1400.00

BALANCE IN CASH, CERTIFIED CHECK OR

OTHER ACCEPTABLE FORM OF PAYMENT

TO BE PAID TO DEALER ON DELIVERY

BALANCE DUE ON DELIVERY 18482.40

IF A NEW VEHICLE SALE OR LEASE...  
 The only warranties applying to this vehicle are those offered by the manufacturer. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX  
☐ This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.

OR  
☐ The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES AND LEASES-DEALER'S OBLIGATION  
 The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price (if a sale) to the customer in the event a used vehicle sold/leased and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration for such vehicle.

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE OR LEASE)  
 The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price (if a sale) if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1985, Chpt. 87).

TRADE-IN DESCRIPTION AND ALLOWANCE  
 Year Make Model  
 Serial No. Mileage  
 Trade-In Value NONE Date of 02/11/05  
 Less Balance Owed NONE  
 Net Trade-In Allowance NONE  
 Balance Owed to:

Address:

Account No.:

Info. From Good Thru

Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above mileage at trade-in vehicle is accurate.

Signature Date

### AGREEMENT TO ARBITRATE ANY CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY. IT LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION.

The parties to this agreement agree to arbitrate any claim, dispute, or controversy, including all statutory claims and any state or federal claims, that may arise out of or relating to the purchase or lease identified in this Motor Vehicle Retail Order and the financing thereon. By agreeing to arbitration, the parties understand and agree that they are waiving their rights to maintain other available resolution processes, such as a court action or administrative proceeding, to settle their dispute. New Jersey Consumer Fraud Act, Used Car Lemon Law, and Truth-in-Lending claims are just three examples of the various types of claims subject to arbitration under this agreement. The parties also agree to waive any right to pursue any such claims including statutory, state or federal claims, or a class action. There are no limitations on the type of claims that may be arbitrated, except for New Car Lemon Law and Magnuson-Moss Warranty Act claims which are excluded from arbitration under this agreement. The arbitration shall be conducted in accordance with the Rules of the American Arbitration Association before a single arbitrator. The costs included in the arbitration process shall be shared as provided by the Association's rules. The arbitration shall be held in New Jersey at the address of the dealership listed on the Retail Order Form. The decision of the arbitrator shall be final and binding on the parties. THIS ARBITRATION PROVISION LIMITS YOUR RIGHT TO MAINTAIN A COURT ACTION AND HAVE A JURY TRIAL. PLEASE READ IT CAREFULLY.

Accepted By: 02/11/05

Customer agrees that this Order on the face and on the reverse side and any attachments to it includes all the terms and conditions, if a sale. Customer further agrees that this Order cancels and supersedes any prior agreement and as of the date signed by Dealer or authorized agent, upon the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Customer by execution of this Order acknowledges that they have read the terms and conditions and have accepted a true copy of the order. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC DOCUMENTARY FEE TO BE PERFORMED. THE AUTOMOTIVE DEALER MAY CHARGE THE AUTOMOTIVE DEALER IS REIMBURSED BY THE MANUFACTURER FOR EACH SPECIFIC DOCUMENTARY FEE OR OTHER SERVICE WHICH IS

Accepted By: 02/11/05

THIS ORDER NOT SUBJECT TO CANCELLATION — DEPOSIT NON-REFUNDABLE  
 IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.

THIS CONTRACT INCLUDES THE ATTACHED RIDER LABELS  
CHAL. SHARTBUY RIDER.

## RETAIL INSTALLMENT SALE CONTRACT

Dealer Number

Contract Number

Buyer (and Co-Buyer, if any) Name and address (include county and zip code)	Creditor (Seller name and address)
LOWE BRANCH NJ	ALL AMERICAN CHEVROLET INC. 1255 HIGHWAY 85 MIDDLE TOWN NJ 07748

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreement on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2008	CHEVROLET Cobalt LT	1G1AL52F657	<input checked="" type="checkbox"/> personal, family, or household <input type="checkbox"/> business

Your trade-in is a:	Year	Make	Model
---------------------	------	------	-------

FEDERAL TRUTH-IN-LENDING DISCLOSURES			
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments
5.9%	2332.79	19946.90	22279.69
The cost of your credit as a percentage of the amount you will receive.	The dollar amount the creditor will charge you for the loan.	The amount of credit provided to you on your behalf.	The amount you will have paid after you have made all payments as scheduled.

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
36	\$618.88	Monthly beginning 03/26/08	
THE FINAL PAYMENT OF \$667.50 DUE ON 02/26/09			

Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, unless the vehicle is primarily for personal, family, or household use and the cash price is \$10,000 or less.

Prepayment: If you pay off your loan early, you may be entitled to a refund of part of the finance charge.

Security Interest: You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required payment in full before the scheduled date, prepayment refunds and security interest.

1. Cash price (including \$1,199.00 dealer fee)		\$19946.90
2. Total downpayment		
Trade-in	N/A	
Other cash	2000.00	
Other (down) PAYMENT	1400.00	3400.00
3. Unpaid balance of cash price (1 minus 2)		\$16546.90
4. Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):		
A. Cost of optional credit insurance paid to the insurance company or companies		
Life	N/A	
Disability	\$312.70	\$312.70
B. Other insurance paid to the insurance company	N/A	
C. Official fees paid to government agencies	N/A	
D. Government taxes not included in cash price	N/A	
E. Government license and/or registration fees		
DOC FEE	\$644.00	
F. Government certificate of title fees (includes security interest recording fee)	N/A	
G. Other charges (Seller must identify who is paid and for what purpose)		
WE FIRST EXTENDED SERVICE CONT	\$1990.00	
SALES TAX PROTECTION	\$395.00	
SALES TAX FEE	\$250.00	
Total other charges (B-G) amounts paid to others on your behalf		\$2747.20
5. Amount financed (3 + 4)		\$18294.10

Insurance: You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is checked below, policies or certificates must be submitted to the creditor. We reserve the right to require additional insurance.

Check the insurance you want and sign below:

Optional Credit Insurance:

☐ Credit Life ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

Premium:

Credit Life \$ N/A

Credit Disability \$ \$12.70

AMERICAN HERITAGE LIFE IN

(Insurance Company)

1775 AMERICAN HERITAGE LIFE DR.

CHICAGO, ILL 60604

(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. The policies or certificates issued by the named insurance companies may further limit the coverage that Credit Life or Credit Disability Insurance provides. See the policies or certificates for coverage limits and other terms and conditions. Credit life insurance and credit disability insurance are for the term of this contract unless a different term for the insurance is shown below.

Other Insurance:

☐ Type of Insurance Term

Premium \$

(Insurance Company)

(Home Office Address)

Buyer Signature

Co-Buyer Signature

Date

THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.

HOW THIS CONTRACT CAN BE ENFORCED: This contract contains the entire agreement between you and the creditor. It may be enforced in any court of competent jurisdiction.

Buyer Sign: Co-Buyer Sign:

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without being them.

For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the finance charge.

NOTICE TO RETAIL BUYER

Do not sign this contract in blank.

You are entitled to a copy of the contract at the time you sign.

Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you

understand it. You confirm that you received a complete copy of this contract.

Buyer Sign: Co-Buyer Sign:

Date: Date:

Co-Buyer is a person who is responsible for paying the entire debt. An other owner or person whose name is on the title to the vehicle at day

not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Creditor Sign: ALL AMERICAN CHEVROLET INC. Date: 02/11/05

By: Title:

Seller assigns to lender in this contract for ☐ General Motors Acceptance Corporation (GMAC) ☐ GMAC Automotive Bank ☐ Nuvel Credit Corporation,

under the terms of Seller's agreement(s) with assignee.

Assigned with recourse Assigned without recourse or with limited recourse

ALL AMERICAN CHEVROLET INC. ALL AMERICAN CHEVROLET INC.

Seller By Title Seller By Title

2/20/04 NJ/82004 (For use in the State of New Jersey) (1 of 4) Notice: See Other Side

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THIRD COPY - FOR DEALER


**SmartBuy™**  
 Rider

Dealer Number		Contract Number	
Name of Dealer	Year	Description of Property	Identification Number
NEW	2005	CHEVROLET CORAL SEDAN LS	1G1AL52F657

**BUYER'S LAST PAYMENT OPTIONS**

This SmartBuy™ Plan Rider ("Rider") is part of the contract relating to the credit sale of the motor vehicle described above ("Contract")

dated 02 11 05, between ALL AMERICAN CHEVROLET INC.  
 (Mo.) (Day) (Yr.)

(Creditor), [REDACTED] (Buyer) and [REDACTED]  
 (Co-Buyer). All references to "this Contract" include this Rider.

**Meaning of Words.** Unless this Rider says otherwise, all words used in this Rider and the rest of this Contract have the same meaning. In this Rider, the words "you" and "your" refer to the Buyer and Co-Buyer. If any. The words "we," "us," and "our" refer to the Creditor named above and any assignee of the Creditor.

**Last Scheduled Payment.** **THIS CONTRACT IS NOT PAYABLE IN INSTALMENTS OF EQUAL AMOUNTS.**

**AN INSTALMENT OF \$ 8667.50 WILL BE DUE ON FEB 26 09**  
 (Mo.) (Day) (Yr.)

You may meet your obligation to make this last scheduled payment by choosing one of the following options:

1. You may pay the last scheduled payment on its due date; or
2. You may, if you have met each of the conditions in the paragraph below entitled "Your Option to Sell":
  - a. sell the vehicle to the Creditor and have the Sale Price applied to
  - b. pay the Creditor the difference between the Sale Price and the
3. You may enter into a new written agreement with the Creditor to re

**Your Option to Sell.** You have the option to sell the vehicle to the Creditor at the Sale Price. The Sale Price will be the amount of the last scheduled payment, less Excess Wear and Tear Deduction, and (C) less any Excess Mileage Deduction. You have the option to sell the vehicle to the Creditor at the Sale Price if you meet:

1. You have given the Creditor at least 30 days advance written notice of your intention to sell the vehicle and you drive the vehicle as directed to a specified place so that the Creditor may make a preliminary appraisal of the vehicle's condition;
2. You have not broken any of your agreements under the Contract, including your agreement to keep the vehicle free from all liens and encumbrances other than the Creditor's lien;
3. You have paid the Creditor all amounts owing under the Contract except for the amount of the last scheduled payment;
4. You deliver the vehicle to the Creditor on the due date of the last scheduled payment (or the following business day) at a place designated by the Creditor;
5. You pay the Creditor on the due date of the last scheduled payment the difference between the Sale Price and the last scheduled payment;
6. You have serviced the vehicle as described in the Owner's Manual and in the Maintenance Schedule folder and as the manufacturer requests in any recall campaign; and
7. You have not altered the vehicle without obtaining the prior written permission of the Creditor.

If you exercise this option, you will sign and deliver all documents that may be needed to transfer title to the vehicle to the Creditor.

**Excess Wear and Tear Deduction.** The Excess Wear and Tear Deduction used to figure the Sale Price will be the amount the Creditor estimates it would cost to make all repairs to the vehicle that are not the result of normal wear and tear, whether or not the Creditor makes the repairs. These costs include, but are not limited to, the amount it would cost to repair or replace: (a) glass that is damaged or that you have tinted; (b) damaged body, fenders, metal work, lights, trim or paint; (c) missing equipment that was in the vehicle when delivered and has not been replaced with equipment of equal quality and design; (d) missing wheel covers, jack or wheel wrench; (e) missing or unsafe wheels or tires (including spars; snow tires are not acceptable); (f) any tire with less than 1/8 inch of tread remaining at the shallowest point; (g) torn, damaged, or stained dash, floor covers, seats, headliners, upholstery, interior work or trunkliners; (h) any mechanical damage or other condition that causes the vehicle to operate in a noisy, rough, improper, unsafe, or unlawful manner; (i) any other damage; and, (j) any other costs required to restore the vehicle to saleable condition.

**Independent Appraisal.** If you disagree with the Excess Wear and Tear Deduction, you may obtain at your own expense a professional appraisal of the vehicle's condition. If the appraisal is less than the lesser of: (1) the amount of the last scheduled payment, minus the appraised value of the vehicle, or

**Excess Mileage Deduction.** The Excess Mileage Deduction used to figure the Sale Price will be the amount the Creditor estimates it would cost to replace the tires on the vehicle if the vehicle is driven over [REDACTED] miles.

**Your Option to Refinance.** You may enter into a new written agreement to refinance the vehicle. The new agreement will be for a term of [REDACTED] months. Monthly payments under the new agreement will be no greater than the average of your regular monthly payments under this Contract (exclusive of the payment due at the end of the Contract term). The Annual Percentage Rate for the new agreement may be different from the rate in effect under this Contract at the time of refinancing.

Buyer Signs [REDACTED] Co-Buyer Signs [REDACTED]

Other owner signs [REDACTED]

Creditor Signs ALL AMERICAN CHEVROLET INC. By [REDACTED] Title [REDACTED]

GMAC AD-3 (10-56) (10)

TRIPPLICATE ORIGINAL - DEALER'S COPY

## AMERICAN HERITAGE LIFE INSURANCE COMPANY

1776 American Heritage Life Drive

Jacksonville, FL 32224

Phone (904) 992-1776

GNAC



C 2969563

## SCHEDULE

Primary Borrower	Sex	Age	Account No.	Effective Date
LONG BRANCH NJ		32 Yrs		02/11/2005
Co-Borrower	Sex	Age	Second Beneficiary	Group Policy No.
RANDY S SAPPLETOM		32 Yrs	ESTATE	
Address				
LONG BRANCH NJ				
Coverage	Term of Insurance	Initial Amount of Insurance	Cost of Insurance	Maximum Amount of Insurance
Decreasing Term	47.00 mos	<input type="checkbox"/> Single Life <input type="checkbox"/> Joint Life	N/A	\$40,000.00
15 Gross		12661.33		47.00 mos
<input type="checkbox"/> Net 4.50% APR				
Total Disability	47.00 mos	Monthly Benefit: 269.39	913.70	Maximum Per Mo. 269.39
Term of Loan	48 mos	First Loan Payment Date	Termination Age - Life	Health Statement Required
		03/26/2005	31.00	<input type="checkbox"/> Yes <input type="checkbox"/> No
Maximum Mo. Benefit	Termination Age - Disability	Disability Waiting Period	Disability Benefits	<input checked="" type="checkbox"/> Retro
\$ 269.39	31.00	14 Days	Begin 1st Day	Elim

**READ YOUR CERTIFICATE CAREFULLY. YOUR INSURANCE WILL TERMINATE AT THE END OF THE TERM OF INSURANCE SHOWN IN THE SCHEDULE. IT MAY NOT COVER YOUR DEBT IN FULL.**

For inquiries regarding your coverage or any other assistance needed pertaining to your Certificate call 800-858-4570.

In consideration of the premium paid for this coverage selected in the schedule, we agree to insure as follows:

**FREE LOOK**

You have the right to examine your Certificate for 30 days. If you are not satisfied, you may cancel it by giving us written notice within 30 days from the date you receive it. When your notice of cancellation is received, any premium received by us will be refunded to your account and the coverage will be deemed void from the beginning.

**DEFINITIONS**

"We," "Our," or "Us" means the insurance company issuing this coverage.

"You" and "Your" means the Primary Borrower and the Co-Borrower, if insured.

"Creditor" means to whom the indebtedness is owed.

"Effective Date" means the date the Certificate is put in force.

"In Force" means the Certificate is in effect, the premiums are paid and all conditions are met.

**WHEN COVERAGE BEGINS**

Insurance on the life of any Borrower insured with respect to a particular debt will commence on the date the indebtedness is incurred.

**ELIGIBILITY FOR COVERAGE**

Subject to our right to require evidence of individual insurability and/or gainful employment, all persons are eligible who:

1. are not over the Termination Age(s) stated in the schedule, and provided such age is not more than a maximum nor less than a minimum required by statute; and
2. are liable to pay or repay sums of money to the Creditor; and
3. are gainfully employed for at least 30 hours a week (for total disability insurance coverage); and
4. agree to pay the required premium to the Creditor.

In case of more than one Borrower on the same account, only the first named Borrower, referred to as Primary Borrower or you, and your spouse or business partner as Co-Borrower are eligible for joint life insurance coverage. Only the Primary Borrower is eligible for total disability insurance coverage.

**PREMIUM CHARGES**

The premium for insurance provided by this Certificate for each Borrower is the product of the initial amount of indebtedness indicated on the Schedule and the premium rate in effect on the effective date of coverage. The insurance charge for each Borrower will not exceed the premium the Creditor pays to us for such insurance.

**GAP ADDENDUM** 33812 NBIC 621534

This GUARANTEED AUTO PROTECTION (GAP) FINANCING CONTRACT Addendum dated 02/11/2005 amends the FINANCING CONTRACT. The Lender (WE, US, OUR) elects to enroll the following BORROWER (YOU, YOUR):

Borrower: [REDACTED] Lender: ALL AMERICAN CHEVROLET INC.  
 Address: [REDACTED] Address: 1255 HICKMAN ST.  
 City, State, Zip: LONG BRANCH NJ City, State, Zip: HEDGEFORD NJ 07740  
 Collateral Make/Model/Yr: CHEVROLET CHEVYLT 2005 VIN: 1G1AL32F657548005  
 Date of Loan/Installment Sales Contract: 02/11/2005 Term of GAP: 48 Monthly Pymt.: 200.00  
 Term of Loan: 48 MSRP/NADA: 17,225.00  
 Financial Institution: GMAC Amount Financed: 10,736.10  
 Address: BOX 1934 State: NJ Zip: 07826  
 City: EAST HANOVER

Although not required to do so, YOU have elected to participate in OUR Financial GAP Program. GAP does not take the place of insurance on the Collateral. YOU are responsible for maintaining collision and comprehensive insurance for the full value of the Collateral and any other insurance required by the FINANCING CONTRACT or applicable law. YOU are responsible for all notifications or claims that are required to be filed with YOUR insurance company. WE will not process or handle YOUR insurance claims for YOU.

The Charge to YOU for GAP is \$ 495.00

**CANCELLATION:** In every event that the FINANCING CONTRACT Addendum for COLLATERAL is cancelled prior to its maturity date, WE shall refund the premium for the FINANCING CONTRACT Addendum according to the Rule of 78's, or by the refund method as may be required in your state, less a \$25 cancellation fee. If the FINANCING CONTRACT for COLLATERAL is cancelled within the first thirty (30) days, no loss having occurred, the return premium will be 100% of the premium charge.

In the event of a CONSTRUCTIVE TOTAL LOSS to the financed COLLATERAL, WE agree to waive OUR rights against YOU for the amount due under a PAYABLE LOSS. In the event that there is not a PRIMARY CARRIER in effect on the DATE OF LOSS, or if the PRIMARY CARRIER is declared insolvent, WE will only pay the difference between the Outstanding Balance as of the DATE OF LOSS and the ACTUAL CASH VALUE of the financed COLLATERAL, as determined by US. In addition to the terms of a PAYABLE LOSS, YOU will remain responsible for payment of any items stated on the back of this Addendum under EXCLUSIONS.

**REPORT YOUR TOTAL LOSS TO OUR GAP ADMINISTRATOR:**  
 AMERICAN HERITAGE INSURANCE SERVICES - PO BOX 60090, MIAMI SPRINGS, FL 33266-0900 • (305) 885-4216 • (800) 741-4216

YOU must notify OUR Administrator within ninety (90) days following the date the Collateral is determined to be a CONSTRUCTIVE TOTAL LOSS, and follow the LOSS DOCUMENTATION PROCEDURES noted below to be eligible for reimbursement.

**AHIS**

**LOSS DOCUMENTATION PROCEDURES** - In the event of a CONSTRUCTIVE TOTAL LOSS, YOU must notify and provide the following to OUR Administrator, AMERICAN HERITAGE INSURANCE SERVICES (at the address shown above): (1) a complete copy of the Primary Insurance Settlement, including the valuation worksheet; (2) a copy of the original FINANCING CONTRACT and this Addendum; (3) a copy of the accident/policy report; (4) a copy of YOUR insurance policy; (5) a copy of payoff from Financial Institution as of the DATE OF LOSS. YOU must also provide any reasonable documentation requested by OUR Administrator or US.

BY YOUR SIGNATURE BELOW, YOU ACKNOWLEDGE AND AGREE THAT YOUR ACCEPTANCE OR REJECTION OF THIS GAP ADDENDUM IS VOLUNTARY AND IS NOT A CONDITION PRECEDENT TO, OR A CONSIDERATION REQUIRED TO OBTAIN CREDIT. YOU ALSO ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THIS ADDENDUM AND ITS PROVISIONS. NO OTHER VERBAL REPRESENTATIONS HAVE BEEN MADE TO YOU THAT DIFFER FROM THESE WRITTEN PROVISIONS. IF I PURCHASE GAP FROM THIS LENDER, I UNDERSTAND THAT THE LENDER WILL RETAIN ALL OR A PORTION OF THE CHARGE PAID BY ME. YOU ACKNOWLEDGE THAT YOU MAY PURCHASE GAP FROM AN ALTERNATIVE SOURCE.

\*Please refer to the reverse side of this GAP Addendum for Definitions.

Borrower: [REDACTED] Lender: ALL AMERICAN CHEVROLET INC.  
 COPIES: 1 BYRON 02/11/2005 DATE: 02/11/2005  
 PRINT NAME: DATE:

Mail/Mark Indent by Computer 3026298428 AMB WHITE LENDER (DEALER) YELLOW CUSTOMER PINK FINANCIAL INSTITUTION: GOLD

PP1





# **Theft Protection Plus Theft Deterrent System** 552114 100139 **LIMITED WARRANTY REGISTRATION**

CUSTOMER INFORMATION		TBP- 1123175	
Last Name: [REDACTED]	First Name: [REDACTED]	Middle Initial: [REDACTED]	
Street Address: [REDACTED] OCEAN TERR.			
City: [REDACTED]	State: NJ	Zip: [REDACTED]	
Home phone number: [REDACTED]	Business phone number: [REDACTED]		
VEHICLE INFORMATION			
New Vehicle <input checked="" type="checkbox"/>	Used Vehicle <input type="checkbox"/>		
Make: CHEVROLET	Model: COBALT	Year: 2005	VIN: 1G1AL52F657 [REDACTED]
Vehicle purchase price: \$18000.00	Theft Protection Plus Theft Deterrent System selling price: \$ NONE		
DEALER INFORMATION			
Dealer name: ALL AMERICAN CHEVROLET INC.		1255 HIGHWAY 33	
City: MIDDLETOWN	State: NJ	Zip Code: 07748	
I acknowledge that the information contained above is, to the best of my knowledge, true. I have read the terms and conditions on the reverse side and I understand them.			
Customer: [REDACTED]	Dealer representative: [REDACTED]	Signature: [REDACTED]	Effective date: 02/11/2005

## **Theft Protection Plus Theft Deterrent System** **Limited Warranty**

XX

3 YEAR

4 YEAR

5 YEAR

The Theft Protection Plus Theft Deterrent System, permanently installed on Vehicle windows, guarantees to the original owner/lessee of the described vehicle the System installed will be a deterrent against Vehicle theft, and in the event the System fails and the described Vehicle is stolen and deemed a total loss as a result of unrecovered theft after 30 days we will pay the original owner:

1. \$3000.00, or the actual cash value of the vehicle if settlement is less than \$3000.00
2. \$2000.00 additional will be paid if Customer purchases a replacement vehicle from selling dealer within 45 days of receipt of payment from primary insurance carrier.

If the vehicle is recovered within 30 days we will pay:

Up to \$1000.00 deductible reimbursement, payable directly to the customer, but limited to the customer's actual primary insurance deductible amount, or the amount of damage, whichever is less. The \$1000.00 deductible reimbursement is limited to only one such payment for the term of this contract.

**SEE IMPORTANT TERMS AND CONDITIONS ON REVERSE SIDE**

### DEACTIVATION OF THEFT PROTECTION PLUS THEFT DETERRENT SYSTEM

I do not choose to register my Vehicle under the Theft Protection Plus Theft Deterrent System. I understand that by not accepting the registration, if my vehicle is stolen, I am not entitled to any of the limited warranty protection provisions provided herein.

Customer: [REDACTED] Signature: [REDACTED] Dealer Representative: [REDACTED] Signature: [REDACTED] Date: 02/11/2005

White-Theft Protection Plus

Yellow-Dealer

Pink-Customer



**CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC  
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT**

CUSTOMER NAME: [REDACTED]  
VIN: 1 G 1 A L 5 2 F 6 5 7 [REDACTED] (or see attached list)

**1. Customer Incentive**

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied (a) to the down payment of this vehicle, (b) where permissible by law, as a price reduction (Bill of Sale, indicates pre-incentive price, amount of incentive and final price with incentive applied), or (c) a check to be issued in my name by Dealer named below.

Incentive Program Reference	Amount	GM Incentive Code
DPA	\$ 900.00	DPA
PHILAS	\$ 500.00	GDE
	\$	
	\$	
	\$	
Total Incentive Amount Received	\$ 1400.00	

**2. Other Program Selection (Which may or may not be in lieu of customer incentive programs, for example, Division supported financing/leasing, etc.)**

- a. I elect to receive \_\_\_\_\_  
in lieu of \_\_\_\_\_ and/or \_\_\_\_\_
- b. I elect to receive \_\_\_\_\_

**— CUSTOMER AND DEALER ACKNOWLEDGMENT —**

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 02/11/2005. I acknowledge receipt of incentive(s) as described in Item \_\_\_\_\_ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED] Date: 02/11/2005

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item \_\_\_\_\_ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [Signature] Date: 02/11/2005  
Dealer Name: ALL AMERICAN CHEVROLET INC. Dealer Code: 02007

\* List (a)(b) Include VIN, Delivery Date and Program Reference



UNITED STATES POSTAGE  
02 14  
\$ 02.07<sup>0</sup>  
0904852105 AUG 09 2006  
MAILED FROM ZIP CODE 16002

Kimmel & Silverman  
30 East Butler Pike  
Ambler PA 19002

**First Class Mail**

AUG 14 2006

**General Motors Corporation  
C/O MSX International  
Attn: BRC Legal  
1919 Concept Drive  
Warren MI 48091**

FIRST CLASS

FIRST CLASS

FIRST CLASS

FIRST CLASS

ROBERT M. SILVERMAN\*\*  
CRAIG THOR KIMMEL\*\*

\* Member, PA Bar  
\* Member, NJ Bar  
\* Member, DE Bar  
\* Member, NY Bar  
\* Member, MA Bar  
\* Member, MD Bar  
\* Member, OH Bar  
\* Member, DC Bar



# KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW  
[www.lemonlaw.com](http://www.lemonlaw.com)

CORPORATE HEADQUARTERS  
30 E. Butler Pike  
Ambler, PA 19002  
P (215) 540-8888  
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite T11, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 10451 Mill Run Circle, Suite 400, Owings Mills, MD 21117, P (410) 356-8835, F (410) 356-8896

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

August 9, 2006

JACQUELINE C. HERRITT\*  
ROBERT A. RAPKIN\*  
HY DAVID RUBENSTEIN\*\*  
VIVIAN BENZ PEIKIN\*  
AMY D. COX\*  
LOUIS DOBI, JR.\*  
SHANNON M. RYAN\*  
HILARY WHEATLEY TAYLOR\*  
THOMAS F. BURNS\*  
BARRY R. WINDERMANN\*  
JACQUELINE BRADFORD PORRO\*  
MELISSA K. FIALA\*\*  
IRA P. SMADES\*\*  
DAVID L. LIEBERMAN\*\*\*  
ANGELA K. TROCCOLI\*  
FRED DAVIS\*

General Motors Corporation  
c/o MSX International  
Attn: BRC Legal  
1919 Concept Drive  
Warren, MI 48091

RE: [REDACTED], General Motors Corporation  
VIN #1G1AL52F657 [REDACTED]

Dear Sir/Madam:

I am writing this letter in an effort to work out a pre-litigation settlement of the above-captioned matter. I have enclosed the sales and servicing documentation submitted by the client. As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon.

Plaintiff hereby demands a statutory repurchase of the vehicle, plus payment of counsel fees and costs in the bottom line amount of \$1,900.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal General Motors Customer. I look forward to discussing this case at your earliest convenience.

Very truly yours,

Robert M. Silverman

RMS\tml  
Enclosures

LONG BRANCH, NJ

COPY

PAGE 1  
PINE BELT  
AUTOMOTIVE, INC.

dba  
PINE BELT CHEVROLET OF EATONTOWN

95 STATE HWY 36  
EATONTOWN, NJ 07724  
(732) 542-1000



SERVICE ADVISOR GREGORY MERRITT

DATE WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TACING	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20OCT05	24OCT05		1G1AL52F657		T3802		24OCT05	46956
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY (LABOR/PT)	DRIVER DATE	THROTTLE BY	SA
		05	CHEVROLET COBALT			01JAN05	6322	6322
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
6856	6859							

A C/S THAT VEHICLE POWER STEERING LIGHT ON  
PLEASE CHECK AND ADVISE  
CAUSE: INTERNAL, SHORT IN COLUMN ASSEMBLY  
E7680 COLUMN ASSEMBLY, STEERING - REPLACE

59 WC94

1 10394224 COLUMN KI

1 21994381 COIL

PC: 6G

PART#: 10394224

COUNT: 2

CLAIM TYPE:

AUTH CODE:

OJ

27904 4 DAY RENTAL

99 WC94

SUBLET THRIFTY CAR RENTAL

WC94

B C/S THAT VEHICLES CHECK ENGINE LIGHT IS ON

PLEASE CHECK AND ADVISE

100 RELATED TO LINE A

59CPCR3

C C/S THAT VEHICLE WHILE DRIVING VEHICLE

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

0.00

0.00

PINE BELT CHEVROLET OF EATONTOWN  
HOME OF THE FREE 27 POINT SAFETY INSPECTION\*

1. Tire Wear / Condition Front
2. Tire Wear / Condition Rear
3. Drive Shaft Joint Boots
4. Condition of McPherson Struts
5. Condition of Rear Shock Absorbers
6. Condition of Front Brakes
7. Condition of Rear Brakes
8. Brake, Hydraulic System (fluid, visual check)
9. Emergency Brake Adjustment
10. Clutch Adjustment
11. Clutch Hydraulic System (fluid, visual check)
12. Condition of Muffler / Exhaust Pipes
13. Engine and Transmission Oil (condition, fluid, leak)
14. Condition of Drive Belts
15. Drive Belts Adjustment
16. Condition of Radiator / Coolant
17. Condition of Radiator Hoses
18. Condition of Heater Hoses
19. Condition of Battery / Cables
20. Condition of Spark Plugs / Wires
21. Condition of Air / Fuel Filters
22. Condition of Wiper Blades
23. Head Light Operation
24. Stop, Tell, Turn Signal Lights
25. Heater / AC Operation
26. Restraint System
27. Other

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

**LIMITED LABOR WARRANTY**  
THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 1000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT; SUCH NOTICE HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

THIS PART IS SO CALLED "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART. AND/OR SHOULD BUYER BE ENTITLED TO RECOVERY FROM THE SELLER IN ANY CASE OF CONSUMERS DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES, IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "DIRECT LIABILITY", NEGLIGENCE OR OTHERWISE.

CUSTOMER SIGNATURE

X

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO DEDUCTION FROM THE APPLICANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH AN ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

SIGNATURE

CUSTOMER COPY (PRINT) GENERAL MANAGER OR AUTHORIZED PERSON

DATE

COPY

PAGE 2

PINE BELT  
AUTOMOTIVE, INC.

dba

PINE BELT CHEVROLET OF EATONTOWN

95 STATE HWY 38

EATONTOWN, NJ 07724

(732) 542-1000



LONG BRANCH, NJ

SERVICE ADVISOR GREGORY MERRITT

DATE READY 20OCT05	DATE READY 24OCT05	STICK NO.	VEHICLE IDENTIFICATION 1G1AJ52F657	CUST NO.	TAG NO. T3802	P.O. NO.	INVOICE NO. 24OCT05	46956
TIME IN	TIME READY	YEAR 05	MAKE & MODEL CHEVROLET COBALT	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE 01JAN05	PREPARED BY 6322	S/A 6322
MILEAGE IN 6856	MILEAGE OUT 6859	LICENSE NO.						

LURCHING FOWARD LIKE CUSTOMER WAS HIT IN  
REAR BY OTHER VEHICLE PLEASE CHECK AND  
ADVISE

100 COULD NOT DUPLICATE CONCERN

59CPCR3

0.00

0.00

C/S THAT POWER STEERING LOCKED UP

100 RELATED TO LINE A

59CPCR3

0.00

0.00

E SERVICE CHECK

100 S/C

59CPCR3

0.00

0.00

C/S THAT VEHICLES AIR BAG LIGHT ON PLEASE  
CHECK AND ADVISE

CAUSE: SHORT IN COIL

C8800 COIL (SUPPLEMENTAL INFLATABLE

RESTRAINT SYSTEM) - R&R OR REPLACE

59 WC94

(N/C)

FC: 6G PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

WK

**LIMITED LABOR WARRANTY**  
THE REPAIR FACILITY GUARANTEES THE LABOR USED IN  
PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR  
A PERIOD OF 90 DAYS OR 4,000 MILES FROM THE DATE SUCH  
REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY  
SPECIFICALLY EXCLUDES: FRONT AND ALIGNMENT,  
ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM. WHEN  
DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS  
EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT  
TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER  
PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED  
WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL  
LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL  
REPAIRS THAT ARE NECESSARY AS A RESULT OF ANY  
DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS  
LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY,  
CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE  
ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN  
LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER  
DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT.  
SUCH NOTICE HOWEVER, MUST BE GIVEN TO REPAIR FACILITY  
BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED  
WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO  
THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR  
ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN  
LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE  
REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY  
ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX  
UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED  
WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A  
PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD  
OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL  
THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY  
INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT  
NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF  
VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS,  
INCONVENIENCE OR COMMERCIAL LOSS.

THIS PART IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THE  
PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER.  
THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES,  
EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF  
MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HEREBY  
ASSUMES NO RESPONSIBILITY FOR ANY OTHER PERSON TO ASSUME FOR ANY  
LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS. AND NO  
SERVICE, BUYER SHALL NOT BE ENTITLED TO RECOVERY FROM THE SELLING  
DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,  
DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF INCOME, OR INCOME  
OR ANY OTHER INCIDENTAL DAMAGES, IN ADDITION, EXPRESSLY EXCLUDED  
IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO THE SAFETY OF  
PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR  
OTHERWISE.

CUSTOMER SIGNATURE

X

## \*\* PRE-INVOICE \*\*

PINE BELT CHEVROLET OF EATONTOWN  
HOME OF THE FREE 27 POINT SAFETY INSPECTION\*

1. Tire Wear / Condition Front
2. Tire Wear / Condition Rear
3. Drive Shaft Joint Boots
4. Condition of McPherson Struts
5. Condition of Rear Shock Absorbers
6. Condition of Front Brakes
7. Condition of Rear Brakes
8. Brake, Hydraulic System (fluid, visual check)
9. Emergency Brake Adjustment
10. Clutch Adjustment
11. Clutch Hydraulic System (fluid, visual check)
12. Condition of Muffler / Exhaust Pipes
13. Engine and Transmission Oil (condition, fluid, leak)
14. Condition of Drive Belts
15. Drive Belts Adjustment
16. Condition of Radiator / Coolant
17. Condition of Radiator Hoses
18. Condition of Heater Hoses
19. Condition of Battery / Cables
20. Condition of Spark Plugs / Wires
21. Condition of Air / Fuel Filters
22. Condition of Wiper Blades
23. Head Light Operation
24. Stop, Tail, Turn Signal Lights
25. Heater / AC Operation
26. Restraint System
27. Other

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ON BEHALF OF SERVING DEALER I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE  
KNOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE ADVANCEANCE OF  
THE VEHICLE OR OTHERWISE, THAT ANY PARTS REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY  
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 111 YEAR FROM THE DATE OF PAYMENT  
NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

SIGNED

CUSTOMER COPY

DEALER, MANAGER OR AUTHORIZED PERSON

DATE



COPY

PAGE 1

PINE BELT  
AUTOMOTIVE, INC.  
dbaPINE BELT CHEVROLET OF EATONTOWN  
95 STATE HWY 38  
EATONTOWN, NJ 07724  
(732) 542-1000

LONG BRANCH, NJ

SERVICE ADVISOR DOUGLAS SWANKE

DATE WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	DATE PRINTED	INVOICE NO.
26OCT05	26OCT05		1G1ALS2P657		T3918		26OCT05	47120
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	UNIT PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SA
		05	CHEVROLET COBALT			01JAN05	6304	6304
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
6874	6875							

A C/STATES VEHICLE TOWED IN, STEERING LOCKED  
UP, FEELS LIKE TRANS BANGING INTO GEAR  
NC COULD NOT DUPLICATE CONCERN AT THIS  
TIME

54CPCR3

0.00

0.00

## LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT; SUCH NOTICE HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

THIS PARTIES HOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PARTIES ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTIES AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF INCOME, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES, IN ADDITION, EXPRESSLY EXCLUDED IS ANY IMPLICIT LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

CUSTOMER SIGNATURE

X

## \* PRE-INVOICE \*\*

PINE BELT CHEVROLET OF EATONTOWN  
"HOME OF THE FREE 27 POINT SAFETY INSPECTION"

1. Tire Wear / Condition Front
2. Tire Wear / Condition Rear
3. Drive Shaft Joint Boots
4. Condition of McPherson Struts
5. Condition of Rear Shock Absorbers
6. Condition of Front Brakes
7. Condition of Rear Brakes
8. Brake, Hydraulic System (fluid, visual check)
9. Emergency Brake Adjustment
10. Clutch Adjustment
11. Clutch Hydraulic System (fluid, visual check)
12. Condition of Muffler / Exhaust Pipes
13. Engine and Transmission Oil (condition, fluid, leak)
14. Condition of Drive Belts
15. Drive Belts Adjustment
16. Condition of Radiator / Coolant
17. Condition of Radiator Hoses
18. Condition of Heater Hoses
19. Condition of Battery / Cables
20. Condition of Spark Plugs / Wires
21. Condition of Air / Fuel Filters
22. Condition of Wiper Blades
23. Head Light Operation
24. Stop, Tail, Turn Signal Lights
25. Heater / AC Operation
26. Restraint System
27. Other

## DESCRIPTION

## TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

IN BEHALF OF SERVICE CENTER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATELY LIMITED TO THE FACTS SET FORTH, IS TRUE & CORRECTLY SET FORTH AND THAT I HAVE NO REASONABLE DOUBT AS TO THE APPEARANCE OF THE VEHICLE OR OTHERWISE. THAT ANY WORK RETURNED OR REPLACED UNDER THIS CLAIM HAS BEEN COMPLETED IN ANY WAY WITH ANY AUTOMOTIVE, WITHIN THE 100 MILES. NO OTHER "WARRANTY" THIS CLAIM AND AVAILABLE FOR 11 YEARS FROM THE DATE OF PAYMENT. MUST BE MADE AT THE SERVICE CENTER ALONG WITH THE CLAIM BY MANUFACTURER'S REPRESENTATIVE.

CUSTOMER COPY

LONG BRANCH, NJ

SERVICE ADVISOR DOUGLAS SWANKE

REPAIR ORDER DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.
27OCT05	28OCT05		1G1AL52F657	8703990
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.
		05	CHEVROLET COBALT	
MILEAGE IN	MILEAGE OUT	LICENSE NO.		
6894	6924			

C/STATES POER STEERING LT CAME ON/TC LT ON  
 CAUSE: SHORTED PIN CONNECTOR IN MAIN HARNESS  
 N6616 REPAIRED WIRING TO  
 PCM, BCM, ECM, SERIAL HIGH PORT  
 CONNECTION PINS BENT  
 59 WC94  
 FC: 6G PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE:  
 WG  
 27901 1 DAY RENTAL  
 99 WC94

SUBL ENTERPRISE LONER CAR

WC94  
 C/STATES TRANS POPS OUT OF GEAR  
 NC RELATED TO LINE A  
 59CPCR3

## \* PRE-INVOICE \*

PINE BELT CHEVROLET OF EATONTOWN  
 HOME OF THE FREE 27 POINT SAFETY INSPECTION\*

1. Tire Wear / Condition Front
2. Tire Wear / Condition Rear
3. Drive Shaft Joint Boots
4. Condition of McPherson Struts
5. Condition of Rear Shock Absorbers
6. Condition of Front Brakes
7. Condition of Rear Brakes
8. Brake Hydraulic System (fluid, visual check)
9. Emergency Brake Adjustment
10. Clutch Adjustment
11. Clutch Hydraulic System (fluid, visual check)
12. Condition of Muffler / Exhaust Pipes
13. Engine and Transmission Oil (condition, fluid, leak)
14. Condition of Drive Belts
15. Drive Belts Adjustment
16. Condition of Radiator / Coolant
17. Condition of Radiator Hoses
18. Condition of Heater Hoses
19. Condition of Battery / Cables
20. Condition of Spark Plugs / Wires
21. Condition of Air / Fuel Filters
22. Condition of Wiper Blades
23. Head Light Operation
24. Stop, Tail, Turn Signal Lights
25. Heater / AC Operation
26. Restraint System
27. Other

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

## LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT; SUCH NOTICE HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

THIS PART IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART. AFTER SERVICE, BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE, OR OTHERWISE.

CUSTOMER SIGNATURE

X

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. REPAIRS DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REQUIRED OR REPLACED UNDER THIS CLAIM HAD BEEN DISCONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR DEFECTS. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

CUSTOMER COPY

DATE

LONG BRANCH, NJ

COPY

PAGE 1  
PINE BELT  
AUTOMOTIVE, INC.  
dba

PINE BELT CHEVROLET OF EATONTOWN  
95 STATE HWY 38  
EATONTOWN, NJ 07724  
(202) 542-1000

SERVICE ADVISOR DOUGLAS SWANKE

REPAIR ORDER DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAC. NO.	P.O. NO.	WORK PRINTED	INVOICE NO.
05AUG06	05AUG06		1G1AL52P657		T1557		05AUG06	55620
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	REPAIRED BY	S/A
		05	CHEVROLET COBALT			01JAN05	6304	6304
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
13127	13133							

A CUSTOMER STATES VEHICLE TOWED INTO SHOP  
POWER STERRING LOCKING UP-MESSAGES ON  
INFO CENTER

CAUSE: BAD CONNECTION TO BODY & ENGINE CONTROL  
MODULES

N4800. AS PER

BULLETIN#PIC4145-7/27/06-REPAIRED

WIRING CONNECTION TO BODY CNTRL

MODULE & ENG CONTROL MODULE

55 WC94

FC: 6G PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

WG

B PERFORM MULTI POINT SERVICE CHECK

SCE (XCV) ADVISED CUSTOMER OF FUEL INJ

SVC. THROTTLE BODY SVC CUSTOMER

DECLINED

55CPCR3

(N/C)

## LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS IT; (B) NOT HAVE DISCUSSED ANY SUCH DEFECT BEFORE THE LABOR IS COMPLETED; (C) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (D) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (E) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

## \*\* PRE-INVOICE \*\*

PINE BELT CHEVROLET OF EATONTOWN  
"HOME OF THE FREE 27 POINT SAFETY INSPECTION"

1. Tire Wear / Condition Front
2. Tire Wear / Condition Rear
3. Drive Shaft Joint Boots
4. Condition of McPherson Struts
5. Condition of Rear Shock Absorbers
6. Condition of Front Brakes
7. Condition of Rear Brakes
8. Brake, Hydraulic System (fluid, visual check)
9. Emergency Brake Adjustment
10. Clutch Adjustment
11. Clutch Hydraulic System (fluid, visual check)
12. Condition of Muffler / Exhaust Pipes
13. Engine and Transmission Oil (condition, fluid, leak)
14. Condition of Drive Belts
15. Drive Belts Adjustment
16. Condition of Radiator / Coolant
17. Condition of Radiator Hoses
18. Condition of Heater Hoses
19. Condition of Battery / Cables
20. Condition of Spark Plugs / Wires
21. Condition of Air / Fuel Filters
22. Condition of Wiper Blades
23. Head Light Operation
24. Stop, Tail, Turn Signal Light
25. Heater / AC Operation
26. Restraint System
27. Other

## DESCRIPTION

## TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL,LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AMONG SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR DAMAGES OF ANY OTHER INCIDENTAL DAMAGES, IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS IN WORKMAN, IN QUALITY OF PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

CUSTOMER SIGNATURE

X

TO ALL OUR VALUED CUSTOMERS  
PINE BELT CHEVROLET OF EATONTOWN  
WILL NOW EXTEND OUR PARTS AND SERVICE HOURS  
TO BETTER SERVE YOU. OUR HOURS WILL BE  
MONDAY THRU SATURDAY 7:30AM---6:30PM  
ALSO NO APPOINTMENT NEEDED FOR QUICK LUBES

IN ORDER OF SERVING DEALER I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE AND IS NOT BEING SHOWN. SERVICES WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPLICANT OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CLAIMED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT. NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(32000)

CUSTOMER COPY

(341)



General Motors Corporation  
Business Resource Center  
PO Box 33170  
Detroit, MI 48232-5170

August 9, 2006

VIA FAX ONLY

Robert Silverman, Esq.  
Kimmel & Silverman, PC  
30 E Butler Pike  
Ambler, PA 19002

RE:

Service Request: 1-425386805  
2005 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AL52F657  
Customer Relationship Specialist: Halima Shaw

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated August 8, 2006. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

- |                                     |   |                                     |                   |
|-------------------------------------|---|-------------------------------------|-------------------|
| <input checked="" type="checkbox"/> | Copy of owner's current title and/or registration | <input checked="" type="checkbox"/> | Finance agreement |
| <input type="checkbox"/>            | Other:  | <input checked="" type="checkbox"/> | Buyer's agreement |

General Motors Corporation  
c/o MSX International, ATTN: BRC Legal  
1919 Concept Drive  
Warren, MI 48091

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation



## RELEASE OF LIEN INFORMATION

I \_\_\_\_\_,  
(Client's Name) (Client's Social Security Number)

hereby authorize \_\_\_\_\_  
(Lien holder Name)

\_\_\_\_\_  
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # \_\_\_\_\_  
(Account Number)

with \_\_\_\_\_  
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date \_\_\_\_\_.

## VEHICLE INFORMATION

The current vehicle mileage is \_\_\_\_\_ Date mileage read: \_\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

LG0006  
V6302006





RVDC Case# 106530

BRC Case Number	1425386805	Vehicle is going to:	Auction	Is Vehicle Drivable?	Y	Issue 1099?	Y
Customer Name	[REDACTED]	Dealer Admin Fee Applies?	Y	Issue Release	N		
Original VIN	1G1AL52F657 [REDACTED]	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase					
BAC	184869	Retrieve Sales Tax?	N	Title Brand?			
Dealership Name	PINE BELT CHEVROLET OF EATONTOWN	Reason for not Retrieving Sales Tax: NOT AVAILABLE IN THIS STATE					
Dealer Contact/Title	Gino Dellomo, Service Manager	Original Sales Tax Paid in State:	NJ	Repurchased Under Laws of State:	NJ		
Dealer Phone	7325421000	Vehicle Meets Presumption of LEMON LAW? Y					
Dealer Fax	7325420519	Closing Schedule:	2006-10-13	Established on:	2006-10-04		
Delivery Date	2005-02-11						
Buyback Mileage	13898	If no, where: BAC is 0					
Transmission	A	Location Site Name:					
UCC Code(s)	M4105 J5705	Contact Name:					
MSRP	17335.00	Address 1:					
Est. Auction Value	9157.50	Address 2:					
Case Number	106530	City:		State:		Zip:	
TAC Case Number		Phone <input type="checkbox"/> :					
Type of Transaction	SR	Fax <input type="checkbox"/> :					
Replacement VIN		Comment:					
Repurchase Type	Legal-Early Resolution-NISM						
Repurchase Source	Halima Shaw, Legal CSR	GM Legal Case Number:					
Reason for Repurchase: Loss in power steering and steering locks up. Wiring problems with connectors.		GM Counsel Name: N/A					
		Gm Counsel Contact Name: N/A					
		Address1:					
		Address2:					
		City:		State:		Zip:	
		Phone <input type="checkbox"/> :					
		Fax <input type="checkbox"/> :					
<b>Lien Payoff</b>							
Lien Payoff Amount: 14961.82		Lien Payoff Expires on: 2006-10-18			Per Diem: 0.00		
Customer Due to GM: 0.00		Dealer Due GM: 0.00					
<b>Check Information</b>							
<b>Customer</b>		<b>Lienholder</b>		<b>Plaintiff's Attorney</b>			
Check Amt:	4079.01	Payee1:	GMAC	Check Amt:	1900.00		
Payee1:	[REDACTED]	Payee2:	020-9081-07007	Payee1:	Kimmel <input type="checkbox"/> Silverman, P.C.		
Payee2:	[REDACTED]	Address1:	600 N. Marienfeld,	Payee2:			
Address1:	[REDACTED]	Address2:	Suite 201	Address1:	30 East Butler Pike		
Address2:		City:	Midland,	Address2:			
City:	Long Branch	State:	TX	City:	Ambler,		
State:	NJ	Zip	78701	State:	PA		
Zip	[REDACTED]	Phone <input type="checkbox"/> :	800-512-6378	Zip	19002		
Phone <input type="checkbox"/> :	[REDACTED]	Fax <input type="checkbox"/> :	432-688-2292	Phone <input type="checkbox"/> :	(215) 540-8888		
Fax <input type="checkbox"/> :		Attention:	CFS	Fax <input type="checkbox"/> :	(215) 540-8817		
		Account <input type="checkbox"/> :	020-9081-07007	Attention:	Robert M. Silverman		
				Fed Tax ID:	232671027		



				Firm Name:	Kimmel <input type="checkbox"/> Silverman
--	--	--	--	------------	---

Case ID: 106530	Initiator: shawh
-----------------	------------------

ROBERT M. SILVERMAN\*\*  
CRAIG THOR KIMMEL\*\*

\* Member, PA Bar  
\* Member, NJ Bar  
\* Member, DE Bar  
\* Member, NY Bar  
\* Member, MA Bar  
\* Member, MD Bar  
\* Member, OH Bar  
\* Member, DC Bar



# KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

[www.lemonlaw.com](http://www.lemonlaw.com)

CORPORATE HEADQUARTERS

30 E. Butler Pike  
Ambler, PA 19002  
P (215) 540-8888  
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite T11, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 10451 Mill Run Circle, Suite 400, Owings Mills, MD 21117, P (410) 356-8835, F (410) 356-8896

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT\*  
ROBERT A. RAPKIN\*  
HY DAVID RUBENSTEIN\*  
VIVIAN BENZ PEIKIN\*  
AMY D. COX\*  
LOUIS DOBI, JR.\*  
SHANNON M. RYAN\*  
HILARY WHEATLEY TAYLOR\*  
THOMAS F. BURNS\*  
BARRY E. WINDERMAN\*  
JACQUELINE BRADFORD FORRO\*  
MELISSA K. FIALA\*  
IRA P. SMADES\*  
DAVID L. LIEBERMAN\*\*  
ANGELA K. TROCCOLI\*  
FRED DAVIS\*\*

September 22, 2006

VIA TELEFAX ONLY (866-592-1363)

Halima Shaw, Esquire  
BRC Legal Case Manager  
GM Business Resource Center

RE: [REDACTED] v. GM

Dear Ms. Shaw:

It was a pleasure speaking with you. Please be advised that my client hereby accepts your most gracious offer to statutorily repurchase her vehicle with a \$1268.36 mileage charge. As discussed, GM will include both finance charges paid and sales tax in this offer. This will confirm we have separately settled my firm's bill of attorney fees and costs for \$1,900.00. As discussed, I must insist on a separate check for my attorney fee and cost settlement and that it be sent directly to my office as opposed to the dealership. Attached is a copy of my client's Registration and the current mileage is about 14000. I will have Dave Kelly of my office telephone you to touch base on consummating the settlement. Once again, thank you for all of your help in getting this matter expeditiously resolved and I look forward to discussing more cases with you as soon as you are ready.

Very truly yours,

Robert M. Silverman



General Motors Corporation  
Business Resource Center  
PO Box 33170  
Detroit, MI 48232-5170

VIA FAX ONLY

August 9, 2006

John Barchuk, Service Manager  
All American Chevrolet, Inc.  
P.O. Box 400  
Middletown, NJ 07748

RE:

Service Request: 1-425386805  
2005 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AL52F657  
Customer Relationship Specialist: Halima Shaw

Dear Mr. Barchuk:

This is a letter of notification regarding a not-in-suit matter involving the above referenced customer. Please provide us 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 any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040  
V6302006



GMC



HUMMER



Chevrolet Customer Assistance Center



**BBB AUTO LINE**

**4200 Wilson Boulevard, Suite 800**

**Arlington, VA 22203-1838**

**Phone 800.955.5100 Fax: 703.247.9700**

**Council of Better Business Bureaus, Inc.**

September 25, 2006

Re:m09 CHV0661360 [REDACTED] vs Chevrolet Motor Division 1G1AL15F467 [REDACTED]

TRACE BERNICKY  
CHEVROLET  
P O BOX 33170  
DETROIT MI 48232-5170

Dear Madam/Sir:

The customer listed above has completed the *Customer Claim Form (CCF)*, and the case is officially open in the BBB AUTO LINE program. Enclosed you will find an updated *CCF* and any support documentation provided by the customer. Please note that for Florida and California cases and cases opened via mail, support documentation may not have been supplied by the customer. When received, this information will be forwarded to you under separate cover.

Please review the customer's claim and submit any documentation you may have pertaining to this claim as soon as possible. We will contact you within the next couple of days to discuss the claim, explain our telephone settlement efforts, which we may utilize prior to arbitration and offer our assistance in the settlement process. If you resolve the dispute, or if you believe that any portion of claim is not eligible for arbitration, please contact me at 800.334.2406.

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

Sincerely,



**BBB AUTO LINE**  
4200 Wilson Boulevard, Suite 800  
Arlington, VA 22203-1838  
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

### MANUFACTURER RESPONSE FORM

Case Number: CHV0661360 Start Date: 09/25/06  
Customer Name: [REDACTED] State: MD  
VIN: 1G1AL15F467 Probable Hearing Location: Washington  
This claim is ☐ IN Warranty ☐ OUT of Warranty  
Has the customer contacted you regarding the claim? ☒ YES ☐ NO  
Is the VIN listed above correct? ☐ YES ☐ NO  
If you checked NO, please indicate the correct VIN: \_\_\_\_\_  
Customer Contact Info: \_\_\_\_\_

### SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer? ☐ YES ☐ NO

If you checked YES, please indicate the customer's response below:

- ☐ The customer accepted the offer on \_\_\_\_/\_\_\_\_/\_\_\_\_  
☐ The customer rejected the offer on \_\_\_\_/\_\_\_\_/\_\_\_\_  
☐ The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: \_\_\_\_\_

### ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

**List the amount of any over allowance/negative equity: \$** \_\_\_\_\_

I will participate ☐ By phone ☐ In person ☐ In writing

Return this form as soon as possible

To: Completed by: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

BBB AUTO LINE Future contact: \_\_\_\_\_

Fax: 703.247.9700 Phone: \_\_\_\_\_ Fax: \_\_\_\_\_



# CRISWELL

Chevrolet, Inc.

503 QUINCE ORCHARD RD., GAITHERSBURG, MD 20878 (301) 948-0880  
www.criswellauto.com

AN AMERICAN REV

**HUMMER**  
LIKE NOTHING ELSE

CUSTOMER NO.	277516	ADVISOR	CHRIS FOSTER	TAG NO.	118	2296	INVOICE DATE	01/11/06	INVOICE NO.	CVCS528000
		LABOR RATE		LICENSE NO.			COLOR	ARRIVL BLUE	STOCK NO.	060340
		YEAR / MAKE / MODEL	06/CHEVROLET/COBALT/2DR CPE LS	MILEAGE	1,795		DELIVERY DATE	11/11/05	DELIVERY MILES	69
		VEHICLE ID NO.	1G1AL15F467				SELLING DEALER NO.	100	PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.			R.O. DATE	01/11/06		
COMMENTS										
LABOR & PARTS										
3# 1 13CVZ STEERING: CUSTOMER STATES THAT THE POWER STEERING SEEMED TO JUST GO AWAY, THEN CAME BACK. FOUND BULLETIN PER GM THAT UNDER THESE CONDITIONS THIS OPERATION IS NORMAL. NO SERVICE PERFORMED AT THIS TIME.										
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY					
					0.00					
				JOB # 1 TOTAL PARTS	0.00					
				JOB # 1 TOTAL LABOR & PARTS	WARRANTY					
3# 2 22CVZ BODY ELECTRICAL: CUSTOMER STATES THAT THE DRIVERS SIDE WIPER CAME OUT OF ARM CUSTOMER REINSTALLED BLADE SPECIAL ORDERED PART.										
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY					
					0.00					
JOB # 2	0	15243233	BLADE 10.146		0.00					
PART ON SPECIAL ORDER				JOB # 2 TOTAL PARTS	0.00					
** QUANTITY 1 IS SPECIAL ORDERED **				JOB # 2 TOTAL LABOR & PARTS	WARRANTY					
ESTIMATE: CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)										
TOTALS:										
PLEASE TAKE TIME TO REVIEW YOUR REPAIRS AND CHARGES SO YOU HAVE A COMPLETE UNDERSTANDING OF THEM. IF FOR SOME REASON YOU DO NOT UNDERSTAND THEM, PLEASE SEE YOUR ASST. SERVICE MANAGER FOR AN EXPLANATION. PARTS DESIGNATED WITH AN (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY ONLY.										
THANK YOU FOR VISITING CRISWELL CHEVROLET										
***** CASHIER ( ) *****										
* DATE ( ) *****										
* CASH ( ) *****										
* CHECK ( ) *****										
* VISA ( ) *****										
*****										
M.C. REG. #01875										
CUSTOMER SIGNATURE										
CUSTOMER COPY										
PAGE 1 OF 1										
[ END OF INVOICE 10:33pm										
SERVICE INVOICE										

**CUSTOMER'S RIGHTS**

1. You are entitled to written estimate upon request if repairs will exceed \$25.00. Do you want a written estimate? ☐ Yes ☐ No
2. You may not be charged an amount more than 10% greater than an estimate without your consent.
3. You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under warranty agreement. If you do not want the parts, Initial here: \_\_\_\_\_
4. Repairs not originally authorized by you will not be charged to you without your consent. Sig. X \_\_\_\_\_

**TERMS: CASH ON DELIVERY**

Prices are based on flat rate manual unless specified otherwise. Mechanical check out time on vehicle be a minimum of one half hour at the current rate if work is declined on vehicle.

**SHOP MATERIAL: A CHARGE EQUIVALENT 10% OF TOTAL REPAIR ORDER CHARGE INCLUDED FOR MATERIALS USED ON VEHICLE. APPLICABLE SUPPLY ITEMS ARE BOLTS, WASHERS, RINGS, AERO SPRAYS, S RAGS, TOWELS, BATTERY CLEANERS, ETC**

**ENVIRONMENTAL CONCERNS, AS V FEDERAL AND STATE REGULATIONS (ING DISPOSAL HAVE FORCED US TO FOR THE EXPENSE INCURRED TO P STORE AND ARRANGE DISPOSAL RECYCLING OF OIL, TIRES, COOLANT IES, METAL PARTS AND CLEANING USED IN THE REPAIR AND MAINTENANCE OF YOUR VEHICLE.**

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

WARRANTY: 12,000 MILES OR 12 MONTHS G.M. PARTS AND LABOR, 4,000 MILES ON NEW NON-G.M. PARTS AND LABOR ON USED PARTS.

THIS VEHICLE HAS BEEN TESTED ON WHEN NEEDED AND MECHANICAL PERFORMANCE SATISFACTORY

X \_\_\_\_\_ CUSTOMER'S SIGNATURE

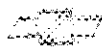
NO CLAIMS WITHOUT THIS THANK YOU

# CRISWELL

Chevrolet, Inc.

503 QUINCE ORCHARD RD., GAITHERSBURG, MD 20878

(301) 948-0880 • www.criswellauto.com



## AN AMERICAN REVOLUTION

### HUMMER

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### LOTUS



CUSTOMER NO.	277516	ADVISOR	GAIL RUSSELL	552	TAG NO.	3451	INVOICE DATE	08/22/06	INVOICE NO.	CVCS580949
		LABOR RATE			LISSENSE NO.		COLOE	ARRIVL BLUE	STOCK NO.	060340
		YEAR / MAKE / MODEL	06/CHEVROLET/COBALT/2DR CPE LT				DELIVERY DATE	11/11/05	DELIVERY MILES	69
		VEHICLE I.D. NO.	1 G 1 A L 1 5 F 4 6 7				SELLING DEALER NO.	100	PRODUCTION DATE	
		F.T.C. NO.					P.O. NO.			
		COMMENTS								

#### TOTALS

PLEASE TAKE TIME TO REVIEW YOUR REPAIRS AND CHARGES SO YOU HAVE A COMPLETE UNDERSTANDING OF THEM. IF FOR SOME REASON YOU DO NOT UNDERSTAND THEM, PLEASE SEE YOUR ASST. SERVICE MANAGER FOR AN EXPLANATION. PARTS DESIGNATED WITH AN (\*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY ONLY.

THANK YOU FOR VISITING CRISWELL CHEVROLET

\*\*\*\*\*  
\* DATE ( ) CASHIER ( ) \*  
\* CASH ( ) \*  
\* CHECK ( ) CHK AMT( ) APPR#( ) \*  
\* VISA ( ) MC ( ) AM EX ( ) \*  
\*\*\*\*\*

M.C. REG. #01875

CUSTOMER SIGNATURE

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

**TOTAL INVOICE \$ 0.00**

#### FOR YOUR INFORMATION AND ACKNOWLEDGEMENT:

##### CUSTOMER'S RIGHTS

1. You are entitled to written estimate upon request if repairs will exceed \$25.00. Do you want a written estimate? ☐ Yes ☐ No
2. You may not be charged an amount more than 10% greater than an estimate without your consent.
3. You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under warranty agreement. If you do not want the parts, Initial here: \_\_\_\_\_
4. Repairs not originally authorized by you will not be charged to you without your consent.  
Sig. X \_\_\_\_\_

##### TERMS: CASH ON DELIVERY

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THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND MECHANICAL WORK WAS PERFORMED SATISFACTORILY

X

CUSTOMER'S SIGNATURE

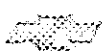
NO CLAIMS WITHOUT THIS INVOICE  
THANK YOU

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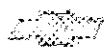
CUSTOMER NO. <b>277516</b>	ADVISOR <b>GAIL RUSSELL</b>	552	TAG NO. <b>3451</b>	INVOICE DATE <b>08/22/06</b>	INVOICE NO. <b>CVCS580949</b>
<b>POOLESVILLE, MD</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>5,414</b>	COLOR <b>ARRIVL BLUE</b>	STOCK NO. <b>060340</b>
	YEAR / MAKE / MODEL <b>06/CHEVROLET/COBALT/2DR CPE LT</b>			DELIVERY DATE <b>11/11/05</b>	DELIVERY MILES <b>69</b>
	VEHICLE I.D. NO. <b>1 G 1 A L 1 5 F 4 6 7</b>			SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE <b>08/22/06</b>
COMMENTS					
LABOR & PARTS					
<b>J# 1 13CVZ1</b> <b>STEERING</b> <b>TECH(S):376</b> <b>WARRANTY</b> CUSTOMER STATES SEEMS TO LOOSE POWER STEERING IN TURNS AND PARKING ---SOP HERE REPLACE INT STEERING SHAFT PER BULLETIN					
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- JOB # 1      1      15800140      SHAFT KIT 6.526 <b>WARRANTY</b> JOB # 1 TOTAL PARTS      0.00 JOB # 1 TOTAL LABOR & PARTS      0.00					
<b>J# 2 85CVZ1</b> <b>INTERIOR BODY TRIM</b> <b>TECH(S):376</b> <b>WARRANTY</b> CUSTOMER STATES THE TRIM @ THE SUNROOF IS HANGING LOOSE REPLACE BEZEL, TRIM HANGING LOOSE					
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- JOB # 2      1      15887809      BEZEL 14.565 <b>WARRANTY</b> JOB # 2 TOTAL PARTS      0.00 JOB # 2 TOTAL LABOR & PARTS      0.00					
<b>J# 3+13CVZ2</b> <b>STEERING</b> <b>TECH(S):2</b> <b>INTERNAL</b> STEERING SHAFT--CREDIT ON PREVIOUS TICKET					
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- JOB # 3      1      15800140      SHAFT KIT 6.526 <b>INTERNAL</b> JOB # 3 TOTAL PARTS      0.00 JOB # 3 TOTAL LABOR & PARTS      0.00					
<b>J# 4+12CVZ1</b> <b>SUSPENSION REPAIRS</b> <b>TECH(S):667</b> <b>WARRANTY</b> ON TEST DRIVE FROM LINE 1, PULLS RIGHT ADJUSTED TOE					
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- JOB # 4 TOTAL PARTS      0.00 JOB # 4 TOTAL LABOR & PARTS      0.00					
<b>TERMS: CASH ON DELIVERY</b> Prices are based on flat rate manual unless specified otherwise. Mechanical check out time on vehicles will be a minimum of one half hour at the current hourly rate if work is declined on vehicle.					
<b>SHOP MATERIAL: A CHARGE EQUIVALENT TO 10% OF TOTAL REPAIR ORDER CHARGES IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AERO SPRAYS, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.</b>					
<b>ENVIRONMENTAL CONCERNS, AS WELL AS FEDERAL AND STATE REGULATIONS GOVERNING DISPOSAL HAVE FORCED US TO CHARGE FOR THE EXPENSE INCURRED TO PROPERLY STORE AND ARRANGE DISPOSAL AND/OR RECYCLING OF OIL, TIRES, COOLANT, BATTERIES, METAL PARTS AND CLEANING SOLVENTS USED IN THE REPAIR AND MAINTENANCE OF YOUR VEHICLE.</b>					
<b>ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED</b> <b>WARRANTY: 12,000 MILES OR 12 MONTHS ON NEW G.M. PARTS AND LABOR, 4,000 MILES OR 90 DAYS ON NEW NON-G.M. PARTS AND LABOR. NO WARRANTY ON USED PARTS.</b>					
<b>THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND MECHANICAL WORK WAS PERFORMED SATISFACTORILY</b>					
<b>X</b> CUSTOMER'S SIGNATURE NO CLAIMS WITHOUT THIS INVOICE THANK YOU!!					

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Chevrolet, Inc.

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CUSTOMER NO. <b>277516</b>		ADVISOR <b>CHRIS LAUER</b>	505	TAG NO. <b>1524</b>	INVOICE DATE <b>08/29/06</b>	INVOICE NO. <b>CVCS581685</b>
[REDACTED] <b>POOLESVILLE, MD</b>		LABOR RATE	LICENSE NO.	MILEAGE <b>5,540</b>	COLOR <b>ARRIVL BLUE</b>	STOCK NO. <b>060340</b>
		YEAR / MAKE / MODEL <b>06/CHEVROLET/COBALT/2DR CPE LT</b>				DELIVERY DATE <b>11/11/05</b>
		VEHICLE ID. NO. <b>1G1AL15F467</b>				DELIVERY MILES <b>69</b>
		P.T.E. NO.		P.O. NO.	SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
				R.O. DATE <b>08/24/06</b>		
COMMENTS						

LABOR & PARTS		TECH(S):2		WARRANTY	
J# 1 04CVZ	DRIVEABILITY	OWNER STATES STEERING WHEEL BINDS WHEN TURNING OCCURS DURING PARALELL PARKING SITUATIONS INSPECTED STEERING SYSTEM AND OPERATION OPERATING AS DESIGNED NORMAL THERMAL EVENT			
		JOB # 1 TOTAL LABOR & PARTS		0.00	
J# 2 88CVZ	RENTAL CAR	TECH(S):2		WARRANTY	
RENTAL					
		JOB # 2 TOTAL LABOR & PARTS		0.00	
SUBLET		PO#		VEND INV#	
JOB # 2		183278		08/29/06 RENTAL	
TOTALS		TOTAL - SUBLET		0.00	
PLEASE TAKE TIME TO REVIEW YOUR REPAIRS AND CHARGES SO YOU HAVE A COMPLETE UNDERSTANDING OF THEM. IF FOR SOME REASON YOU DO NOT UNDERSTAND THEM, PLEASE SEE YOUR ASST. SERVICE MANAGER FOR AN EXPLANATION. PARTS DESIGNATED WITH AN (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY ONLY.		TOTAL LABOR....		0.00	
		TOTAL PARTS....		0.00	
		TOTAL SUBLET....		0.00	
		TOTAL G.O.G....		0.00	
		TOTAL MISC CHG.		0.00	
		TOTAL MISC DISC		0.00	
		TOTAL TAX.....		0.00	
THANK YOU FOR VISITING CRISWELL CHEVROLET		TOTAL INVOICE \$		0.00	
*****					
* DATE ( ) CASHIER ( ) *					
* CASH ( ) *					
* CHECK ( ) CHK AMT ( ) APPR# ( ) *					
* VISA ( ) MC ( ) AM EX ( ) *					
*****					
M.C. REG. #01875					
CUSTOMER SIGNATURE					

FOR YOUR INFORMATION AND ACKNOWLEDGEMENT:	
CUSTOMER'S RIGHTS	
1. You are entitled to written estimate upon request if repairs will exceed \$25.00. Do you want a written estimate? <input type="checkbox"/> Yes <input type="checkbox"/> No	
2. You may not be charged an amount more than 10% greater than an estimate without your consent.	
3. You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under warranty agreement. If you do not want the parts, Initial here: _____	
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X _____	
CUSTOMER'S SIGNATURE	
NO CLAIMS WITHOUT THIS INVOICE. THANK YOU!	

## PURCHASE ORDER

**CRISWELL**

AN AMERICAN REVOLUTION

50 GLENVIEW ORCHARD RD., GAITHERSBURG, MD 20878 (301) 546-1000  
SALES/SALES/SALES

CUST # 277516 DEAL # 101844

DATE 11/11/2005

D E  
P SCITY, STATE, ZIP  
POOLESVILLE MDMODEL # 1AL37  
2006 CHEVROLET COBALT EXT ARRIVL BLUE MET

NEW MILEAGE 69 IN SERV

STOCK 060340 IDENTIFICATION # 1G1AL15F467

SALES PERSON ALBERT JAMES SELL JR TO BE DELIVERED ON OR ABOUT 11/11/2005

CASH PRICE OF VEHICLE 18690.00

OPTIONAL EQUIPMENT  
(CASH PRICE INCLUDES DESTINATION  
CHARGE OF 590.00)SR, PWR, TILT, SLID, ELEC  
EMIS-FED REQ  
ENG, ETC 2-ZL DOHC, 16V, 4C  
TRANS, 4-SPD AUTO, ELC CNTRL W/OD  
XM SATELLITE RADIO  
ADVERTISING  
DESTINATION CHARGE  
ADVERTISING  
LOCAL ADVERTISING MARKETING

SOCIAL SECURITY

DRIVERS LIC # DOB

DRIVERS LIC # DOB

HOME PHONE BUSINESS PHONE

## INSURANCE INFORMATION

NAME OF AGENT INSURANCE FIRST

AGENTS PHONE # (301)253-2116

INSURANCE WRITTEN THROUGH ERIE

POLICY #

## TRADE INFORMATION

YEAR/MAKE/MODEL

ID. NO. MILEAGE N/A

TITLED IN MD TAG NO.

PAYOFF TO

ACCT. NO. BRANCH

TOTAL TRADE ALLOWANCE

ESTIMATED PAYOFF AMOUNT

NET TRADE ALLOWANCE (Equity)

ADDITIONAL ITEMS OF EQUIPMENT OR  
AGREED UPON REPAIRS PRIOR TO SALE

1. N/A

2. N/A

3. N/A

4. N/A

5. N/A

TOTAL

DEALER PROCESSING CHARGE 100.00

(NOT REQUIRED BY LAW)

LESS DISCOUNT 919.00

SUBTOTAL 17871.00

DEALER INSTALLED EQUIPMENT:

N/A

N/A

N/A

N/A

TOTAL SALES PRICE 17871.00

TRADE-IN VALUE N/A

CASH DIFFERENCE 17871.00

SALES TAX 893.55

LUXURY TAX N/A

EST. TAG, TITLE &amp; REG. FEE &amp; DOT 210.00

ESTIMATED PAY OFF AMOUNT INITIAL ( ) N/A

TOTAL AMOUNT DUE 18974.55

PARTIAL PAYMENT 3162.72 REBATE/ 3162.72

DUE ON DEL. OR AMOUNT TO FINANCE 15811.83

PURCHA

PURCHASER

N/A

INITIAL

The warranty on this vehicle is set forth in the Warranty Facts Book that is either in the glove compartment or will be given to you on delivery. It is designated in a LIMITED WARRANTY and complies with the provisions of the Magnuson-Moss Warranty Federal Trade Commission Improvement Act (Public Law 93-638). We call your particular attention, in compliance with the Act, that there is:

"Used Car Buyers Guide. The information you see on the window form for this vehicle is part of the contract. Information on the window form overrides any contrary provisions in the contract of sale."

NO OTHER EXPRESS WARRANTY ON THIS VEHICLE NOR ANY OTHER EXPRESS WARRANTY MADE BY THE DEALER FOR LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, OR CONSEQUENTIAL DAMAGES, AND ANY IMPLIED WARRANTY OF THE FITNESS OF THIS VEHICLE FOR THE USE OF WHICH IT IS INTENDED IS LIMITED BY THE QUALIFICATIONS IN THE WARRANTY FACTS BOOKLET.

As a material part of this purchase, the Purchaser represents to CRISWELL CHEVROLET, INC. that the information set forth above regarding the used car trade-in (or other property used as a trade-in) is true and correct and that there are no liens or encumbrances other than those as shown above.

It is expressly understood and agreed to by and between the parties hereto and this is an offer to purchase by the Purchaser, and is not an offer to sell by CRISWELL CHEVROLET, INC. and further, that this offer to purchase does not become binding contract on the parties hereto until accepted in writing by an authorized officer of CRISWELL CHEVROLET, INC.

If credit is to be extended in connection with this sale, disclosure of terms is made by separate document which becomes part of this transaction. If full, complete and satisfactory disclosure of credit terms is not made prior to delivery, buyer may cancel order and recover deposit if applicable.

The above information is given for the purpose of obtaining credit. I (we) hereby certify that the statements contained herein are true and correct and authorize you to check my (our) credit and employment history.

Accepted by CRISWELL CHEVROLET, INCORPORATED

BY

TITLE

Credit Life {	Joint	\$	N/A	
Accident and Health		\$	N/A	I want accident and health insurance.

**Property Insurance:** I may obtain property insurance from anyone acceptable to Seller.

**Debt Cancellation Coverage.** You are not required to purchase debt cancellation coverage. The fee for debt cancellation coverage is \$ N/A. By signing, you request debt cancellation coverage.

**Vendor's or Lender's Single Interest Insurance** is required. I may obtain this insurance from any agent and insurer of my choice that is acceptable to you. If I obtain this insurance through you or someone of your choosing, I will pay \$ 49.00.

**Contract:** I agree to purchase the following property, subject to the terms and conditions contained on both sides of this contract:

New Demo. Used	Year Model	No. Cyl.	Make Trade Name	Model Number or Series	Manufacturer's Serial No.	Mileage
NEW	2006		CHEVROLET	COBALT	1G1AL15E467	69

☐ Auto Trans. ☐ Manual Trans. ☐ Pwr. Steering ☐ Pwr. Brakes ☐ Pwr. Windows ☐ Air Conditioning ☐ Key Number ☐

I give the Seller a security interest in the form of a recorded first lien on the title. Seller witnesses the following signatures and assigns the contract without recourse unless otherwise noted on the reverse side.

**Used Car Buyers Guide:** The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.**

I agree to be jointly and severally bound by the terms of this contract, including those that appear on the reverse side. I have read and received an exact copy of this contract.

**Borrower #1:** [Redacted] Date: 11/11/2005 [Redacted] POOLESVILLE MD [Redacted] Zip: [Redacted]  
**Borrower #2:** [Redacted] Date: 11/11/2005 [Redacted] POOLESVILLE MD [Redacted] Zip: [Redacted]  
**Seller:** CRISWELL CHEVROLET INC. Date: 11/11/2005 503 QUINCE ORCHARD ROAD GAITHERSBURG MD 20878

**Non-Buyer Co-Owners of Security:** I agree to be fully bound by the security interest provisions of this security agreement, waive presentment, demand and notice of dishonor, and agree to any extension or extensions of time that may be granted in connection with this agreement.

Printed Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_ Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

#### NOTICE TO COSIGNER

YOU ARE BEING ASKED TO GUARANTEE THIS DEBT. THINK CAREFULLY BEFORE YOU DO. IF THE BORROWER DOESN'T PAY THE DEBT, YOU WILL HAVE TO BE SURE YOU CAN AFFORD TO PAY IF YOU HAVE TO, AND THAT YOU WANT TO ACCEPT THIS RESPONSIBILITY. YOU MAY HAVE TO PAY UP TO THE FULL AMOUNT OF THE DEBT IF THE BORROWER DOES NOT PAY. YOU MAY ALSO HAVE TO PAY LATE FEES OR COLLECTION COSTS, WHICH INCREASE THIS AMOUNT. THE CREDITOR CAN COLLECT THIS DEBT FROM YOU WITHOUT FIRST TRYING TO COLLECT FROM THE BORROWER. THE CREDITOR CAN USE THE SAME COLLECTION METHODS AGAINST YOU THAT CAN BE USED AGAINST THE BORROWER, SUCH AS SUING YOU, GARNISHING YOUR WAGES, ETC. IF THIS DEBT IS EVER IN DEFAULT, THAT FACT MAY BECOME A PART OF YOUR CREDIT RECORD. THIS NOTICE IS NOT THE CONTRACT THAT MAKES YOU LIABLE FOR THE DEBT.

**Guaranty:** I guarantee payment and performance of all of the obligations set forth in this contract, waive presentment, demand, notice of dishonor, and agree to any extension of time that may be granted in connection with this contract.

Guarantor #1 Printed Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_ Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Guarantor #2 Printed Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_ Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Borrower #1 Home Phone: (301) 349-0160  
 Borrower #2 Home Phone: (301) 349-0160  
 Social Security Number - Borrower #1: 020-42-1912  
 Social Security Number - Borrower #2: 220-70-9547



Motor Vehicle Administration

Maryland Motor  
Vehicle Administration  
5801 Ritchie Highway, N.E.  
Glen Burnie, Maryland 21062

## REGISTRATION CERTIFICATE

TAG NUMBER		UNIT #	STICKER NUMBER	
[REDACTED]		CVR	[REDACTED]	
TITLE NUMBER		MAKE AND BODY STYLE OF VEHICLE		
[REDACTED]		CHEVY 15		
YEAR	CLASS	EXCEPT	VEHICLE IDENTIFICATION NUMBER	
86A		N/A	1G1AD15E0667 [REDACTED]	
GR. VEH. WT.	GR. COMB. WT.	FEE	EXPIRATION DATE	
43700	6000/5	113.00	11/30/2007	
OWNER'S DRIVER LICENSE/SOURCE NO.		CO. OWNER'S DRIVER LICENSE/SOURCE NO.		
[REDACTED]		[REDACTED]		
MAILING ADDRESS (SEE BACK FOR OWNERS)				
[REDACTED]				
PO BOX 11000 [REDACTED]				

## IMPORTANT NOTICE:

Maryland Law requires this vehicle be insured at all times.

Tags must be returned PRIOR to any cancellation of insurance on this vehicle.

Failure to comply will result in suspension of registration and penalty of up to \$2,500 per vehicle, per year.



## Customer Claim Form

Contact Date: 09/11/06

Start Date:

Case Number: CHV0661360

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

POOLESVILLE, MD

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Customer Contact Info:

### Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: \_\_\_\_\_

Vehicle Use: ☒ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes: ☐

Transmission Type: AUTO Number of vehicles owned or leased by the business: 0 - N/A

Make: Chevrolet Model: Cobalt Model Year: 2006 Current Mileage: 5500

Vehicle Identification Number: 1G1AL15F467 \_\_\_\_\_

Servicing Dealer/City/State : Chriswell Chevrolet, Inc.,

Selling Dealer/City/State : Chriswell Chevrolet, Inc., Gaithersburg, MD

Insurance Carrier : Erie

Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes ☐ No ☒ Date of accident: N/A

Description of Damage : \_\_\_\_\_

60

### Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 11/12/05 Mileage at purchase:

Lease Date: Mileage at lease:

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? /

Lienholder's Name: none

Leasing Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct # : \_\_\_\_\_

### Customer's Desired Outcome (Describe what you want done to resolve your concern)

This car is for a new driver and we informed the salesman of this @ the time of purchase and feel we should have been informed then of defect. We are concerned that steering may go out while trying to park on a busy street which could cause an accident. We want it car fixed, replaced or refunded

Signature of Titled Owner(s) \_\_\_\_\_

Date 9/19/06

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838





**BBB AUTO LINE**  
4200 Wilson Boulevard, Suite 800  
Arlington, VA 22203-1838  
Phone 800.955.5100 Fax: 703.247.9700

**Council of Better Business Bureaus, Inc.**

NOTICE OF HEARING/INSPECTION

Date: 10/12/06 Case Number: CHV0661360  
Customer: [REDACTED]  
Business: Chevrolet  
Mfr-Info: 1716 MD 1G1AL15F467 [REDACTED]  
Arbitrator(s): [REDACTED]

Hearing Date, Time, Place: 10/30/06 11:00 ET

The BBB of Metro Washington  
1411 K Street, NW 10th Floor  
Washington, DC200053404

Manner in Which Parties Will Participate:

Customer is being represented by : yes Self no Attorney

Attorney Name:

Attorney Phone Number:

Attorney Fax Number:

Customer: ☒ in person ☐ by phone ☐ in writing  
Manufacturer: ☐ in person ☒ by phone ☐ in writing

INSTRUCTIONS

1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.

Hearing Site Phone Number: 2023938015

Hearing Site Fax Number: 2023931198



**BBB AUTO LINE**  
4200 Wilson Boulevard, Suite 800  
Arlington, VA 22203-1838  
Phone 800.955.5100 Fax: 703.247.9700

**Council of Better Business Bureaus, Inc.**

October 12, 2006

Re:m03 CHV0661360 [REDACTED] vs Chevrolet Motor Division 1G1AL15F467 [REDACTED]

NICHOLAS SENNEMA  
CHEVROLET  
P O BOX 33170  
DETROIT MI 48232-5170

Dear Madam/Sir:

Enclosed are:

- \* the *Agreement to Arbitrate*;
- \* Arbitrator Listing Sheet(s);
- \* a map to the hearing site;
- \* Hearing Format Outline;
- \* *Notice of Hearing/Inspection*; and,
- \* a Technical Expert's Report, if it is applicable to your case.

The purpose of the *Agreement to Arbitrate* is to outline the positions of both parties to the dispute. The *Agreement* is not intended to explain your full position -- you will have that opportunity at the hearing. Please read the *Agreement* carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.

In preparation for your case, you may want to consider the following: 1) for each problem listed on the *Agreement to Arbitrate*, how many times has the vehicle been subject to repair, 2) the total number of days the vehicle has been out of service due to repair, 3) the cause of the problem(s) and whether or not the problem(s) continues to exist, 4) whether the use, value, and/or safety of the vehicle is substantially impaired, 5) whether the vehicle is eligible for relief under your state Lemon Law, and 6) any deduction for reasonable use or damage beyond normal wear and tear.

You must bring TWO copies of all information you plan to present at your hearing; one for the arbitrator and one for the opposing party. Also, if this case involves a repurchase request, please bring a copy of the sales agreement to confirm the purchase price.

If you have any questions, please contact me at 800.334.2406. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Onitra Roberson at Extension 514



Council of Better Business Bureaus, Inc.

**BBB AUTO LINE**  
4200 Wilson Boulevard, Suite 800  
Arlington, VA 22203-1838  
Phone 800.955.5100 Fax: 703.247.9700

## ARBITRATOR SELECTION LIST

Customer: [REDACTED]

Case Number: CHV0661360

---

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

### Arbitrator Information

**Arbitrator's Name:** James Don

**Arbitrator's Occupation:** His practice consists of general civil litigation

### **Arbitrator's Biography:**

As an attorney since 1996, Mr. Don's educational background and legal expertise have prepared him to assume and effectively fulfill the duties of an arbitrator. He has been a trial attorney for the majority of his legal career and is also familiar with the arbitration process having participated in numerous arbitrations. As a hearing officer at disciplinary proceedings for the Fire Department, he has presided over many hearings.



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## Opening Statement

Ensure that you include each of the following points in your opening statement to the parties, and adhere to them throughout the arbitration hearing.

- ☐ Confirm the tape recorder is on and explain to the parties the hearing is being recorded.
- ☐ Welcome the parties and thank them for using arbitration.
- ☐ Administer the *Oaths of Participant*.
- ☐ State you will not disclose details of the case to anyone except, possibly the BBB AUTO LINE staff for administrative purposes.
- ☐ Review the hearing format, which is included in the hearing packet.
- ☐ Explain that you will maintain control of the hearing and that you may curb irrelevant or repetitious testimony.
- ☐ Request the parties agree to demonstrate common courtesy and refrain from interrupting each other during the hearing.
- ☐ Explain you will keep the hearing focused on issues in the *Agreement to Arbitrate*.
- ☐ Explain the decision is conditionally binding, and confirm the parties understand what that means.
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# **Arbitration Hearing Format**

## **Arbitrator's Opening Statement**

### **Parties' Presentations**

- A. Presentation of consumer's testimony, evidence and witness(es)  
[20 minutes]
- B. Presentation of business' testimony, evidence and witness(es)  
[20 minutes]

### **Questioning**

- A. Questions, comments and rebuttals by consumer [5 minutes]
- B. Questions, comments and rebuttals by business [5 minutes]
- C. Questions by arbitrator

### **Inspection**

- A. Arbitrator instructs parties about inspection/test drive procedures
- B. Inspection (and test drive, if necessary)
- C. Questions or comments about inspection (and test drive) by consumer  
[5 minutes]
- D. Questions or comments about inspection (and test drive) by business  
[5 minutes]
- E. Questions about inspection (and test drive) by arbitrator

**Recess – Arbitrator will take a recess to assess whether more information or evidence may be needed. If a party is participating by telephone, BBB AUTO LINE staff will check to make sure that any faxes from that party have been shared with the other party.**

### **Closing the Hearing**

- A. Final questions, testimony or evidence by either party [10 minutes]
- B. Final questions by arbitrator
- C. Closing statement by consumer [5 minutes]
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### **Location of Better Business Bureau**

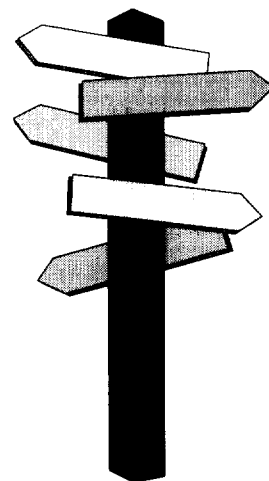
Name of building (if any)

**1411 K Street NW, 10th Floor Washington, DC**

Bureau Address and City

**202-393-8015**

Bureau Phone Number (Emergencies Only)



### **DIRECTIONS**

The Bureau is located at 1411 K St. NW in downtown Washington. We are at the intersection of 14th and K street.

From Maryland, come into the District on New York Avenue. Either 1) Turn right on K Street or 2) Turn right on 14th Street and left on K Street. Our building is the third on the right.

From Virginia, cross the Potomac on 395/Route 1. Keep to the left on the bridge and bear left after you cross the river, following signs for Route 1. This becomes 14th Street. Follow 14th street past the Washington Monument until you reach K Street. Turn left on K Street. Our building is the third on the right.

**PARKING:** There is no parking in our building. Many consumers find parking at the meters on the street nearby, but public lots are also available on Vermont Avenue and L Street.





Council of Better Business Bureaus, Inc.

**BBB AUTO LINE**  
4200 Wilson Boulevard, Suite 800  
Arlington, VA 22203-1838  
Phone 800.955.5100 Fax: 703.247.9700

## AGREEMENT TO ARBITRATE

Date: 10/12/06

Case Number: CHV0661360

Customer: [REDACTED]

Business: Chevrolet

Mfr-Info: 1716 MD 1G1AL15F467 [REDACTED]

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

Model : Cobalt

Year : 2006

All parties named above submit to arbitration the following:

\* Steering goes out while parallel parking and making three point turn

The parties have come to agreement on the following:N/A

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

Consumer : Repurchase/Replacement

Manufacturer :Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are:

Purchase price: (reflects the deduction of a rebate, if applicable)

\*

\*

\*

\*

\*

\*

(\* Indicates additional remedies that can only be included if a lemon law repurchase is awarded )

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following:N/A

**CRISWELL**

Lotus



581685



581685

503 QUINCE ORCHARD RD., GAITHERSBURG, MD 20878 (301) 948-0880

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ009K	9,000 MILE SERVICE	MO	0.00				

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/22/06	580949	5414	552	376 376 2	W W I	13CVZ1 85CVZ1 13CVZ2	STEERING INTERIOR BODY TRIM STEERING
08/10/06	578195	5414	552	667 376 376	W I I	12CVZ1 12CVZ 86CVZ	SUSPENSION REPAIRS SUSPENSION REPAIRS INTERIOR BODY COMP

SALESPERSON NO. 176 ALBERT JAMES SELL JR SERVICE STATE REG# 2644A

VEHICLE I.D. NO. <b>1G1AL15F467</b>	YEAR/MAKE/MODEL <b>06/CHEVROLET/COBALT/2DR CPE LT</b>	PRODUCTION DATE <b>060340</b>	STOCK NO. <b>060340</b>	LICENSE NO. <b>581685</b>
CUSTOMER NO. <b>277516</b>	SERVICE CONTRACT <b>ARRIVL BLUE MET/G</b>	DELIVERY DATE <b>11/11/05</b>	DELIVERY MILES <b>69</b>	SELLING DEALER NO. <b>100</b>
COLOR <b>POOLESVILLE, MD</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAB NO. <b>1524</b>
TURBO <b>CVZZ</b>	M/MC <b>CVZZ</b>	AIR COND. <b>P.S.</b>	TRANS. <b>5,540</b>	ADVISOR NO. <b>505</b>
TIME RECEIVED <b>01:53pm</b>		DATE/TIME PROMISED <b>08/24/06</b>		PRIORITY <b>05:30pm</b>
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		LABOR RATE		

This vehicle has been tested or test driven when needed and mechanical work was performed satisfactorily.

## CUSTOMER'S RIGHTS

1. You are entitled to a written estimate upon request if repairs will exceed \$25.00. Do you want a written estimate?  
☐ Yes ☒ No
2. You may not be charged an amount more than 10% greater than an estimate without your consent.
3. You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under warranty agreement. If you do not want the parts, initial here: \_\_\_\_\_
4. Repairs not originally authorized by you will not be charged to you without your consent.  
Sig. X

## TERMS: CASH ON DELIVERY

Prices are based on flat rate manual unless specified otherwise. Mechanical check out time on vehicles will be a minimum of one half hour at the current hourly rate if work is declined on vehicle.

SHOP MATERIAL: A CHARGE EQUIVALENT TO 10% OF TOTAL REPAIR ORDER. LABOR CHARGES IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AERO SPRAYS, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.

ENVIRONMENTAL CONCERNS, AS WELL AS FEDERAL AND STATE REGULATIONS GOVERNING DISPOSAL HAVE FORCED US TO CHARGE FOR THE EXPENSE INCURRED TO PROPERLY STORE AND ARRANGE DISPOSAL AND/OR RECYCLING OF OIL, TIRES, COOLANT, BATTERIES, METAL PARTS AND CLEANING SOLVENTS USED IN THE REPAIR AND MAINTENANCE OF YOUR VEHICLE.

WARRANTY: 12,000 MILES OR 12 MONTHS ON NEW G.M. PARTS, 4,000 MILES OR 60 DAYS ON NEW NON G.M. PARTS, NO WARRANTY ON USED PARTS.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability in parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways and elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

TAPE PLAYERS, TACHOMETERS, EXTRA RADIOS & PERSONAL ARTICLES MUST BE REMOVED BEFORE THE CAR IS LEFT FOR SERVICE. WE ARE NOT RESPONSIBLE FOR THESE ITEMS.

X

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

W 04CVZ DRIVEABILITY  
OWNER STATES STEERING WHEEL BINDS WHEN TURNING  
OCCURS DURING PARALELL PARKING SITUATIONS

W 88CVZ RENTAL RENTAL CAR  
RENTAL

Replace Right Side  
(363) Mirror 1-D  
replace



0101J581685

# Mechanical Repair Estimate

[illegible]

REPAIR ORDER # \_\_\_\_\_

CUSTOMER NAME: \_\_\_\_\_

SERVICE ADVISOR: \_\_\_\_\_

DATE and TIME: \_\_\_\_\_

AUTHORIZED BY: \_\_\_\_\_

LABOR	
PARTS	
SUBLET	
SHOP SUPPLIES	
SALES TAX	
GRAND TOTAL	

THIS ESTIMATE IS BASED ON OUR INSPECTION AND DOES NOT COVER ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN STARTED. AFTER THE WORK HAS STARTED, WORN OR DAMAGED PARTS WHICH ARE NOT EVIDENT ON FIRST INSPECTION MAY BE DISCOVERED. NATURALLY THIS ESTIMATE CANNOT COVER SUCH CONTINGENCIES. PARTS PRICES SUBJECT TO CHANGE WITHOUT NOTICE. THIS ESTIMATE IS FOR IMMEDIATE ACCEPTANCE.

THIS WORK IS AUTHORIZED BY \_\_\_\_\_

**CRISWELL**

Lotus



581685



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503 QUINCE ORCHARD RD., GAITHERSBURG, MD 20878 (301) 948-0880

## RECOMMENDED SERVICES

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SERVICE

STATE REG# 2644A

VEHICLE I.D. NO. <b>1G1AL15F467</b>	YEAR/MAKE/MODEL <b>06/CHEVROLET/COBALT/2DR CPE LT</b>	PRODUCTION DATE <b>11/11/05</b>	STOCK NO. <b>050340</b>	DICENSE NO. <b>581685</b>
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COLOR <b>ARRIVL BLUE MET/G</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>1524</b>
POOLESVILLE, MD	TURBO <b>CVZZ</b>	M/M/L <b>5,540</b>	ADVISOR NO. <b>505</b>	ADVISOR <b>CHRIS LAUER</b>
TIME RECEIVED <b>01:53pm</b>	DATE/TIME PROMISED <b>08/24/06 05:30pm</b>	PRIORITY <b>4</b>	This vehicle has been tested or test driven when needed and mechanical work was performed satisfactorily.	

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WARRANTY: 12,000 MILES OR 12 MONTHS ON NEW G.M. PARTS, 4,000 MILES OR 90 DAYS ON NEW NON G.M. PARTS. NO WARRANTY ON USED PARTS.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability in parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways and elsewhere for the purpose of testing and or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. TAPE PLAYERS, TACHOMETERS, EXTRA RADIOS & PERSONAL ARTICLES MUST BE REMOVED BEFORE THE CAR IS LEFT FOR SERVICE. WE ARE NOT RESPONSIBLE FOR THESE ITEMS.

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W 04CVZ DRIVEABILITY  
OWNER STATES STEERING WHEEL BINDS WHEN TURNING  
OCCURS DURING PARALLEL PARKING SITUATIONS

Rtested > pit tsh search > see tsh  
D6-02-32-002A > Normal Thermal event

W 86CVZ RENTAL RENTAL CAR

914

10-3600



0101J581685

OF 1

SHOP HARD COPY

581685

582302

# Mechanical Repair Estimate

[illegible]

REPAIR ORDER # \_\_\_\_\_

**CUSTOMER NAME:** \_\_\_\_\_

**SERVICE ADVISOR:** \_\_\_\_\_

**DATE and TIME:** \_\_\_\_\_

**AUTHORIZED BY:** \_\_\_\_\_

THIS ESTIMATE IS BASED ON OUR INSPECTION AND DOES NOT COVER ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN STARTED. AFTER THE WORK HAS STARTED, WORN OR DAMAGED PARTS WHICH ARE NOT EVIDENT ON FIRST INSPECTION MAY BE DISCOVERED. NATURALLY THIS ESTIMATE CANNOT COVER SUCH CONTINGENCIES. PARTS PRICES SUBJECT TO CHANGE WITHOUT NOTICE. THIS ESTIMATE IS FOR IMMEDIATE ACCEPTANCE.

THIS WORK IS AUTHORIZED BY \_\_\_\_\_

57550-10 (4/77)

LABOR	
PARTS	
SUBLET	
SHOP SUPPLIES	
SALES TAX	
GRAND TOTAL	

**CRISWELL**   
Incorporated 303 QUINCE GORDMAN RD.  
GAITHERSBURG, MD. 20878  
TELEPHONE 301-948-0800

06/05/2006 06:25 3012239023

LAUER

PAGE 03/03

**CRISWELL**  
incorporated

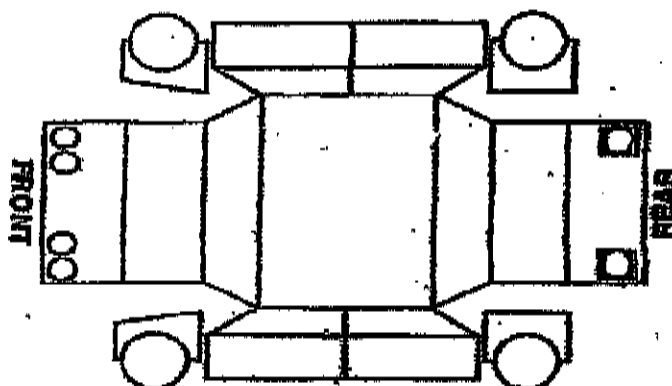


# SERVICE ORDER

Window #

1524

VEHICLE IDENTIFICATION NUMBER	RELEASE	YEAR	MODEL	DATE
1GAK154867	5540			



Would you like a Free Body Estimate  
on the above noted areas?

☐ YES ☐ NO Initial \_\_\_\_\_

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY, STATE, ZIP \_\_\_\_\_

PHONE (H) \_\_\_\_\_ (W) \_\_\_\_\_

ALTERNATE \_\_\_\_\_

**PRIME  
ITEM**

2

3

## NOTICE TO CUSTOMER

1. Unless otherwise specified, labor time billed is that rate allocated for each job in industry surveys and not actual time spent.

2. All labor performed and parts replaced were necessary to perform repairs.

ORIGINAL ESTIMATE: \$ \_\_\_\_\_

## CUSTOMER'S RIGHTS

1. You are entitled to a written estimate upon request if repairs will exceed \$25.00. Do you want a written estimate? YES ☐ NO ☐

2. We may not be charged an amount more than 10% greater than an estimate without your consent.

3. You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under warranty agreement. If you do not want parts, initial here: \_\_\_\_\_

4. Repairs not originally authorized by you will not be charged to you without your consent.

If hereby authorizing the repair work listed, you and your employees may operate the above vehicle for purposes of loading, inspection or delivery.

X

CUSTOMER SIGNATURE

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



1-curved 2-feathered 3-edgewear 4-centerwear 5-cut/sidewall 6-sidewall damage

&lt;- Back

Forward -&gt;

**Document ID# 1755919**  
**2006 Chevrolet Cobalt**

Feedback

Print

**Subject:** Info - Normal Operating Characteristics of Electric Power Steering (EPS) System During Extended Lock-to-Lock and/or DTCs C0176 and C0476 Set (Maximum Steering Wheel Rotation) Usage #06-02-32-002A - (01/26/2006)



**Models:** 2004-2006 Chevrolet Malibu, Malibu Maxx (except SS models)  
2005-2006 Chevrolet Cobalt, Equinox  
2006 Chevrolet HHR  
2005-2006 Pontiac G6 (except GTP models), Pursuit (Canada Only)  
2006 Pontiac Torrent  
2002-2006 Saturn VUE  
2003-2006 Saturn ION

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

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

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

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

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

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



## Service Information

Page 2 of 2

## Owner Manual Information

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

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



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VOLUNTARY  
TECHNICIAN  
CERTIFICATION

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<- Back      Forward ->

Document ID# 1755919  
2006 Chevrolet Cobalt

Feedback      Print

**CRISWELL**

Lotus



580949

503 QUINCE ORCHARD RD., GAITHERSBURG, MD 20878 (301) 948-0880

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ009K	9,000 MILE SERVICE	MO	0.00				

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/10/06	578195	5414	552	376	I	12CVZ	SUSPENSION REPAIRS
05/20/06	557791	4386	552	376	I	86CVZ	INTERIOR BODY COMP
02/01/06	532566	2741	118	2	C	01CVZ003K	3000 MILE SERVICE
01/30/06	532094	2741	118	463	W	83CVZ	GLASS
				527	W	83CVZ1	GLASS

SALESPERSON NO. 176

ALBERT JAMES SELL JR

SERVICE

STATE REG# 2644A

VEHICLE I.D. NO.  
1G1AL15F467

YEAR/MAKE/MODEL

06/CHEVROLET/COBALT/2DR CPE LT

PRODUCTION DATE

BY ORDER NO.

LICENSE NO.

R.O. NO.

DELIVERY DATE

DELIVERY MILES

SELLING DEALER NO.

R.O. DATE

CUSTOMER NO.  
277516

SERVICE CONTRACT

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO.

POOLESVILLE, MD

ARRIVL BLUE MET/G

TURBO

MMG

AIR COND.

P.B.

TRANS.

MILEAGE

ADVISOR NO.

ADVISOR

GAIL RUSSELL

08:20am 08/22/06 11:59pm

PRIORITY

5

This vehicle has been tested or test driven when needed and mechanical work was performed satisfactorily.

## CUSTOMER'S RIGHTS

1. You are entitled to a written estimate upon request if repairs will exceed \$25.00. Do you want a written estimate?  
☐ Yes ☒ No
2. You may not be charged an amount more than 10% greater than an estimate without your consent.
3. You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under warranty agreement. If you do not want the parts, initial here:
4. Repairs not originally authorized by you will not be charged to you without your consent.

Sig. X

## TERMS: CASH ON DELIVERY

Prices are based on current manual unless specified otherwise. Mechanical check out time on vehicles will be a minimum of one half hour at the current hourly rate if work is declined on vehicle.

SHOP MATERIAL &amp; CHARGE EQUIVALENT TO 10% OF TOTAL REPAIR ORDER LABOR CHARGES IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AERO SPRAYS, SOLVENT BAGS, TOWELS, BATTERY CLEANERS, ETC.

ENVIRONMENTAL CONCERNS, AS WELL AS FEDERAL AND STATE REGULATIONS GOVERNING DISPOSAL HAVE FORCED US TO CHARGE FOR THE EXPENSE INCURRED TO PROPERLY STORE AND ARRANGE DISPOSAL AND/OR RECYCLING OF OIL, TIRES, COOLANT, BATTERIES, METAL PARTS AND CLEANING SOLVENTS USED IN THE REPAIR AND MAINTENANCE OF YOUR VEHICLE.

WARRANTY: 12,000 MILES OR 12 MONTHS ON NEW G.M. PARTS. 4,000 MILES OR 90 DAYS ON NEW NON-G.M. PARTS. NO WARRANTY ON USED PARTS.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or contents left in vehicle in case of fire, theft or any other cause beyond your control or liability. Delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and your employee permission to operate this vehicle herein described on streets, highways and elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle in event of non-payment of repairs thereto. TIRE PLACERS, TACHOMETERS, EXTRA RADIO &amp; PERSONAL ARTICLES MUST BE REMOVED BEFORE THE CAR IS LEFT FOR SERVICE. WE ARE NOT RESPONSIBLE FOR THESE ITEMS.

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

1. W. 13CVZ1 STEERING  
CUSTOMER STATES SEEMS TO LOOSE POWER STEERING IN TURNS AND PARKING—SOP HERE

2. W. 85CVZ1 INTERIOR BODY TRIM  
CUSTOMER STATES THE TRIM @ THE SUNROOF IS HANGING LOOSE

B2860-2

B2351

Cred

Steering

E2000.7



# Mechanical Repair Estimate

[illegible]

REPAIR ORDER # \_\_\_\_\_

CUSTOMER NAME: \_\_\_\_\_

SERVICE ADVISOR: \_\_\_\_\_

DATE and TIME: \_\_\_\_\_

AUTHORIZED BY: \_\_\_\_\_

THIS ESTIMATE IS BASED ON OUR INSPECTION AND DOES NOT COVER ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN STARTED. AFTER THE WORK HAS STARTED, WORN OR DAMAGED PARTS WHICH ARE NOT EVIDENT ON FIRST INSPECTION MAY BE DISCOVERED. NATURALLY THIS ESTIMATE CANNOT COVER SUCH CONTINGENCIES. PARTS PRICES SUBJECT TO CHANGE WITHOUT NOTICE. THIS ESTIMATE IS FOR IMMEDIATE ACCEPTANCE.

THIS WORK IS AUTHORIZED BY \_\_\_\_\_

LABOR	
PARTS	
SUBLET	
SHOP SUPPLIES	
SALES TAX	
GRAND TOTAL	

**CRISWELL CHE-VROLET**  
Incorporated 353 QUINCE ORCHARD RD.  
GAITHERSBURG, MD. 20878  
TELEPHONE 301-440-0100

**CRISWELL**

Chevrolet, Inc.

503 QUINCE ORCHARD RD., GAITHERSBURG, MD 20878

(301) 948-0880 • www.criswellauto.com

**AN AMERICAN REVOLUTION****HUMMER**  
LIKE NOTHING ELSE™**LOTUS**

CVIS578195



CVIS578195



0101CVIS578195

CUSTOMER NO. <b>277516</b>		ADVISOR <b>GAIL RUSSELL</b>	552	TAG NO. <b>3451</b>	INVOICE DATE <b>08/15/06</b>	INVOICE NO. <b>CVIS578195</b>
LABOR RATE		LICENSE NO.	MILEAGE <b>5,414</b>		COLOR <b>ARRIVL BLUE</b>	STOCK NO. <b>060340</b>
YEAR / MAKE / MODEL <b>06/CHEVROLET/COBALT/2DR CPE LT</b>		VEHICLE ID NO. <b>1G1AL15F467</b>		DELIVERY DATE <b>11/11/05</b>	DELIVERY MILES <b>69</b>	
F.T.E. NO.		P.D. NO.		SELLING DEALER NO. <b>100</b>	PRODUCTION DATE	
COMMENTS				B.O. DATE <b>08/10/06</b>	REPRINT# <b>1</b>	

<b>LABOR &amp; PARTS</b> <b>J# 1 12CVZ</b> SUSPENSION REPAIRS HOURS: TECH(S) 376 0.00 C/S VEH SEEMS TO LOOSE POWER STRG WHEN ATTEMPTING TO PARK OR 5 TURNS SPECIAL ORDERED INT STEERING SHAFT				<b>FOR YOUR INFORMATION AND ACKNOWLEDGEMENT:</b>  <b>CUSTOMER'S RIGHTS</b> 1. You are entitled to written estimate upon request if repairs will exceed \$25.00. Do you want a written estimate? <input type="checkbox"/> Yes <input type="checkbox"/> No 2. You may not be charged an amount more than 10% greater than an estimate without your consent. 3. You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under warranty agreement. If you do not want the parts, initial here: _____ 4. Repairs not originally authorized by you will not be charged to you without your consent. Sig. X _____	
<b>PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----</b> <b>JOB # 1 1 15800140 SHAFT KIT 6.526 93.71</b> <b>JOB # 1 TOTAL PARTS 93.71</b> <b>JOB # 1 TOTAL LABOR &amp; PARTS 93.71</b>					
<b>J# 2 86CVZ</b> INTERIOR BODY COMP HOURS: TECH(S) 376 0.00 C/S TRIM AROUND SUN ROOF IS HANGING LOOSE SPECIAL ORDERED BEZEL TRIM					
<b>PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----</b> <b>JOB # 2 0 15887809 BEZEL 14.565 2.65</b> <b>** QUANTITY 1 IS SPECIAL ORDERED **</b> <b>JOB # 2 TOTAL PARTS 0.00</b> <b>JOB # 2 TOTAL LABOR &amp; PARTS 0.00</b>					
<b>TOTALS-----</b>					
<b>CONTROL# 060340</b> ACCOUNT NUMBER AMOUNT... <b>TOTAL LABOR... 0.00</b> <b>TOTAL PARTS... 93.71</b> <b>TOTAL SUBLET... 0.00</b> <b>TOTAL G.O.G... 0.00</b> <b>TOTAL MISC. CHG... 0.00</b> <b>TOTAL MISC. DISC... 0.00</b> <b>TOTAL TAX... 0.00</b> <b>TOTAL INVOICE \$ 93.71</b>				<b>TERMS: CASH ON DELIVERY</b> Prices are based on flat rate manual unless specified otherwise. Mechanical check out time on vehicles will be a minimum of one half hour at the current hourly rate if work is declined on vehicle. <b>SHOP MATERIAL: A CHARGE EQUIVALENT TO 10% OF TOTAL REPAIR ORDER CHARGES IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AERO SPRAYS, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.</b> <b>ENVIRONMENTAL CONCERNS, AS WELL AS FEDERAL AND STATE REGULATIONS GOVERNING DISPOSAL HAVE FORCED US TO CHARGE FOR THE EXPENSE INCURRED TO PROPERLY STORE AND ARRANGE DISPOSAL AND/OR RECYCLING OF OIL, TIRES, COOLANT, BATTERIES, METAL PARTS AND CLEANING SOLVENTS USED IN THE REPAIR AND MAINTENANCE OF YOUR VEHICLE.</b> <b>ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED</b> <b>WARRANTY: 12,000 MILES OR 12 MONTHS ON NEW G.M. PARTS AND LABOR, 4,000 MILES OR 90 DAYS ON NEW NON-G.M. PARTS AND LABOR. NO WARRANTY ON USED PARTS.</b> <b>THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND MECHANICAL WORK WAS PERFORMED SATISFACTORILY</b>	
APPROVED BY SIGNATURE ***** DUPLICATE INVOICE *****				<b>X</b> CUSTOMER'S SIGNATURE NO CLAIMS WITHOUT THIS INVOICE THANK YOU	

classmate (301) 570-1657 Form No. 51011

CRISWELL, CHEVROLET  
503 QUINCE OAKHARD, ROAD  
GALILEBURG, MD 20876

Name  
Address

Telephone  
Vehicle (VIN#)  
License  
Mileage  
Technician  
Time and Date

13:40:27 08/22/06

Specifications

Chevrolet  
05 Cobalt w/15", 16" wheels

Left Front

Actual	Before	Specified Range	
-1.0°	-1.0°	-1.8°	-0.5°
2.7°	2.7°	2.3°	3.6°
0.00"	-0.11"	0.00"	0.20"
****	****	****	****
****	****	****	****

Camber  
Caster  
Toe  
SAI  
Included Angle  
Turning Angle Diff.

Right Front

Actual	Before	Specified Range	
-1.0°	-1.0°	-1.8°	-0.5°
2.4°	2.4°	2.3°	3.6°
0.00"	0.00"	0.00"	0.20"
****	****	****	****
****	****	****	****

Front

	Actual	Before	Specified Range	
Cross Camber	-0.0°	-0.1°	-0.6°	0.5°
Cross Caster	0.2°	0.2°	0.8°	0.6°
Total Toe	0.12°	-0.10°	0.00°	0.40°
Set Back	0.10"	-0.10"		

Left Toe out

\* VALUE IS NOT WITHIN SPECIFICATION.  
TIRE WEAR, HANDLING, OR SIMILAR PROBLEMS MAY RESULT.

**CRISWELL**

Lotus



580949

503 QUINCE ORCHARD RD., GAITHERSBURG, MD 20878 (301) 948-0880

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ009K	9,000 MILE SERVICE	MO	0.00				

578195

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/10/06	578195	5414	552	376	I	12CVZ	SUSPENSION REPAIRS
05/20/06	557791	4386	552	376	I	86CVZ	INTERIOR BODY COMP
02/01/06	532566	2741	118	348	C	01CVZ003K	3000 MILE SERVICE
01/30/06	532094	2741	118	2	W	83CVZ	GLASS
				463	W	83CVZ	GLASS
				527	W	83CVZ1	GLASS

SALESPERSON NO. 176

ALBERT JAMES SELL JR

SERVICE

STATE REG# 2644A

VEHICLE I.D. NO. **1G1AL15F467** YEAR/MAKE/MODEL **06/CHEVROLET/COBALT/2DR CPE LT** PRODUCTION DATE **060340** STOCK NO. **580949**

CUSTOMER NO. **277516** SERVICE CONTRACT **11/11/05** DELIVERY DATE **69** SELLING DEALER NO. **08/22/06**

COLOR **ARRIVL BLUE MET/C** CONTRACT NO. **3451** EXPIRATION DATE **3451**

TURBO **CVZZ** MISC **CVZZ** AIR COND. **TR 8** TRANS. **5.414** ADVISOR NO. **552** ADVISOR **GAIL RUSSELL**

APPOINTMENT ☐ Yes ☒ No

SAFETIME PROMISED **08:20am 08/22/06 11:59pm** PRIORITY **5**

LABOR RATE **X**

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

Matt Parts

1. **W 13CVZ1 STEERING**  
 CUSTOMER STATES SEEMS TO LOOSE POWER STEERING IN TURNS AND PARKING—SOP HERE

Shof.

E700.6

2. **W 85CVZ1 INTERIOR BODY TRIM**  
 CUSTOMER STATES THE TRIM @ THE SUNROOF IS HANGING LOOSE

B2860-2

B251

**CUSTOMER'S RIGHTS**

1. You are entitled to a written estimate upon request if repairs will exceed \$25.00. Do you want a written estimate?  
☐ Yes ☒ No
2. You may not be charged an amount more than 10% greater than an estimate without your consent.
3. You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under warranty agreement. If you do not want the parts, initial here: \_\_\_\_\_
4. Repairs not originally authorized by you will not be charged to you without your consent.  
 Sig. X \_\_\_\_\_

**TERMS: CASH ON DELIVERY**  
 Prices are based on current manual unless specified otherwise. Mechanic check out time on vehicles will be a maximum of one half hour at the current hourly rate. If work is declined on vehicle.

**SHOP MATERIAL: A CHARGE EQUIVALENT TO 10% OF TOTAL REPAIR ORDER LABOR CHARGES IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AERO SPRAYS, SOLVENT RAGS, TOWELS, BATTERY CLEANERS, ETC.**

**ENVIRONMENTAL CONCERNS, AS WELL AS FEDERAL AND STATE REGULATIONS GOVERNING DISPOSAL HAVE FORCED US TO CHARGE FOR THE EXPENSE INCURRED TO PROPERLY STORE AND ARRANGE DISPOSAL AND/OR RECYCLING OF OIL, TIRES, COOLANT, BATTERIES, METAL PARTS AND CLEANING SOLVENTS USED IN THE REPAIR AND MAINTENANCE OF YOUR VEHICLE.**

**WARRANTY: 12,000 MILES OR 12 MONTHS ON NEW G.M. PARTS, 4,000 MILES OR 90 DAYS ON NEW NON-G.M. PARTS. NO WARRANTY ON USED PARTS.**

**INSTRUCTIONS:**  
 1. Please authorize the repair work. Repair will be done along with the necessary material and labor that you are responsible for loss or damage to vehicle or existing parts in case of fire, theft, or any other cause beyond your control or any delay caused by unavailability in parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employee permission to operate the vehicle herein described on streets, highways and elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle for the amount of repairs thereto.  
 2. TIRE, PLAYERS, TACHOMETERS, EXTRA RADIOS & PERSONAL ARTICLES MUST BE REMOVED BEFORE THE CAR IS LEFT FOR SERVICE. WE ARE NOT RESPONSIBLE FOR THESE ITEMS.

Credit

Steering



0101580949

**CRISWELL****Lotus****578195**

503 QUINCE ORCHARD RD., GAITHERSBURG, MD 20878 (301) 948-0880

**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ009K	9,000 MILE SERVICE	MO	0.00				

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/20/06	557791	4386	552	348	C	01CVZ003K	3000 MILE SERVICE
02/01/06	532566	2741	118	2	W	83CVZ	CLASS
01/30/06	532094	2741	118	463	W	83CVZ	CLASS
01/19/06	529782	2238	118	527	W	83CVZ1	CLASS
01/11/06	528000	1795	118	2	I	83CVZ	CLASS
				527	W	13CVZ	STEERING

SALESPERSON NO. 176

ALBERT JAMES SELL JR

**S E R V I C E**

STATE REG# 2644A

VEHICLE I.D. NO. <b>1G1AL15F467</b>	VEHICLE MAKE/MODEL <b>06/CHEVROLET/COBALT/2DR CPE LT</b>	PRODUCTION DATE <b>060340</b>	STOCK NO. <b>060340</b>	LICENSE NO. <b>578195</b>	R.O. NO. <b>578195</b>
CUSTOMER NO. <b>277516</b>	SERVICE CONTRACT <b>11/11/05</b>	DELIVERY DATE <b>11/11/05</b>	DELIVERY MILES <b>69</b>	SELLING DEALER NO. <b>100</b>	R.O. DATE <b>08/10/06</b>
COLOR <b>ARRIVL BLUE MET/G</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAB NO. <b>3451</b>	
TURBO <b>CVZZ</b>	AIR COND. <b>YES</b>	TRANS. <b>5,414</b>	MILEAGE <b>5,414</b>	ADVISOR NO. <b>552</b>	ADVISOR <b>GAIL RUSSELL</b>

TIME RECEIVED **01:02pm** DATE/TIME PROMISED **08/10/06 11:59pm** PRIORITY **5**

APPOINTMENT  
☐ Yes  
☒ No

LABOR RATE

This vehicle has been tested or test driven when needed and mechanical work was performed satisfactorily.

**CUSTOMER'S RIGHTS**

1. You are entitled to a written estimate upon request if repairs will exceed \$25.00. Do you want a written estimate?  
☐ Yes ☐ No
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Sig. X \_\_\_\_\_

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WARRANTY: 12,000 MILES OR 12 MONTHS ON NEW G.M. PARTS, 4,000 MILES OR 90 DAYS ON NEW NON G.M. PARTS, NO WARRANTY ON USED PARTS.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability in parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways and elsewhere for the

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

1. **W. 12CVZ** **SUSPENSION REPAIRS**  
C/S VEH SEEMS TO LOOSE POWER STRG WHEN ATTEMPTING TO PARK OR S TURNS

2. **W. 86CVZ** **INTERIOR BODY COMP**  
C/S TRIM AROUND SUN ROOF IS HANGING LOOSE



0101J578195



# Mechanical Repair Estimate

[illegible]

REPAIR ORDER # \_\_\_\_\_

**CUSTOMER NAME:** \_\_\_\_\_

**SERVICE ADVISOR:** \_\_\_\_\_

DATE and TIME: \_\_\_\_\_

**AUTHORIZED BY:** \_\_\_\_\_

THIS ESTIMATE IS BASED ON OUR INSPECTION AND DOES NOT COVER ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN STARTED. AFTER THE WORK HAS STARTED, WORN OR DAMAGED PARTS WHICH ARE NOT EVIDENT ON FIRST INSPECTION MAY BE DISCOVERED. NATURALLY THIS ESTIMATE CANNOT COVER SUCH CONTINGENCIES. PARTS PRICES SUBJECT TO CHANGE WITHOUT NOTICE. THIS ESTIMATE IS FOR IMMEDIATE ACCEPTANCE.

THIS WORK IS AUTHORIZED BY \_\_\_\_\_

C. Control (Ar07)

LABOR	
PARTS	
SUBLET	
SHOP SUPPLIES	
SALES TAX	
GRAND TOTAL	

**CRISWELL CHEVROLET**  
Incorporated 503 QUINCE ORCHARD RD.  
GAITHERSBURG, MD. 20878  
TELEPHONE 801-348-0800

## Service Information

Page 1 of 2

&lt;- Back Forward -&gt;

**Document ID# 1752745**  
**2006 Chevrolet Cobalt**

Feedback Print

**Subject: EI05093 - Clunk Noise in Steering System at Slow Speeds While Turning and/or Driving Over Bumps (Replace Intermediate Shaft) #05-02-32-005C - (01/20/2006)**



**Models: 2005-2006 Chevrolet Cobalt**  
**2006 Chevrolet HHR**  
**2005-2006 Pontiac Pursuit (Canada Only)**  
**2003-2006 Saturn ION**

**This bulletin is being revised to add additional models and parts information. Please discard Corporate Bulletin Number 05-02-32-005B (Section 02 - Steering).**

**Condition**

Some customers may comment on a clunk type noise coming from the front of the vehicle during a turning maneuver. This condition can also be felt through the steering wheel when the vehicle is stationary and the wheel is rotated from steering stop to steering stop. Typically, the clunk noise will be heard once for every 90° of steering wheel rotation in either direction. This clunk noise may also be noticed during low speed acceleration or deceleration, typically in light turns of the steering wheel.

The following are characteristics of this noise:

- This noise is very random.
- This noise is independent of the steering wheel angle and independent of the bumpiness of the road.
- This noise is a low frequency dull one and can be felt in your feet.
- This noise can normally be heard from the driver seat.
- This noise can be felt upon touching the steering gear from outside of the vehicle.

Note that you might also notice a slight scrub-type noise when turning the wheel back and forth. This type of noise is considered normal and repairs will not eliminate it.

**Cause**

This condition may be caused by inadequate lubrication of the steering intermediate shaft.

8/11/2006

## Service Information

Page 2 of 2

**Correction**

*DO NOT REPLACE THE STEERING GEAR OR STEERING COLUMN ASSEMBLY.*

Replace the intermediate shaft.

**Parts Information**

Part Number	Description	Qty
10394225	Shaft, Intermediate Steering (Cobalt/Pursuit)	1
10392744	Shaft, Intermediate Steering (ION)	1
22730246	Shaft, Intermediate Steering (HHR)	1

**Warranty Information**

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
E7700	Shaft, Steering Intermediate - Replace	Use Published Labor Operation Time

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



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CERTIFICATION

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Document ID# 1752745  
2006 Chevrolet Cobalt

Feedback      Print

**CRISWELL****Lotus**

578195

503 QUINCE ORCHARD RD., GAITHERSBURG, MD 20878 (301) 948-0880

**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ009K	9,000 MILE SERVICE	MO	0.00				

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/20/06	557791	4386	552	348	C	01CVZ009K	3000 MILE SERVICE
02/01/06	532566	2741	118	2	W	83CVZ	GLASS
01/30/06	532094	2741	118	463	W	83CVZ	GLASS
				527	W	83CVZ1	GLASS
01/19/06	529782	2238	118	2	I	83CVZ	GLASS
01/11/06	528000	1795	118	527	W	13CVZ	STEERING

SALESPERSON NO. 176

ALBERT JAMES SELL JR

**S E R V I C E**

STATE REG# 2644A

VEHICLE ID NO. <b>1G1AL15F467</b>	VEHICLE MAKE/MODEL <b>06/CHEVROLET/COBALT/2DR CPE LT</b>	PRODUCTION DATE <b>060340</b>	STOCK NO. <b>060340</b>	LICENSE NO. <b>578195</b>
CUSTOMER NO. <b>277516</b>	SERVICE CONTRACT <b>277516</b>	DELIVERY DATE <b>11/11/05</b>	DELIVERY MILES <b>69</b>	SELLING DEALER NO. <b>00</b>
COLOR <b>ARRIVL BLUE MET/G</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	R.O. DATE <b>08/10/06</b>
TURBO <b>CVZZ</b>	MMG	AIR COND.	P.S.	TAB NO. <b>3451</b>
TRANS.	MILEAGE <b>5,414</b>	ADVISOR NO. <b>552</b>	ADVISOR <b>GAIL RUSSELL</b>	

APPOINTMENT  
☐ Yes  
☒ No

LABOR RATE

APR 10 2006 11:59pm

PRIORITY 5

This vehicle has been tested or test driven when needed and mechanical work was performed satisfactorily.

**CUSTOMER'S RIGHTS**

1. You are entitled to a written estimate upon request if repairs will exceed \$25.00. Do you want a written estimate?  
☐ Yes ☐ No
2. You may not be charged an amount more than 10% greater than an estimate without your consent.
3. You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under warranty agreement. If you do not want the parts, initial here:
4. Repairs not originally authorized by you will not be charged to you without your consent.

Sig. X

**TERMS: CASH ON DELIVERY**

Prices are based on flat rate manual unless specified otherwise. Mechanic will check out time on vehicle will be a minimum of one half hour at the current hourly rate if work is declined on vehicle.

SHOP MATERIAL: A CHARGE EQUIVALENT TO 10% OF TOTAL REPAIR ORDER LABOR CHARGES IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AERO SPRAYS, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.

ENVIRONMENTAL CONCERNS, AS WELL AS FEDERAL AND STATE REGULATIONS GOVERNING DISPOSAL HAVE FORCED US TO CHARGE FOR THE EXPENSE INCURRED TO PROPERLY STORE AND ARRANGE DISPOSAL AND/OR RECYCLING OF OIL, TIRES, COOLANT, BATTERIES, METAL PARTS AND CLEANING SOLVENTS USED IN THE REPAIR AND MAINTENANCE OF YOUR VEHICLE.

WARRANTY: 12,000 MILES OR 12 MONTHS ON NEW G.M. PARTS, 4,000 MILES OR 90 DAYS ON NEW NON G.M. PARTS. NO WARRANTY ON USED PARTS.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability in parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways and elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. TAPE PLAYERS, TACHOMETERS, EXTRA RADIOS & PERSONAL ARTICLES MUST BE REMOVED BEFORE THE CAR IS LEFT FOR SERVICE. WE ARE NOT RESPONSIBLE FOR THESE ITEMS.

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

1. W. 12CVZ **SUSPENSION REPAIRS**  
 C/S VEH SEEMS TO LOOSE POWER STRG WHEN ATTEMPTING TO PARK OR S TURNS

2. W. 86CVZ **INTERIOR BODY COMP**  
 C/S TRIM AROUND SUN ROOF IS HANGING LOOSE

- Sop



0101J578195

# Mechanical Repair Estimate

[illegible]

REPAIR ORDER #

**CUSTOMER NAME:**

**SERVICE ADVISOR:**

**DATE and TIME:**

**AUTHORIZED BY:**

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THIS WORK IS AUTHORIZED BY

LABOR

## PARTS

SUBLET

## SHOP SUPPLIES

**SALES TAX****GRAND TOTAL**

**CRISWELL CHEVROLET**  
Incorporated 500 QUINCE ORCHARD RD.  
GAITHERSBURG, MD. 20878  
TELEPHONE 301-943-0880

## Service Information

Page 1 of 2

&lt;- Back Forward -&gt;

**Document ID# 1752745**  
**2006 Chevrolet Cobalt**

Feedback Print

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**2005-2006 Pontiac Pursuit (Canada Only)**  
**2003-2006 Saturn ION**

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8/11/2006

## Service Information

Page 2 of 2

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22730246	Shaft, Intermediate Steering (HHR)	1

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Document ID# 1752745  
2006 Chevrolet Cobalt

Feedback Print

8/11/2006



**CRISWELL**

Lotus



557791

503 QUINCE ORCHARD RD., GAITHERSBURG, MD 20878 (301) 948-0880

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ006K	6000 MILE SERVICE	MO	0.00				

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/01/06	532566	2741	118	2	W	83CVZ	GLASS
01/30/06	532094	2741	118	463	W	83CVZ	GLASS
				527	W	83CVZ1	GLASS
01/19/06	529782	2238	118	2	I	83CVZ	GLASS
01/11/06	528000	1795	118	527	W	13CVZ	STEERING
				527	W	22CVZ	BODY ELECTRICAL

SALESPERSON NO. 176 ALBERT JAMES SELL JR SERVICE STATE REG# 2644A

VEHICLE ID NO. <b>1G1AL15F467</b>	YEAR/MAKE/MODEL <b>06/CHEVROLET/COBALT/2DR CPE LT</b>	PRODUCTION DATE <b>060340</b>	STOCK NO. <b>060340</b>	LICENSE NO. <b>557791</b>
CUSTOMER NO. <b>277516</b>	SERVICE CONTRACT <b>11/11/05</b>	DELIVERY DATE <b>11/11/05</b>	DELIVERY MILES <b>69100</b>	SELLING DEALER NO. <b>05/20/06</b>
COLOR <b>ARRIVL BLUE MET/G</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>8541</b>
TURBO <b>CVZZ</b>	M/MC <b>CVZZ</b>	AIR COND. <b>CVZZ</b>	R.B. <b>CVZZ</b>	TRANS. <b>CVZZ</b>
MILEAGE <b>4,386</b>	ADVISOR NO. <b>552</b>	ADVISOR <b>GAIL RUSSELL</b>		

POOLESVILLE, MD

TIME RECEIVED **11:31am** DATE/TIME PROMISED **05/20/06 01:00pm** PRIORITY **5**

APPOINTMENT ☒ Yes ☐ No LABOR RATE

This vehicle has been tested or test driven when needed and mechanical work was performed satisfactorily.

## CUSTOMER'S RIGHTS

1. You are entitled to a written estimate upon request if repairs will exceed \$25.00. Do you want a written estimate?  
☐ Yes ☐ No
2. You may not be charged an amount more than 10% greater than an estimate without your consent.
3. You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under warranty agreement. If you do not want the parts, initial here: \_\_\_\_\_
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Sig. X \_\_\_\_\_

## TERMS: CASH ON DELIVERY

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WARRANTY: 12,000 MILES OR 12 MONTHS ON NEW G.M. PARTS, 4,000 MILES OR 90 DAYS ON NEW NON G.M. PARTS, NO WARRANTY ON USED PARTS.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability in parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways and elsewhere for the purpose of testing and or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. TAPE PLAYERS, TACHOMETERS, EXTRA RADIOS & PERSONAL ARTICLES MUST BE REMOVED BEFORE THE CAR IS LEFT FOR SERVICE, WE ARE NOT RESPONSIBLE FOR THESE ITEMS.

X \_\_\_\_\_



0101J557791

# Mechanical Repair Estimate

LINE NO.	REPAIR DESCRIPTION	LABOR HOURS	LABOR PRICE	PARTS PRICE	LINE TOTAL
	<div data-bbox="558 414 1103 915"> <p><b>\$19<sup>95</sup> OIL AND FILTER CHANGE</b>  <b>INCLUDES FREE 27-PT INSPECTION</b></p> <p><small>Includes: Replace oil (up to 5 qts.), replace oil filter Check and top off all fluid levels (including power steering and brake fluid reservoir as necessary).</small></p> <p><b>GM Goodwrench.</b></p> <p><small>GM VEHICLES ONLY, MOST MODELS. 5-qt. non-synthetic oil. Any applicable tax, shop supplies and hazardous waste removal fees are additional. Expires 5/31/06. Must present coupon prior to service write-up. Not valid in conjunction with any other advertised specials. Good only at Criswell Chevrolet.</small></p> </div>				

REPAIR ORDER # \_\_\_\_\_

CUSTOMER NAME: \_\_\_\_\_

SERVICE ADVISOR: \_\_\_\_\_

DATE and TIME: \_\_\_\_\_

AUTHORIZED BY: \_\_\_\_\_

THIS ESTIMATE IS BASED ON OUR INSPECTION AND DOES NOT COVER ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN STARTED. AFTER THE WORK HAS STARTED, WORN OR DAMAGED PARTS WHICH ARE NOT EVIDENT ON FIRST INSPECTION MAY BE DISCOVERED. NATURALLY THIS ESTIMATE CANNOT COVER SUCH CONTINGENCIES. PARTS PRICES SUBJECT TO CHANGE WITHOUT NOTICE. THIS ESTIMATE IS FOR IMMEDIATE ACCEPTANCE.

THIS WORK IS AUTHORIZED BY \_\_\_\_\_

LABOR	
PARTS	
SUBLET	
SHOP SUPPLIES	
SALES TAX	
GRAND TOTAL	

**CRISWELL CHEVROLET**  
 incorporated  
 505 QUINCE ORCHARD RD.  
 GAITHERSBURG, MD. 20878  
 TELEPHONE 301-948-0880

07/24

**CRISWELL**

Lotus



532566

503 QUINCE ORCHARD RD., GAITHERSBURG, MD 20878 (301) 948-0880

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ003K	3000 MILE SERVICE	MI	29.95				

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/30/06	532094	2741	118	463	W	83CVZ	GLASS
01/19/06	529782	2238	118	527	W	83CVZ1	GLASS
01/11/06	528000	1795	118	2	I	83CVZ	GLASS
11/10/05	514196	2	881	527	W	13CVZ	STEERING
				527	W	22CVZ	BODY ELECTRICAL
				776	I	87CVZDELIVERY	NEW CAR DELIVERY

SALESPERSON NO. 176

ALBERT JAMES SELL JR

S E R V I C E

STATE REG# 2644A

VEHICLE I.D. NO. <b>1G1AL15F467</b>	YEAR/MAKE/MODEL <b>06/CHEVROLET/COBALT/2DR CPE LT</b>	PRODUCTION DATE <b>060340</b>	STOCK NO. <b>69100</b>	LICENSE NO. <b>02/01/06</b>
CUSTOMER NO. <b>277516</b>	SERVICE CONTRACT <b>ARRIVL BLUE MET/G</b>	DELIVERY DATE <b>11/11/05</b>	DELIVERY MILEAGE <b>69</b>	SELLING DEALER NO. <b>100</b>
COLOR <b>ARRIVL BLUE MET/G</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILEAGE	TAG NO. <b>5674</b>
TURBO <b>CVZZ</b>	MMG	AIR COND.	P.B.	TRANS.
MILEAGE <b>2,741</b>	ADVISOR NO. <b>118</b>	ADVISOR <b>CHRIS FOSTER</b>		

 TIME RECEIVED  
11:28am  
DATE/TIME PROMISED  
02/01/06 11:59pm  
PRIORITY  
5

This vehicle has been tested or test driven when needed and mechanical work was performed satisfactorily.

## CUSTOMER'S RIGHTS

1. You are entitled to a written estimate upon request if repairs will exceed \$25.00. Do you want a written estimate?  
☐ Yes ☐ No
2. You may not be charged an amount more than 10% greater than an estimate without your consent.
3. You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under warranty agreement. If you do not want the parts, initial here:
4. Repairs not originally authorized by you will not be charged to you without your consent.

Sig. X

## TERMS: CASH ON DELIVERY

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SHOP MATERIAL: A CHARGE EQUIVALENT TO 10% OF TOTAL REPAIR ORDER LABOR CHARGES IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AERO SPRAYS, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.

ENVIRONMENTAL CONCERNS: AS WELL AS FEDERAL AND STATE REGULATIONS GOVERNING DISPOSAL HAVE FORCED US TO CHARGE FOR THE EXPENSE INCURRED TO PROPERLY STORE AND ARRANGE DISPOSAL AND/OR RECYCLING OF OIL, TIRES, COOLANT, BATTERIES, METAL PARTS AND CLEANING SOLVENTS USED IN THE REPAIR AND MAINTENANCE OF YOUR VEHICLE.

WARRANTY: 12,000 MILES OR 12 MONTHS ON NEW G.M. PARTS, 1,000 MILES OR 90 DAYS ON NEW NON G.M. PARTS, NO WARRANTY ON USED PARTS.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability in parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways and elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. TAPE PLAYERS, TACHOMETERS, EXTRA RADIOS &amp; PERSONAL ARTICLES MUST BE REMOVED BEFORE THE CAR IS LEFT FOR SERVICE. WE ARE NOT RESPONSIBLE FOR THESE ITEMS.

X

 ORIGINAL CUSTOMER ESTIMATE: TOTAL  
0.00

X

 W 083CVZ GLASS  
CUSTOMER STATES THAT THE WINDOW WAS SCRATCHED BY THE WIPER ARM

 Replace wps per Jim Parks  
3-1-06 - 12:20  
ME

CLASSIC FORMS 301-470-1081 FORM NO. 300L AS 5/06/06



0101J532566

# Mechanical Repair Estimate

[illegible]

REPAIR ORDER # \_\_\_\_\_

**CUSTOMER NAME:** \_\_\_\_\_

**SERVICE ADVISOR:** \_\_\_\_\_

**DATE and TIME:** \_\_\_\_\_

**AUTHORIZED BY:** \_\_\_\_\_

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## LABOR

## PARTS

**SUBLET**

## SHOP SUPPLIES

**SALES TAX****GRAND TOTAL**

**CRISWELL CHEVROLET**

**incorporated** 503 QUINCE ORCHARD RD.  
GAITHERSBURG, MD. 20878  
TELEPHONE 301-948-0800

THIS WORK IS AUTHORIZED BY \_\_\_\_\_

**CRISWELL**

Lotus



532094

503 QUINCE ORCHARD RD., GAITHERSBURG, MD 20878 (301) 948-0880

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ003K	3000 MILE SERVICE	MI	29.95				
					9269740		

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/19/06	529782	2238	118	2		83CVZ	GLASS
01/11/06	528000	1795	118	527	W	13CVZ	STEERING
				527	W	22CVZ	BODY ELECTRICAL
11/10/05	514196	2	881	776	I	87CVZ DELIVERY	NEW CAR DELIVERY
				776	I	87CVZ	DETAILING
08/17/05	494039	2	191	968	W	26CVZ	PDI ONLY OPERATIONS

SALESPERSON NO. 176

ALBERT JAMES SELL JR

SERVICE

STATE REG# 2644A

VEHICLE I.D. NO. <b>1G1AL15F467</b>		YEAR/MAKE/MODEL <b>06/CHEVROLET/COBALT/2DR CPE LS</b>		PRODUCTION DATE <b>060340</b>		STOCK NO. <b>060340</b>		LICENSE NO. <b>532094</b>		R.O. NO. <b>532094</b>	
CUSTOMER NO. <b>277516</b>		SERVICE CONTRACT <b>11/11/05</b>		DELIVERY DATE <b>11/11/05</b>		DELIVERY MILES <b>69100</b>		SELLING DEALER NO. <b>01/30/06</b>		R.O. DATE <b>01/30/06</b>	
COLOR <b>ARRIVL BLUE MET/G</b>		CONTRACT NO.		EXPIRATION DATE		EXPIRATION MILES		TAG NO. <b>5674</b>			
TURBO <b>CVZZ</b>		M/M/C		AIR COND.		P.S.		TRANS.		MILEAGE <b>2,741</b>	
ADVISOR NO. <b>118</b>		ADVISOR <b>CHRIS FOSTER</b>		ADVISOR NO.		ADVISOR					

TIME RECEIVED: **12:11pm** DATE/TIME PROMISED: **01/30/06 11:59pm** PRIORITY: **5**

APPOINTMENT: ☐ Yes ☒ No

LABOR RATE: \_\_\_\_\_

POOLESVILLE, MD

This vehicle has been tested or test driven when needed and mechanical work was performed satisfactorily.

## CUSTOMER'S RIGHTS

1. You are entitled to a written estimate upon request if repairs will exceed \$25.00. Do you want a written estimate?  
☐ Yes ☒ No
2. You may not be charged an amount more than 10% greater than an estimate without your consent.
3. You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under warranty agreement. If you do not want the parts, initial here: \_\_\_\_\_
4. Repairs not originally authorized by you will not be charged to you without your consent.

Sig. X

## TERMS: CASH ON DELIVERY

Prices are based on the current market prices of materials and labor. Mechanical check out time on vehicles is limited to one hour. If the repair takes more than one hour, the current hourly rate will be charged on the vehicle.

SHOP MATERIAL: A CHARGE EQUIVALENT TO 10% OF TOTAL REPAIR ORDER LABOR CHARGES IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPROXIMATE ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AERO SPRAYS, SOLVENT, TAPS, TOWELS, BATTERY CLEANERS, ETC.

ENVIRONMENTAL CONCERNS, AS WELL AS FEDERAL AND STATE REGULATIONS GOVERNING DISPOSAL HAVE FORCED US TO CHARGE FOR THE EXPENSE INCURRED TO PROPERLY STORE AND ARRANGE DISPOSAL AND/OR RECYCLING OF OIL, TIRES, COOLANT, BATTERIES, METAL PARTS AND CLEANING SOLVENTS USED IN THE REPAIR AND MAINTENANCE OF YOUR VEHICLE.

WARRANTY: 12,000 MILES OR 12 MONTHS ON NEW G.M. PARTS, 4,000 MILES OR 90 DAYS ON NEW NON G.M. PARTS, NO WARRANTY ON USED PARTS.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability in parts or delays in part shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways and elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. TAPE PLAYERS, TACHOMETERS, EXTRA RADIOS & PERSONAL ARTICLES MUST BE REMOVED BEFORE THE CAR IS LEFT FOR SERVICE. WE ARE NOT RESPONSIBLE FOR THESE ITEMS.

X

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

W\*83CVZ GLASS  
CUSTOMER STATES THAT THE DRIVERS WINDOW IS SCRATCHED FROM THE WIPER BLADE FALLING OFF

443

W\*83CVZ1 GLASS  
CUSTOMER STATES THAT THE WIPER BLADE FELL OFF

B1783.2

finger wiper arm defected  
Replaced wiper Arm

1001-504  
1001-504



0101J532094

# Mechanical Repair Estimate

LINE NO.	REPAIR DESCRIPTION	LABOR HOURS	LABOR PRICE	PARTS PRICE	LINE TOTAL

**Overallowance/Incentives/Negative Equity Form (non-Florida)****Customer:** [REDACTED]**Request #:** 1-428648001**BBB#:** CHV0661360

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

☐ **PLEASE NOTE:**     **IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$18,690.00
MSRP (from BARS Invoice)	\$18,690.00
<i>Note: If GMS price, use in place of MSRP price</i>	
Difference (If positive, look for Over Allowance) <b>If no Trade in, have Dealer explain why customer paid more than MSRP.</b>	\$0.00

Trade Allowance (from dealer Bill of Sale)	\$0.00
Actual Cash Value Statement	\$0.00
Difference (if positive, this is the overallowance)	\$0.00

Payoff or Lien amount from Bill of Sale (If dealer added negative equity into contract, do not subtract)	\$0.00
Actual Cash Value Statement	\$0.00
Difference (if positive, this is the negative equity )	\$0.00

<b><u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u></b>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$18,690.00
Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)	\$3,162.72



Overallowance and/or Negative Equity minus	\$0.00
Actual price of Vehicle that should be presented to BBB for ATA	\$15,527.28

**ADR File Checklist**

**SR Number:1-428648001**

**BBB Case: CHV0661360**

**Customer:** [REDACTED]

**VIN:1G1AL15F467** [REDACTED]

**Make/Model/Year:** Chevrolet/Cobalt/2006  
6,559

**In Service:** 11/11/2005

**Mileage:**

**Received Date: 09/11/2006**

**Day 15 Date: 09/26/06**

**Goes Active: 09/25/06**

**Primary Concern: Steering issue**

☒ **Case Scan / Acknowledgement (24 hrs) Completion Date/Time:**

☒ **Initial Calls (72 hrs):**

☒ **Customer**

**Completion Date/Time: 9/11/2006 / 3:18pm**

☒ **Dealer Svc Mgr**

**Completion Date/Time: 9/11/2006 / 2:37pm**

☒ **Dealer Finance Mgr**

**Completion Date/Time: 9/11/2006 / 2:37pm**

☒ **AVM**

**Completion Date/Time: 9/11/2006 / 3:30pm**

☒ **Repair Orders Requested:**

**Received: 10/18/06**

☒ **Sales Documents:**

**Received: 10/26/06**

☒ **BARS / Finance Sheet**

☒ **Case Assessment (by Day 14):**

**Lemon Law Eligible:**

**Yes** ☒

**No** ☐

**Presumption:**

**Yes** ☒

**No** ☐

☒ **GM Position – Customer / BBB Due Date (7-10 days):**

☒ **Settlement / Goodwill Offered Date:**

☒ **All Documents Attached (by Day 15)**

☒ **Arbitration Date: 10/30/06**

☒ **Closing Activities:**

**Settlement**

**Completion Date/Time: 11/22/2006 / 9:19am**

**Executive Summary**

**Completion Date/Time: 11/22/2006 / 9:18am**

**Close Siebel**

**Completion Date/Time: 11/22/2006 / 9:55am**

**AVM: Jim Parks**

**Node/Box: 914055/8082**

**Service Dealer: Criswell Chevrolet, Inc.**

**Svc Mgr: Matt Ingson**

**Selling Dealer: Criswell Chevrolet, Inc.**

**Contact: (301) 948-0880**

**NOTES: Denied in arbitration**



**BBB AUTO LINE**

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

**Council of Better Business Bureaus, Inc.**

November 9, 2006

Re:m04 CHV0661360 [REDACTED] vs Chevrolet Motor Division 1G1AL15F467 [REDACTED]

NICHOLAS SENNEMA  
CHEVROLET  
P O BOX 33170  
DETROIT MI 48232-5170

Dear Madam/Sir:

Enclosed is the arbitrator's *Decision* and *Reasons for Decision* for your case.

The customer has been sent an *Acceptance/Rejection Form* and has 14 days to return the form to the BBB AUTO LINE. For good cause the BBB AUTO LINE may extend this time frame. We will notify you as soon as we know whether the customer has accepted or rejected the *Decision*.

If you have any questions about the decision or if we may be of service to you, please feel free to call me at 800.334.2406.

Sincerely,

## ACCEPTANCE OR REJECTION OF DECISION

Date: 11/09/06

Case Number: CHV0661360

Customer: [REDACTED]

State: MD

Business: Chevrolet

Mfr-Info: 1716 MD 1G1AL15F467 [REDACTED]

Enclosed is the Arbitration decision in your case. We hope you have found the efforts of the BBB staff and the volunteer arbitrator(s) to be satisfactory. Please call us if you have any questions about the decision.

### COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

**Note: If this form is not received at the CBBB office within 14 days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest you call your case specialist to confirm receipt.**

Please check one of the following.

\_\_\_\_\_ I ACCEPT THE ARBITRATION DECISION. I understand this means:

- \* the business will be legally bound to abide by this decision; and,
- \* I, too, will be legally bound, which means I give up any right to sue the business in court on any claim that has been resolved at the arbitration hearing, unless the business fails to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.

\_\_\_\_\_ I REJECT THE ARBITRATION DECISION. I understand this means:

- \* I may pursue other legal remedies under state or federal law;
- \* depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil court action relating to any matter considered in this arbitration hearing;
- \* the business will not be obligated to perform any part of the decision; and,
- \* this will end Better Business Bureau involvement in my case.

Signature(s) of Titled Owner(s): \_\_\_\_\_ Date: \_\_\_\_\_

*DENIAL DECISION*

CASE: CHV0661360	Customer: [REDACTED]
VIN: 1G1AL15F467 [REDACTED]	Hearing Date: 11/07/06
Arbitrator: James S. Don	Date: 11/07/06

## Question 1

The customer's request (listed below) is denied.  
repurchase

CASE: CHV0661360	Customer: [REDACTED]
Arbitrator: James S. Don	Date: 11/07/06



# REASONS FOR DECISION FORM

CASE: CHV0661360	Customer: [REDACTED]
VIN: 1G1AL15F467 [REDACTED]	Hearing Date: 11/07/06
Arbitrator: James S. Don	Date: 11/07/06

## Question 1

It is determined that a { Please list below } decision is a fair resolution of this dispute.

Denial

- b For the following reasons, the decision listed above is a fair resolution of this dispute. (If relevant, explain how lemon law standards apply to the facts in this case)

The vehicle in question is a 2006 Chevrolet Cobalt purchased new on November 11, 2005. The following issue was submitted to Arbitration by the parties -- "Steering goes out while parallel parking and making three point turns."

On 1/11/06, the consumer brought the vehicle to the dealer (1795 miles) and alleged the above-mentioned problem existed and that this condition was due to a defect in manufacture or materials. The dealer acknowledged the power steering did cease to function but after consulting with a bulletin, found the vehicle performed as designed. The bulletin explained that excessive turning of the steering wheel causes the vehicle to reduce electrical current to the EPS motor of the steering system to avoid electrical overload. This reduction in electrical current causes the reduced amount of power steering. The vehicle can still be steered and "the normal amount of power steering assist should return shortly after a few normal steering movements." This information was repeated in the owner's manual. Accordingly no repair was conducted. The problem persisted and the consumer attempted to repair the condition at the dealer again on 8/10/06 (5414 miles). The dealer diagnosed the problem to be a defective steering shaft and ordered replaced the shaft in response to his complaint. The shaft was replaced on 8/22/06 (5414 miles). When the condition persisted and the consumer made another repair attempt on 8/24/06 (5540 miles) the dealer found the vehicle operated as designed.

At arbitration (11/7/06 miles) the condition was not observed. The manufacturer further testified that the replacement of the shaft on 8/22/06 was ineffective because the shaft was not defective in any manner and that the shaft was ordered as a result of a misdiagnosis of the condition of the vehicle. The power steering assist reduction was simply a design characteristic of the vehicle. The consumer did not refute this contention. Instead, the consumer maintained that he and his family notified the dealer of their intent to purchase a

vehicle for a family member who was an inexperienced driver and specifically asked the dealer for a vehicle suitable for such an inexperienced driver. Instead, the dealer sold to the consumer a vehicle inappropriate for the consumer's needs and with widely known problems. The scope of this arbitration is limited to vehicles with a "defect or condition that substantially impairs the use and market value of the motor vehicle to the consumer." The arbitration process does not review conditions that are intentionally designed and created by the manufacturer. Here, the power assist reduction is clearly designed by the manufacturer to occur in certain situations. Absent a defect in the manufacture or workmanship of the vehicle, this arbitration has no authority to review the sales related concerns posed by the consumer. While the consumer may have a right to sue the dealer in court, this is not the proper venue to address consumer's claims. Accordingly, the consumer's claims herein are denied.

**Question 2**

**If awarding a repurchase/replacement, identify the problem(s) upon which the award is based and the number of repair attempts for each problem.**

Steering goes out while parallel parking and making three point turn.

**Question 3**

**Please indicate the cumulative number of days the vehicle was out of service for all problems**

14

**Question 4**

**Was final notice given? (Yes / No / Not Applicable)**

Y

**Question 5**

**Please identify the mileage on the vehicle at the time of the hearing/inspection:**

6569.

CASE: CHV0661360	Customer: [REDACTED]
Arbitrator: James S. Don	Date: 11/07/06



## Customer Claim Form

Contact Date: 09/11/06

Start Date:

Case Number : CHV0661360

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

POOLESVILLE, MD

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Customer Contact Info: \_\_\_\_\_

### Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: \_\_\_\_\_

Vehicle Use: ☒ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes: \_\_\_\_\_

Transmission Type: \_\_\_\_\_ Number of vehicles owned or leased by the business: \_\_\_\_\_

Make: Chevrolet Model: Cobalt Model Year: 2006 Current Mileage: 5500

Vehicle Identification Number: \_\_\_\_\_

Servicing Dealer/City/State : Chriswell Chevrolet, Inc.,

Selling Dealer/City/State : Chriswell Chevrolet, Inc., Gaithersburg, MD

Insurance Carrier : Erie Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X Date of accident: \_\_\_\_\_

Description of Damage : \_\_\_\_\_  
60

### Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 11/12/05 Mileage at purchase: \_\_\_\_\_

Lease Date: \_\_\_\_\_ Mileage at lease: \_\_\_\_\_

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? \_\_\_\_\_

Lienholder's Name: none

Leasing Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct #: \_\_\_\_\_

### Customer's Desired Outcome (Describe what you want done to resolve your concern)

This car is for a new driver and we informed the salesman of this @ the time of purchase and feel we should have been informed then of defect. We are concerned that steering may go out while trying to park on a busy street which could cause an accident. We want the car fixed, replaced or refunded

Signature of Titled Owner(s): \_\_\_\_\_ Date: \_\_\_\_\_

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Name: XXXXXXXXXX

First Repair Attempt      Date: 01/11/06      Mileage: 1795  
 Last Repair Attempt      Date: \_\_\_\_\_ Mileage: \_\_\_\_\_  
 Total Days out of Service: \_\_\_\_\_

[illegible]



**BBB AUTO LINE**

**4200 Wilson Boulevard, Suite 800**

**Arlington, VA 22203-1838**

**Phone 800.955.5100 Fax: 703.247.9700**

**Council of Better Business Bureaus, Inc.**

September 11, 2006

Re:m01 CHV0661360 [REDACTED] vs Chevrolet Motor Division

TRACE BERNICKY  
CHEVROLET  
P O BOX 33170  
DETROIT MI 48232-5170

Dear Madam/Sir:

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

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

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

Sincerely,



## BBB AUTO LINE PROGRAM SUMMARY

### *General Motors*

General Motors has agreed to arbitrate claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law.

#### LEMON LAW CLAIMS

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

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

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

Please note:

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

#### WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

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

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use.

## **CUSTOMER RESPONSIBILITIES**

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

## **CLAIMS THAT WILL NOT BE ARBITRATED**

- ♦ Claims involving salvaged or branded titled vehicles.
- ♦ Claims covered by insurance or by warranties of other manufacturers.
- ♦ Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- ♦ Claims involving a vehicle defect if the customer alleges -- either as part of the BBB AUTO LINE claim or at any other time -- that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ♦ Claims involving a vehicle defect if the customer alleges -- either as part of the BBB AUTO LINE claim or at any other time -- that the vehicle defect has caused bodily injury.
- ♦ Allegations of fraud or other violations of law.
- ♦ Claims seeking compensation for loss of wages.
- ♦ Claims seeking compensation for personal injury or mental anguish.
- ♦ Claims seeking punitive damages.
- ♦ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

## **OTHER IMPORTANT INFORMATION**

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

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

# **WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW**

## **Time Period For Filing Claims**

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

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use.

## **Eligible Claims**

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

## **Eligible Vehicles**

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.; and GM chassis or chassis cabs in motor homes up to 21,000 pounds G.V.W.R.

The customer's vehicle must be:

- ♦ Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;
- ♦ Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- ♦ Covered by a United States warranty.

## **Remedies For Warranty Claims**

The arbitrator may award the following remedies:

- ♦ Repairs.
- ♦ Reimbursement for money the customer paid to repair the vehicle.
- ♦ Repurchase of the vehicle.
- ♦ Replacement of the vehicle.

## **Repairs/Reimbursement For Repairs**

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

## **Repurchase Or Replacement**

If a repurchase or replacement is awarded in a claim that does not meet all standards of the applicable state lemon law, the arbitrator may award up to the following remedies:

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

#### **Deductions/Exclusions From A Repurchase Or Replacement Award**

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

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

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



## **STANDARDS OF THE MARYLAND LEMON LAW**

The following is an brief explanation of most relevant provisions of the Maryland lemon law. The complete text of the lemon law can be found at Maryland Com. Law Code Ann. Sections 14-1501 *et seq.* and 14-2001 *et seq.*

### **VEHICLES COVERED**

The Maryland lemon law covers vehicles registered in Maryland as a Class A passenger vehicle; Class D motorcycle; Class E truck with a 3/4 ton or less manufacturer's rated capacity; or Class M multipurpose vehicle.

The lemon law covers used vehicles, but does not cover motor homes or motor vehicles that are part of a fleet purchase or fleet lease of five or more motor vehicles.

### **CONSUMERS COVERED**

The lemon law covers consumers who fall into any one of the following categories:

1. The purchaser, other than for purposes of resale, or the lessee of a new motor vehicle;
2. Any person to whom a new motor vehicle is transferred during the duration of the vehicle's warranty; or
3. Any other person who is entitled to enforce the warranty.

The rights available to a consumer under the lemon law inure to a subsequent transferee of a new motor vehicle for the duration of the applicable warranties. If a lessor permits the lessee to assign any interest in the lease or the motor vehicle, upon such assignment the rights available to a lessee under the lemon law inure to an assignee of the lessee's rights under the lease or a subsequent transferee of the motor vehicle.

### **VEHICLE CONVERTERS**

The lemon law applies to vehicle converters.

### **LEMON LAW COVERAGE PERIOD**

The lemon law defines a "manufacturer's warranty period" that extends until the earlier of the first 15,000 miles of vehicle operation or 15 months following the date of the motor vehicle's original delivery to the consumer.

### **PROBLEMS COVERED**

The lemon law covers any defect or condition that substantially impairs the use and market value of the motor vehicle to the consumer. This is referred to as a *nonconformity*.

The lemon law provides manufacturers with an affirmative defense if it can be shown that the nonconformity is the result of abuse, neglect, or unauthorized modifications or alterations of the motor vehicle.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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Maryland

## **MANUFACTURER'S DUTY TO REPAIR**

If a motor vehicle does not conform to all applicable warranties during the "manufacturer's warranty period", the consumer must report the nonconformity during the "manufacturer's warranty period" by sending written notice to the manufacturer, factory branch, or lessor by certified mail, return receipt requested. Notice of this procedure must be conspicuously disclosed to the consumer in writing at the time of sale or delivery of the motor vehicle.

The consumer must provide the manufacturer or factory branch, its agent or authorized dealer, or the lessor with an opportunity to cure the nonconformity. The manufacturer or factory branch, its agent or authorized dealer, or the lessor must correct the nonconformity at no charge to the consumer within 30 days of the manufacturer's receipt of the consumer's written notification, even if repairs are made after the expiration of the "manufacturer's warranty period".

## **MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE**

If the manufacturer or factory branch, its agent or authorized dealer, or the lessor is unable to repair or correct any nonconformity after a reasonable number of repair attempts within the "manufacturer's warranty period", the manufacturer must, at the option of the consumer, either replace or repurchase the motor vehicle.

## **REASONABLE NUMBER OF REPAIR ATTEMPTS**

The Maryland lemon law creates a *presumption* that a manufacturer has had a reasonable number of repair attempts if any of the following occurs within the "manufacturer's warranty period":

1. The same nonconformity has been subject to repair by the manufacturer or factory branch, its agent or authorized dealer four or more times but continues to exist;
2. The vehicle was out of service by reason of repair of one or more nonconformities for a cumulative total of 30 or more days; or
3. A nonconformity resulting in a braking or steering system failure has been subject to the same repair at least once, the manufacturer has been notified and given the opportunity to cure the nonconformity, and the repair does not bring the vehicle into compliance with the motor vehicle safety inspection laws.

The term of any warranty, the "manufacturer's warranty period", and the 30 day out-of-service period are extended by any time during which repair services are not available to the consumer by reason of war, invasion, strike, or fire, flood, or other natural disaster.

## **NOTICE AND OPPORTUNITY TO REPAIR**

The consumer must report the nonconformity during the "manufacturer's warranty period" by sending written notice to the manufacturer, factory branch, or lessor by certified mail, return receipt requested. Notice of this procedure must be conspicuously disclosed to the consumer in writing at the time of sale or delivery of the motor vehicle.

**This information is not intended as legal advice. Please direct specific questions to your legal counsel.**

**© 2004, Council of Better Business Bureaus, Inc.**

Maryland

The consumer must provide the manufacturer or factory branch, its agent or authorized dealer, or the lessor with an opportunity to cure the nonconformity. The manufacturer or factory branch, its agent or authorized dealer, or the lessor must correct the nonconformity at no charge to the consumer within 30 days of the manufacturer's receipt of the consumer's written notification.

The dealer must notify the manufacturer of the existence of a nonconformity within 7 days when the motor vehicle is delivered to the same dealer for a fourth repair attempt of the same nonconformity, or when the vehicle has been out of service for repair of one or more nonconformities for a cumulative total of 20 days. The failure of a dealer to give such notice does not affect the consumer's rights under the lemon law.

### **DISPUTE RESOLUTION**

If the manufacturer has established an informal dispute settlement procedure that complies with 16 C.F.R. Part 703, the consumer may but need not resort to that procedure before the provisions requiring refund or replacement apply. A consumer who has resorted to an informal dispute settlement procedure may not be precluded from seeking the rights or remedies available by law.

### **TIME PERIOD FOR FILING CLAIMS**

An action on an owned vehicle must be commenced within three years of the date of the vehicle's original delivery to the consumer. An action on a leased vehicle must be commenced within one year after termination of the lease.

## **REMEDIES UNDER THE MARYLAND LEMON LAW**

### **REPURCHASE OF AN OWNED VEHICLE**

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

1. The full purchase price; and
2. All license and registration fees, and any similar governmental charges;
3. Less a reasonable allowance for the consumer's use of the vehicle not to exceed 15% of the purchase price;
4. Less a reasonable allowance for damage not attributable to normal wear and not including damage resulting from a nonconformity.

Refunds must be made to the consumer and lienholder, if any, as their interests appear on the records of ownership maintained by the Motor Vehicle Administration.

The consumer may recover from the Motor Vehicle Administration the excise taxes originally paid by the consumer for the returned vehicle. The excise taxes that the consumer is entitled to recover are calculated based on the amount of the purchase price or any portion of the purchase price of the motor vehicle that is refunded to the consumer.

### **REPURCHASE OF A LEASED VEHICLE**

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

*To the lessee:*

The lemon law provides that it shall be construed to provide a mechanism through which the lessor and lessee are made whole for losses incurred as a result of a motor vehicle's nonconformity, defect, or condition. The Maryland Attorney General's Office has determined that an award making the lessee whole could include lease payments made by the lessee. The lemon law also requires that the manufacturer refund to the lessee:

1. All money paid during the period in which the vehicle was not available due to the defect, condition or nonconformity;
2. All sums paid by the lessee to repair the defect, condition or nonconformity;
3. All excise tax, license and registration fees and similar governmental charges;
4. Less a reasonable allowance for the lessee's unimpaired use of the vehicle.

*To the lessor:*

1. All amounts due to the lessor under the terms of the lease.

**This information is not intended as legal advice. Please direct specific questions to your legal counsel.**

**© 2004, Council of Better Business Bureaus, Inc.**

Maryland

The lessor may not assess the lessee any prepayment penalty, early termination fees, or other charges resulting from return of the vehicle.

## **REPLACEMENT**

When replacing a vehicle under the Maryland lemon law, the manufacturer must provide a comparable motor vehicle acceptable to the consumer. The reasonable allowance for use does not apply to a replacement.

When a leased vehicle is replaced, provided that the lessee meets the lessor's then current credit criteria with respect to the lease, the lessor must transfer the title of the defective motor vehicle to the manufacturer; accept title to the comparable replacement motor vehicle; transfer possession of the comparable motor vehicle to the lessee; and execute a lease agreement with the lessee with the same time period, terms and conditions of the original lease.

The Motor Vehicle Administration will allow a credit to the consumer against the excise tax imposed for the replacement vehicle in the amount of the excise taxes originally paid by the consumer for the returned vehicle. If the excise tax on the replacement vehicle exceeds the excise tax credit for the returned vehicle, the dealer will collect only that portion of excise tax due. If the excise tax credit on the returned vehicle exceeds the excise tax on the replacement vehicle, the consumer is entitled to recover a refund from the Motor Vehicle Administration of that excess.

Privileged and Confidential Information

Case Assessment By: Nick Sennema		Siebel/CARS Request #: 1-428648001	
Customer Name: [REDACTED]			
Veh year: 2006	Make: Chevrolet	Model: Cobalt	Current mileage: 6,000
Veh ID #: 1G1AL15F467 [REDACTED]	In Service Date: 11/11/2005	Purchased: New	If used:
What is the customer seeking? Car fixed, replaced or refunded			

VEHICLE REPAIR HISTORY

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN:**

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
01/11/06	528000	1,795	1	Normal Characteristic of vehicle
08/10/06	578195	5,414	6	Ordered steering shaft
08/22/06	580949	5,414	1	Replaced Steering Shaft
				Normal characteristic of vehicle
08/24/06	581685	5,540	1	Normal Characteristic

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN:**

Date:	RO#:	Mileage:	Days Out:	Description of Repair:

**OTHER SYMPTOM/CONCERN:**

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
1/11/06	528000	1,795	<input type="checkbox"/>	Ordered wiper arm
01/30/06	532094	2,741	1	Ordered Windshield
				Replaced Wiper Arm
02/01/06	532566	2,741	1	Replaced windshield
08/10/06	578195	5,414	<input type="checkbox"/>	Ordered Bezel Trim
08/22/06	580949	5,414	<input type="checkbox"/>	replaced sunroof bezel
08/24/06	581685	5,540	<input type="checkbox"/>	Replaced right side mirror

Team Lead Approval:

Date:

Privileged and Confidential Information

Total Days Out of Service: 11 \_\_\_\_\_ (excluding days for customer pay reasons such as; Maintenance  
and \_\_\_\_\_ Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO: ☒

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)?  
Customer meets repair attempts for presumption (although most are normal characteristics) but does not meet the days out of service

DVM and/or DEALER RECOMMENDATION(s): Normal characteristic of the car

CRS RECOMMENDATION ☐ RATIONALE (EXPLAIN): Normal characteristic of the car

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

Team Lead Approval:

Date:





**GMC**

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GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Thursday October 26<sup>th</sup>, 2006

Sara Reynolds  
Criswell Chevrolet  
503 Quince Orchard Rd  
Gaithersburg, MD 20878

Re:

Siebel Request: 1-428648001  
2006 Chevrolet Cobalt  
VIN # 1G1AL15F467

Dear Ms. Reynolds:

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

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,

Nick Sennema  
BRC Customer Relationship Manager  
Ph# 866-790-5600, prompt 9, prompt 5, extension 11706  
FAX# 866-842-9445

## ARB SPECIALIST FORM

**ARBITRATION DATE:** 11/07/06 - 3pm

**ARB SPECIALIST:** Kimberly Nott

**REVIEW DATE:** 10/25/06

**CUSTOMER:** [REDACTED]

**COREPOINT/SIEBEL#:** 1-428648001

**BBB CASE#:** CHV0661360

**STATE:** MD

**CRM:** Nick Sennema

REQUIRED DOCUMENTS:

COMPLETED DOCUMENTS

<input checked="" type="checkbox"/> CCF	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> REPAIR ORDERS	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> CASE ASSESSMENT	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> GMVIS	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> ATA (COMPLETED)	<input checked="" type="checkbox"/>
<input type="checkbox"/> ACV	<input type="checkbox"/>
<input checked="" type="checkbox"/> SALES DOCUMENTS	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> NEGATIVE EQUITY/OVERALLOWANCE	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> GM POSITION	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> GOODWILL OFFERED	<input checked="" type="checkbox"/>
<input type="checkbox"/> CASE SCAN	<input type="checkbox"/>
<input checked="" type="checkbox"/> TSB (IF PERTAINS)	<input checked="" type="checkbox"/>

☐ SHOULD FILE BE ARBITRATED? (Circle)

BRC YES

AVM YES

AVM NAME: Jim Parks

SUGGESTIONS/NOTES (IF BOX CHECKED-ACTION REQUIRED):

☐ REVIEW POSSIBLE OUTCOMES OF ARB WITH CUSTOMERS  
(I.E. MILEAGE/USAGE OR NEGATIVE EQUITY)

☐ NEW GOODWILL OFFER

☐ NOTES

☐ RETURNED TO CRM - ARB CRM's RECOMMENDATION: ☐ DATE ☐

☐ NOTES

RETURN TO ARB SPECIALIST BY: ☐ DATE ☐

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

May 20, 2011

[REDACTED]  
Greensburg, PA [REDACTED]

Service Request: 1-430538861  
Customer Relationship Specialist: Johanna Snell

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the Steering on your 2005 Chevrolet Cobalt, Vehicle Identification Number 1G1AL12F557 [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until March 24, 2011, or 75,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets.

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

If you have any future questions, 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

---

ATTENTION: DEALERSHIP SERVICE MANAGER  
Component Service Coverage

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

May 20, 2011

[REDACTED]  
Greensburg, PA [REDACTED]

Service Request: 1-430538861

Customer Relationship Specialist: Johanna Snell

Dear [REDACTED]:

Thank you again for making us aware of the situation with your 2005 Chevrolet Cobalt. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, Chevrolet believes that our customers should have the opportunity to deal with unresolved matters in a fast and fair resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related issues.

As a Chevrolet customer, BBB AUTO LINE is available to you at no cost. The BBB AUTO LINE program is discussed in your vehicle's Warranty and Owner Assistance Information Booklet.

To contact the BBB AUTO LINE, or get more information about the program, contact the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <http://www.dr.bbb.org/goauto>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

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

May 20, 2011

[REDACTED]  
[REDACTED]  
Groveland, FL [REDACTED]

Service Request: 1-433712345

Customer Relationship Specialist: Estella Reyna

Dear [REDACTED]:

Thank you again for making us aware of the situation with your 2005 Chevrolet Cobalt. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, Chevrolet believes that our customers should have the opportunity to deal with unresolved matters in a fast and fair resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related issues.

As a Chevrolet customer, BBB AUTO LINE is available to you at no cost. The BBB AUTO LINE program is discussed in your vehicle's Warranty and Owner Assistance Information Booklet.

To contact the BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <http://www.dr.bbb.org/goauto>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

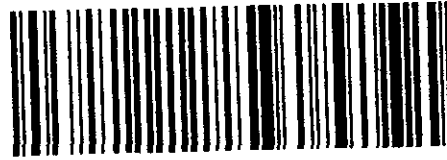
Sincerely,

Chevrolet Customer Assistance Center

**CERTIFIED MAIL™**

From

Graveland, FL



7006 0100 0006 6074 8238

0000



SEP 28 2006

RETURN RECEIPT  
REQUESTED

\$4.77  
00076256-05

U.S. POSTAGE  
PAID  
GROVELAND, FL  
SEP 20, '06  
AMOUNT

To: Chevrolet

P.O. Box 33170

Detroit, MI 48232-  
5170

Ready **P**ost.

Document Mailer



## Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- ☐ The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- ☒ 3 or more repair attempts have been made to repair the **same** substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) failing power steering, electrical system goes haywire, tachometer, security light, chimes, power steering lights

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make Chevy Model Cobalt Year 2005

VIN 1G111AK1121515171 [REDACTED] Date of Delivery 4/5/05

Name and City/State of selling dealer or leasing company (if applicable) Courtesy Chevrolet  
West Colonial Dr. Orlando, FL

Name and City/State of authorized service agent(s) attempting previous repairs \_\_\_\_\_

Courtesy Chevy - Orlando, FL

Bill Seidle Chevy - Clermont, FL

Consumer [REDACTED]

Home phone [REDACTED]  
Cell [REDACTED]  
Work phone [REDACTED]

Address [REDACTED]

Signature [REDACTED]

Graveland, FL

Date Mailed \_\_\_\_\_

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.

Pink—Attorney General's copy, send by regular mail.

May 20, 2011

[REDACTED]  
Groveland, FL [REDACTED]

Service request: 1-433712345

Customer Relationship Specialist: Estella Reyna

Dear [REDACTED]e:

Thank you for your recent correspondence dated September 28, 2006 regarding your 2005 Chevrolet Cobalt. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

We attempted to schedule a repair at Bill Seidle Chevrolet-Oldsmobile, Inc. At that time, you advised me that you are refusing the final repair and have decided to pursue this matter differently.

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center





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GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 28, 2006

Lee Clark, Service Adviser  
Lakeshore Chevrolet  
543 East 185TH Street  
EUCLID, OH. 44119-1671

Re: [REDACTED]  
Siebel Request: 1-435000618  
2005 Chevrolet Cobalt  
VIN # 1G1AK52F657 [REDACTED]

Dear Mr. Clark:

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

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

- 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,

*Patricia Chandler*

Patricia Chandler  
BRC Customer Relationship Specialist  
Ph# 866-790-5600, extension 11552  
FAX# 866-893-7511

## facsimile transmittal

To: PATRICIA CHANDLER Fax: 8668937511  
From: LAKESHORE CHEVY Date: 9/28/2006  
Re: 1-435000618 Pages: 3  
CC:

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

PATRICIA:

THESE ARE ALL THE REPAIR ORDERS THAT I HAVE FOR [REDACTED]  
INCLUDING THE CURRENT ONE . ANY QUESTION CALL ME.  
LEE CLARK

CUSTOMER #:6920471

111330

WORKORDER

PAGE 3



543 EAST 185th STREET \* EUCLID, OHIO 44119  
CLEVELAND 216/486-4400 \* LAKE COUNTY 216/951 3764  
FAX 216/481-7370

CLEVELAND, OH

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 353 CLARK, LEE A

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	05	CHEVROLET COBALT	1G1AK52F657		39125/	T256	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
03JUN05 DD			17:00 18SEP06			CASH	
R.O. OPENED	READY	OPTIONS:	STK:57595568 DLR:28007				

18SEP2006 07:30

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# A WCGMP CUST STATES POWERSTEERING MESSAGE LIGHT COMES ON

#B

Rental (inhouse)

Rental (outparise)

SEP 18 PM 2:30

SEP 18 AM 11:11

ESTIMATE  
(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN  
ESTIMATE IF THE EXPECTED COST OF REPAIRS OR  
SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS.  
INITIAL YOUR CHOICE.

WRITTEN  
ESTIMATEORAL  
ESTIMATE

I DO NOT REQUEST

CUSTOMER SIGNATURE

ALL PARTS SOLD OR USED ARE SUBJECT TO THE Magnuson-Moss Act and  
THE MERCHANDISE PURCHASED IS UNLIMITED WARRANTY BY THE  
MANUFACTURER. THE TERMS OF THIS WARRANTY ARE AVAILABLE FOR YOUR  
INSPECTION.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you  
and/or your employees permission to operate the vehicle (even if it is disabled on street, highway or  
elsewhere) for the purpose of testing and/or diagnosis. An express warranty is hereby  
acknowledged on above vehicle to secure the amount of repair desired. Dealer not responsible for  
unavailability of parts or delay in parts shipment beyond dealer's control. Understand that LAKESHORE  
CHEVROLET, LLC is not responsible for any loss sustained by the dealer, accident, fire or vandalism while the  
vehicle and the dealer is not responsible for inspection thereafter.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE BY REBUILT (R.B.) OR USED (U)

ORIGINAL  
ESTIMATE

CUSTOMER'S  
ACCEPTANCE

SIGNATURE

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE. ALL PARTS  
WHICH ARE COVERED BY MANUFACTURER'S WARRANTY OR ARE TO BE REBUILT  
OR SOLD BY US MUST BE RETURNED TO MANUFACTURER AND WILL NOT BE  
RETURNED TO THE CUSTOMER.

NEW CAR AND TRUCK DEPARTMENT -  
MON. & THURS.: 8:30 A.M. - 9:00 P.M.  
TUES., WED., FRI., SAT.: 8:30 A.M. - 6:00 P.M.  
USED CAR AND USED TRUCK DEPARTMENT -  
SAME AS NEW CAR DEPARTMENT  
SERVICE DEPARTMENT -  
MON. THRU FRI.: 7:30 A.M. - 5:30 P.M.  
PARTS DEPARTMENT -  
MON. THRU FRI.: 8:30 A.M. - 5:30 P.M.  
BODY SHOP -  
19115 ST. CLAIR AVE. SAME AS SERVICE DEPT.  
LEASING -  
SAME AS NEW CAR DEPARTMENT  
GENERAL OFFICE -  
MON. THRU FRI.: 8:30 A.M. - 5:30 P.M.

IN THE EVENT THAT YOU, THE CUSTOMER, AUTHORIZE  
COMMENCEMENT BUT DO NOT AUTHORIZE COMPLETION OF A  
REPAIR OR SERVICE, A CHARGE WILL BE IMPOSED FOR  
DISASSEMBLY, REASSEMBLY OR PARTIALLY COMPLETED WORK.  
SUCH CHARGE WILL BE DIRECTLY RELATED TO THE ACTUAL  
AMOUNT OF LABOR OR PARTS INVOLVED IN THE INSPECTION,  
REPAIR OR SERVICE.

6920471

111229

\*ACCOUNTING\*



CLEVELAND, OH

PAGE 1

 543 EAST 185th STREET \* EUCLID, OHIO 44119  
 CLEVELAND 216/486-4400 \* LAKE COUNTY 216/951-3784  
 FAX 216/481-7370

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 1820 THOMAS RITARI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	05	CHEVROLET COBALT	1G1AK52F657		38927/38927	T111B
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
03JUN05 DL			17:00 14SEP06			CASH
R.O. OPENED	READY	OPTIONS	STK: 57	DLR: 28007		
14SEP06	14SEP06					

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A POWERSTEERING MESSAGE COMES ON AND FEELS LIKE ITS GOING TO CUT OFF

CAUSE: INOPERATIVE

N4800 MODULE, COMPUTER (CONTROL) BODY REPLACE

2176WCGMP 1.30 1.30 2795 9113 91.13 91.13

1 15247501 BCM 17500 35000 0 350.00 350.00 350.00

FC: 6C

PART#: 15247501

COUNT: 1

CLAIM TYPE: 0

AUTH CODE:

WL

17500 35000 TPARTS

2795 9113 TLABOR

\*\*SATURDAY HOURS 8AM-NOON PARTS &amp; SERVICE\*\*

IF OUR SERVICE DEPARTMENT FAILS TO MEET YOUR

EXPECTATIONS, PLEASE ASK TO SPEAK WITH ME.

OUR GOAL IS TO MAKE SURE YOU ARE SATISFIED

WITH OUR SERVICE.

MIKE KEPICH PARTS AND SERVICE DIRECTOR

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	9113	2795			35000	17500	
	44113	*****					

ALL PARTS SOLD OR USED ARE SUBJECT TO THE MAGNUSON-MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY THE MANUFACTURER. THE TERMS OF THIS WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle while it is being repaired on streets, highways or elsewhere for the purpose of testing and inspection. An express warranty is hereby acknowledged on these vehicles to assure the amount of repairs shown. Dealer not responsible for any delay in parts shipment from the factory. I understand that LAKESHORE CHEVROLET, LLC is not responsible for any delay in parts shipment from the factory. I understand that LAKESHORE CHEVROLET, LLC is not responsible for any delay in parts shipment from the factory. I understand that LAKESHORE CHEVROLET, LLC is not responsible for any delay in parts shipment from the factory.

X ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE BY REBUILD (R.B.) OR USED (U)

ORIGINAL ESTIMATE CUSTOMER'S ACCEPTANCE AUTHORIZED SIGNATURE DATE

\$ (SIGNATURE) \$ BY

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE. ALL PARTS WHICH ARE COVERED BY MANUFACTURER'S WARRANTY OR ARE TO BE RETURNED OR SOLD BY US MUST BE RETURNED TO MANUFACTURER AND WILL NOT BE RETURNED TO THE CUSTOMER.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

WARRANTY COPY

6920471

111145

\*ACCOUNTING\*



CLEVELAND, OH

PAGE 1

 543 EAST 185th STREET \* EUCLID, OHIO 44119  
 CLEVELAND 216/486-4400 \* LAKE COUNTY 216/951-3784  
 FAX 216/481-7370

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 1820 THOMAS RITARI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	05	CHEVROLET COBALT	1G1AK52F657		38864/38864	T162	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
03JUN05 DD			17:00 13SEP06			CASH	13SEP06
R.O. OPENED		READY	OPTIONS: STK: 57 DLR: 28007				
12SEP06		13SEP06					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CUST STATES POWERSTEERING MESSAGE COMES ON - WHEN THIS HAPPENS SES LIGHT COMES ON AND FEELS LIKE POOR ACELLERATION WHEN GIVING GAS

CAUSE: INOPERATIVE

K5365 MODULE, TRANSMISSION CONTROL - REPLACE

2176WCGMP 1.00 1.00 2150 7010 70.10 70.10

1 24226863 MODULE 7333 12865 0 128.65 128.65 128.65

FC: 6C

PART#: 24226863

COUNT: 1

CLAIM TYPE: 0

AUTH CODE:

WG

7333 12865 TPARTS

2150 7010 TLABOR

B\*\* COURTESY RENTAL FOR ONE DAY

CAUSE: RENTAL

Z7901 COURTESY RENTAL FOR ONE DAY

100WCGMP 0.00 0.00 0 0 0.00 0.00

FC: 6C PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

WG

0 0 TPARTS

0 0 TLABOR

SUBL 1 DAY RENTAL PO#

WCGMP

3700 3700

37.00 37.00

FC: 6C

ALL PARTS SOLD OR USED ARE SUBJECT TO THE MAGNUSON MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY THE MANUFACTURER. THE TERMS OF THIS WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to remove the vehicle from described on above, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair charges. Customer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. I understand that LAKESHORE CHEVROLET, LLC is not responsible against loss sustained by theft, vandalism, fire or vandalism while the property remains with the dealer. Customer agrees no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereafter.

X  
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE BY RECALL (R.B.) OR USED (U)

ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE	AUTHORIZED ADDITIONS	DATE
	(SIGNATURE)	\$	TIME
			BY

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE. ALL PARTS WHICH ARE COVERED BY MANUFACTURER'S WARRANTY OR ARE TO BE (RECALL) OR SOLD BY US MUST BE RETURNED TO MANUFACTURER AND WILL NOT BE RETURNED TO THE CUSTOMER.

[ ] DISCARD

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARRANTY COPY



**BBB AUTO LINE**

**4200 Wilson Boulevard, Suite 800**

**Arlington, VA 22203-1838**

**Phone 800.955.5100 Fax: 703.247.9700**

**Council of Better Business Bureaus, Inc.**

September 28, 2006

Re:m01 CHV0663476 [REDACTED] vs Chevrolet Motor Division

PATRICIA CHANDLER  
CHEVROLET  
P O BOX 33170  
DETROIT MI 48232-5170

Dear Madam/Sir:

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

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

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

Sincerely,

## Customer Claim Form

Contact Date: 09/28/06

Start Date:

Case Number : CHV0663476

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

CLEVELAND, OH

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Customer Contact Info: \_\_\_\_\_

### Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: \_\_\_\_\_

Vehicle Use: ☒ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes: \_\_\_\_\_

Transmission Type: \_\_\_\_\_ Number of vehicles owned or leased by the business: \_\_\_\_\_

Make: Chevrolet Model: Cobalt Model Year: 2005 Current Mileage: 39000

Vehicle Identification Number: \_\_\_\_\_

Servicing Dealer/City/State : \_\_\_\_\_

Selling Dealer/City/State : lakeshore chevrolet, euclid, OH

Insurance Carrier : \_\_\_\_\_ Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X Date of accident: \_\_\_\_\_

Description of Damage : \_\_\_\_\_

### Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 06/02/06 Mileage at purchase: \_\_\_\_\_

Lease Date: \_\_\_\_\_ Mileage at lease: \_\_\_\_\_

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? \_\_\_\_\_

Lienholder's Name: nuvell credit

Leasing Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct #: \_\_\_\_\_

### Customer's Desired Outcome (Describe what you want done to resolve your concern)

They said they cant get it to do it again so they can not fix it.

Signature of Titled Owner(s): \_\_\_\_\_ Date: \_\_\_\_\_

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Name: [REDACTED]

### Vehicle Concerns

Total Days out of Service: \_\_\_\_\_

[illegible]





## BBB AUTO LINE PROGRAM SUMMARY

### *General Motors*

General Motors has agreed to arbitrate claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law.

#### **LEMON LAW CLAIMS**

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

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

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

Please note:

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

#### **WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW**

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

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles -- whichever comes first -- from the date the vehicle was first put into use.

## **CUSTOMER RESPONSIBILITIES**

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

## **CLAIMS THAT WILL NOT BE ARBITRATED**

- ♦ Claims involving salvaged or branded titled vehicles.
- ♦ Claims covered by insurance or by warranties of other manufacturers.
- ♦ Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- ♦ Claims involving a vehicle defect if the customer alleges -- either as part of the BBB AUTO LINE claim or at any other time -- that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ♦ Claims involving a vehicle defect if the customer alleges -- either as part of the BBB AUTO LINE claim or at any other time -- that the vehicle defect has caused bodily injury.
- ♦ Allegations of fraud or other violations of law.
- ♦ Claims seeking compensation for loss of wages.
- ♦ Claims seeking compensation for personal injury or mental anguish.
- ♦ Claims seeking punitive damages.
- ♦ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

## **OTHER IMPORTANT INFORMATION**

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

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

# **WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW**

## **Time Period For Filing Claims**

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

A claim seeking **repurchase or replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first -- from the date the vehicle was first put into use.

## **Eligible Claims**

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

## **Eligible Vehicles**

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.; and GM chassis or chassis cabs in motor homes up to 21,000 pounds G.V.W.R.

The customer's vehicle must be:

- ♦ Owned or leased in the name of an individual or owned or leased by a business that owns or leases no more than three vehicles;
- ♦ Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- ♦ Covered by a United States warranty.

## **Remedies For Warranty Claims**

The arbitrator may award the following remedies:

- ♦ Repairs.
- ♦ Reimbursement for money the customer paid to repair the vehicle.
- ♦ Repurchase of the vehicle.
- ♦ Replacement of the vehicle.

## **Repairs/Reimbursement For Repairs**

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

## **Repurchase Or Replacement**

If a repurchase or replacement is awarded in a claim that does not meet all standards of the applicable state lemon law, the arbitrator may award up to the following remedies:

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

#### **Deductions/Exclusions From A Repurchase Or Replacement Award**

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

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

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

## **STANDARDS OF THE OHIO LEMON LAW**

The following is a brief explanation of most relevant provisions of the Ohio lemon law. The complete text of the lemon law can be found at Ohio Rev. Code Ann. Sec. 1345.71 *et seq.*

### **VEHICLES COVERED**

The Ohio lemon law covers (1) a passenger car, (2) a noncommercial motor vehicle, or (3) those parts of any motor home that are not part of the permanently installed facilities used for cold storage, cooking, eating and sleeping.

A "passenger car" is any motor vehicle that is designed and used for carrying not more than nine persons and includes any motor vehicle that is designed and used for carrying not more than fifteen persons in a ridesharing arrangement. Guidance from the Attorney General's Office indicates that a pick-up truck used exclusively for business purposes is not covered by the lemon law.

A "noncommercial motor vehicle" is any motor vehicle, including a farm truck, that is designed by the manufacturer to carry a load of no more than one ton and is used exclusively for purposes other than engaging in business for profit.

### **CONSUMERS COVERED**

The lemon law covers the following "consumers":

1. The purchaser, other than for purposes of resale, of a motor vehicle;
2. Any lessee of a motor vehicle for 30 days or more while title remains in the name of a person other than the user;
3. Any person to whom the vehicle is transferred during the duration of the manufacturer's written vehicle warranty; and
4. Any other person entitled by the terms of the warranty to enforce the warranty.

The lemon law appears to cover a subsequent transferee if the vehicle is acquired during the warranty period.

### **VEHICLE CONVERTERS**

The lemon law does not apply to vehicle converters.

### **PROBLEMS COVERED**

The lemon law covers any "nonconformity", which it defines as a defect or condition that:

1. Substantially impairs the use, value, or safety of a motor vehicle to the consumer; and
2. Does not conform to the express written warranty of the manufacturer or distributor.

The lemon law provides the manufacturer an affirmative defense if the manufacturer can show that the nonconformity is the result of abuse, neglect, or unauthorized modification or alteration

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Ohio-May 2006

of the passenger motor vehicle by anyone other than the manufacturer, its agent or authorized dealer.

## **MANUFACTURER'S DUTY TO REPAIR**

If a vehicle does not conform to the manufacturer's written new vehicle warranty and the consumer reports the nonconformity to the manufacturer, its agent or authorized dealer during the period of one year following the date of original delivery or during the first 18,000 miles of operation -- whichever is earlier -- the manufacturer, its agent or authorized dealer must make any repairs necessary to conform the vehicle to the warranty. Repairs must be made even after the expiration of the one year or 18,000 mile period.

## **MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE**

If the manufacturer or dealer is unable to conform the vehicle to the manufacturer's written vehicle warranty by repairing or correcting any nonconformity after a *reasonable number of repair attempts*, the manufacturer must (at the consumer's option) replace the vehicle with a new vehicle acceptable to the consumer or repurchase the vehicle.

## **REASONABLE NUMBER OF REPAIR ATTEMPTS**

The lemon law establishes a presumption for determining whether the manufacturer had a reasonable number of attempts to repair. Case law<sup>1</sup> interprets the lemon law's presumption as establishing a definition that a reasonable number of repair attempts has been made if, during the period of one year following the date of original delivery or during the first 18,000 miles of operation, whichever is earlier, any of the following occurs:

1. Substantially the same nonconformity has been subject to repair three or more times and either continues to exist or recurs;
2. The vehicle is out of service by reason of repair for a cumulative total of thirty or more calendar days;
3. There have been eight or more attempts to repair any nonconformity; or
4. There has been at least one attempt to repair a nonconformity that results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven, and the nonconformity either continues to exist or recurs.

## **DISPUTE RESOLUTION**

The lemon law provisions authorizing a civil action under the lemon law do not apply to a consumer who has not first used an informal dispute settlement mechanism if:

1. The mechanism qualifies under rules promulgated by the Attorney General; and
2. The consumer receives timely notification, in writing, of the availability of the mechanism, along with a description of its operation and effect.

---

<sup>1</sup> *Royster v. Toyota Motor Sales, U.S.A., Inc.*, 92 Ohio St. 327, 750 N.E.2d 531 (2001); *Temple v. Fleetwood Enterprises, Inc.*, 133 Fed. Appx. 254, 2005 U.S. App. LEXIS 9992 (6<sup>th</sup> Cir. 2005).

If a qualified mechanism does not exist, if the consumer is dissatisfied with the decision produced by a qualified mechanism, or if the manufacturer, its agent or authorized dealer fails to promptly fulfill the decision, the consumer may bring a civil action in court.

#### **TIME PERIOD FOR FILING CLAIMS**

An action must be commenced within five years of the date of the vehicle's original delivery (to the consumer<sup>2</sup>). The statute of limitations does not run for the period beginning on the date that a complaint is filed with an informal dispute settlement mechanism and ending on the date of the mechanism's decision.

---

<sup>2</sup> *Curl v. Volkswagen of America, Inc.*, 2005 Ohio 6420 (Ohio Ct. App. 2005).

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Ohio-May 2006

## **REMEDIES UNDER THE OHIO LEMON LAW**

### **REPURCHASE OF OWNED VEHICLE**

The Ohio lemon law sets out the following amounts that a manufacturer must pay when it repurchases an owned vehicle under the lemon law:

1. The contract price for the motor vehicle, including charges for transportation, undercoating, dealer-installed options and accessories, dealer services, dealer preparation and delivery charges;
2. All finance, credit insurance, warranty and service contract charges incurred by the consumer;
3. All sales tax, license and registration fees, and similar government charges;
4. All incidental damages, including but not limited to
  - any reasonable fees charged by the lender for making or canceling the loan; and
  - any expenses incurred by the consumer as a result of the nonconformity, such as charges for towing, vehicle rental, meals, and lodging.

Refunds must be made to the consumer, or jointly to the consumer and any lienholder that appears on the face of the certificate of title. The lienholder may deduct the balance owing to it, including any fees charged for canceling the loan, and must immediately remit the balance, if any, to the consumer and cancel the loan.

### **REPURCHASE OF LEASED VEHICLES**

The Ohio lemon law sets out the following amounts that a manufacturer must pay when it repurchases a leased vehicle under the lemon law:

1. Capitalized cost reduction, security deposit, taxes, title fees, all monthly lease payments, the residual value of the vehicle, and all finance, credit insurance, warranty, and service contract charges incurred by the consumer; and
2. All incidental damages, including but not limited to
  - any reasonable fees charged by the lessor for making or canceling the lease; and
  - any expenses incurred by the consumer as a result of the nonconformity, such as charges for towing, vehicle rental, meals, and lodging.

Refunds must be made jointly to the consumer and lessor. The lessor may deduct the balance owing to it, including any fees charged for canceling the loan, and must immediately remit the balance, if any, to the consumer and cancel the lease.

### **REPLACEMENT**

When replacing a vehicle under the Ohio lemon law, the manufacturer must replace the vehicle with a new vehicle acceptable to the consumer.

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The manufacturer must notify any lienholder noted on the certificate of title or the lessor. If both the lienholder or lessor and the consumer consent to finance or lease the replacement motor vehicle, the lienholder or lessor must release the lien on or surrender title to the motor vehicle being replaced after it has obtained a lien on or title to the replacement motor vehicle. If the existing lienholder or lessor does not finance or lease the replacement motor vehicle, it has no obligation to discharge the note or cancel the lien on or surrender the title to the motor vehicle being replaced until the original indebtedness or the lease terms are satisfied.

**This information is not intended as legal advice. Please direct specific questions to your legal counsel.**

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Ohio-May 2006























The GM logo, consisting of the letters "GM" in white on a black rectangular background.

DATE  
04/06

GVWR  
1700 KG  
3747 LB

GAWR FRT  
883 KG  
1946 LB

GAWR RR  
817 KG  
1801 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.

1G1AK55F567

TYPE: PASS CAR



RPM  
x1000

75°F

7473 MI





































485

485

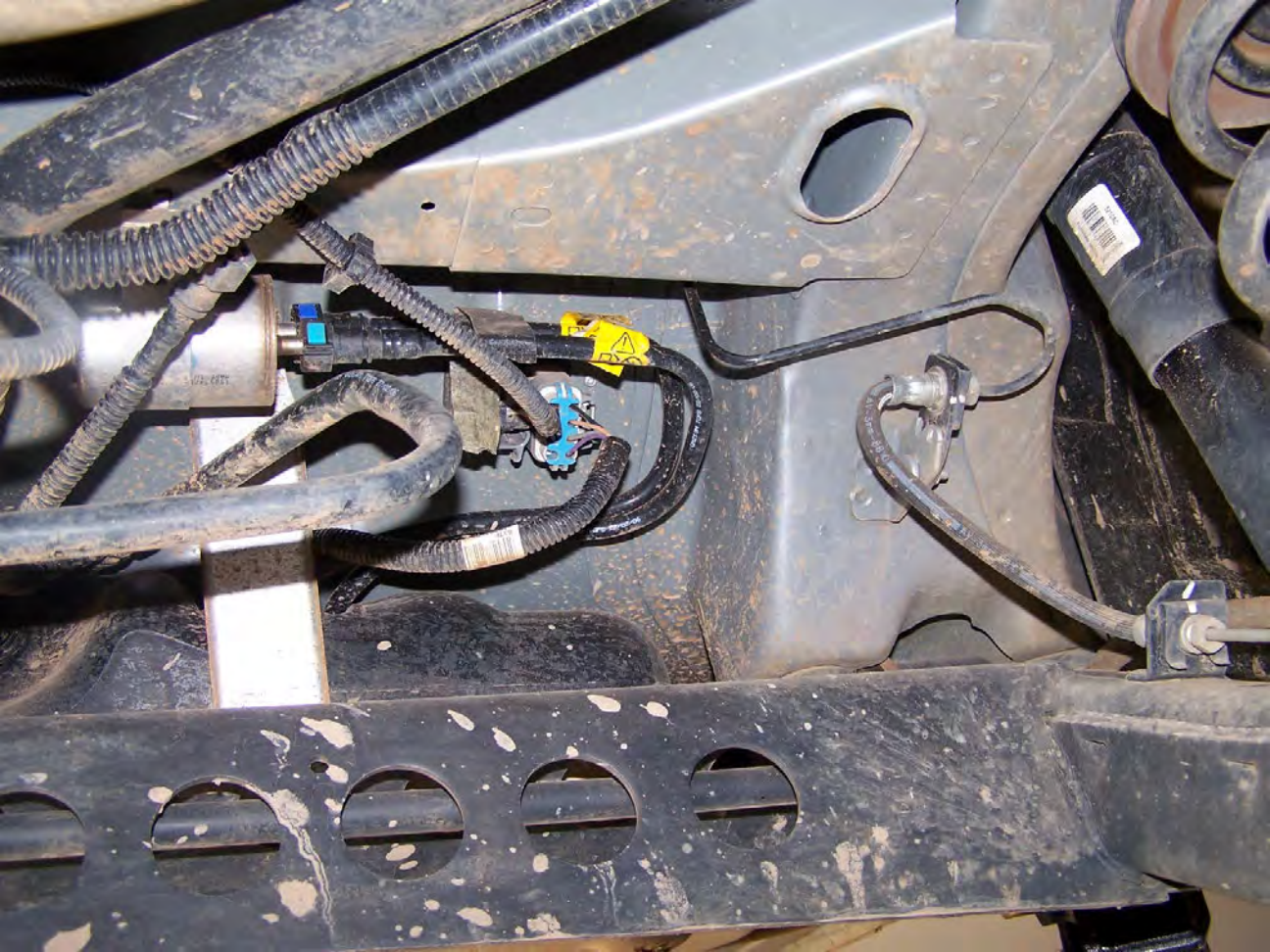
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EXTINGUISHER  
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PC SPEC 1130IMS

TUBELESS RADIAL P175/10













WEAR 320 LOAD ON A TEMPERATURE B



























RR

















20  
M.P.H.

















WRONG  
WAY

WRONG  
WAY

1187











WRONG  
WAY

WRONG  
WAY







## CDR File Information

Vehicle Identification Number	1G1AK55F567 [REDACTED]
Investigator	Gary L. Dixon
Case Number	1-436004314
Investigation Date	Friday, October 6 2006
Crash Date	Sunday, October 1 2006
Filename	10-6-06 [REDACTED] 1-436004314 1G1AK55F567 [REDACTED] CDR
Saved on	Friday, October 6 2006 at 08:42:31 AM
Collected with CDR version	Crash Data Retrieval Tool 2.800
Collecting program verification number	9238B95E
Reported with CDR version	Crash Data Retrieval Tool 2.800
Reporting program verification number	9238B95E
Interface used to collected data	Block number: 00 Interface version: 4A Date: 11-08-05 Checksum: 7500
Event(s) recovered	None

## SDM Data Limitations

### SDM Recorded Crash Events:

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

### SDM Data Limitations:

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

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

-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-modding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

### SDM Data Source:

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

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

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

## Hexadecimal Data

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

```
$01 08 00 00 00 00 00 00
$02 30 00 00 00 00 00 00
$03 00 00 00 00 00 00 00
$04 00 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 03 0A 00 00
$07 00 20 00 00 00 00 00
$08 00 00 00 00 00 00 00
$09 00 00 00 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 01 0F 00 00 00
$0C 00 00 00 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 00 00 00 00 00 00 00
$0F 00 00 00 00 00 00 00
$10 00 00 00 00 00 00 00
$11 00 00 00 00 00 00 00
$12 00 00 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 00 00 00 00 00 00 00
$18 00 00 00 00 00 00 00
$19 00 00 00 00 00 00 00
$1B 3F 00 00 67 00 7A 00
$1C 3F 00 00 02 00 1A 00
$1D 00 00 00 00 00 00 00
$1E 00 00 00 00 00 00 00
$1F 28 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 00 00 00 00 F0 00 00
$22 00 99 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 02 A3 00 00
$2F 00 FE 02 A3 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
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$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
$3E FF FF FF FF 00 00 00
$3F 00 00 F0 00 00 00 00
$40 E0 FF 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 F FF FF 00 00
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$43 FF FF FF 00 00 00 00
$44 FF FF FF FF FF FF 00
$45 FF FF FF FF FF FF 00
$46 FF FF FF FF FF FF 00
$47 FF FF FF FF FF FF 00
$48 FF FF FF FF FF FF 00
$49 FF FF FF FF FF FF 00
$4A FF FF FF FF FF FF 00
$4B FF FF FF FF FF FF 00
$4C FF FF FF FF FF FF 00
$4D FF FF FF FF FF FF 00
$4E FF FF FF FF FF FF 00
$4F FF FF FF FF FF FF 00
$50 FF FF FF FF FF FF 00
$51 F0 00 00 F0 00 00 00
$52 81 FF FF FF 00 00 00
$53 FF FF FF 00 00 00 00
$54 82 FF FF 00 00 00 00
$55 FF FF FF FF FF FF 00
$67 A0 FF 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
$69 80 FF FF FF FF 00 00
$6A FF FF FF 00 00 00 00
$6B FF FF FF FF FF FF 00
$6C FF FF FF FF FF FF 00
$6D FF FF FF FF FF FF 00
$6E FF FF FF FF FF FF 00
$6F FF FF FF FF FF FF 00
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$71 FF FF FF FF FF FF 00
$72 FF FF FF FF FF FF 00
$73 FF FF FF FF FF FF 00
$74 FF FF FF FF FF FF 00
$75 FF FF FF FF FF FF 00
$76 FF FF FF FF FF FF 00
$77 FF FF FF FF FF FF 00
$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF FF 00

```

```

$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02 01 02 03 04
$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04 01 02 03 04
$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF
$06 FF FF FF FF
$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$08 FF FF FF FF
$0D 41 48 32 39 35 31 52 36 30 30 34 31 36 50 59 30
$0E 01 5A 4B 31
$0F 41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
$10 01 02 03 04
$13 42 52 30 31 33 34 56 31 06 30 36 32 4A 50 57 54
$14 01 5A 74 02
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 33 19 2A B4 E6 87 91 9A
$22 90 11
$23 31 41 FA FA FA FA FA
$24 31 41 FA FA FA FA FA
$25 32 41 FA FA FA FA FA
$26 32 41 FA FA FA FA FA
$40 00 00
$41 3F 00 00 02 00 1A
$42 F0 C4
$43 00 00 8E 80

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\$44 C6 00 00 FC C0 C0  
\$45 07 01 07 01 05 01  
\$46 FF 1A 1A 64 64  
\$47 0A 64 06 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64  
\$48 18 08 08  
\$B0 58  
\$B1 FD FE 00  
\$B2 FF FF FF FF FF  
\$B4 41 53 39 30 31 31 32 31 35 50 39 50 20 20 20 20  
\$B7 50 AA 04 0F 03  
\$B8 41 57 68 09 19  
\$C1 30 46 30 33  
\$CA 30 46 30 33  
\$CB 01 5A D1 33  
\$CC 01 5A D1 33  
\$D1 00 00  
\$DB 00 00  
\$DC 00 00

## CDR File Information

Vehicle Identification Number	1G1AK55F567 [REDACTED]
Investigator	Gary L. Dixon
Case Number	1-436004314
Investigation Date	Friday, October 6 2006
Crash Date	Sunday, October 1 2006
Filename	10-6-06 [REDACTED] 1-436004314 1G1AK55F567 [REDACTED].CDR
Saved on	Friday, October 6 2006 at 08:42:31 AM
Collected with CDR version	Crash Data Retrieval Tool 2.800
Collecting program verification number	9238B95E
Reported with CDR version	Crash Data Retrieval Tool 2.800
Reporting program verification number	9238B95E
Interface used to collected data	Block number: 00 Interface version: 4A Date: 11-08-05 Checksum: 7500
Event(s) recovered	None

## SDM Data Limitations

### SDM Recorded Crash Events:

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

### SDM Data Limitations:

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

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

-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-modding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

### SDM Data Source:

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

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

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

## Hexadecimal Data

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

```
$01 08 00 00 00 00 00 00
$02 30 00 00 00 00 00 00
$03 00 00 00 00 00 00 00
$04 00 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 03 0A 00 00
$07 00 20 00 00 00 00 00
$08 00 00 00 00 00 00 00
$09 00 00 00 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 01 0F 00 00 00
$0C 00 00 00 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 00 00 00 00 00 00 00
$0F 00 00 00 00 00 00 00
$10 00 00 00 00 00 00 00
$11 00 00 00 00 00 00 00
$12 00 00 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 00 00 00 00 00 00 00
$18 00 00 00 00 00 00 00
$19 00 00 00 00 00 00 00
$1B 3F 00 00 67 00 7A 00
$1C 3F 00 00 02 00 1A 00
$1D 00 00 00 00 00 00 00
$1E 00 00 00 00 00 00 00
$1F 28 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 00 00 00 00 F0 00 00
$22 00 99 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 02 A3 00 00
$2F 00 FE 02 A3 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
$3E FF FF FF FF 00 00 00
$3F 00 00 F0 00 00 00 00
$40 E0 FF 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 F  FF 00 00
```

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$43 FF FF FF 00 00 00 00
$44 FF FF FF FF FF FF 00
$45 FF FF FF FF FF FF 00
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$48 FF FF FF FF FF FF 00
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$4B FF FF FF FF FF FF 00
$4C FF FF FF FF FF FF 00
$4D FF FF FF FF FF FF 00
$4E FF FF FF FF FF FF 00
$4F FF FF FF FF FF FF 00
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$52 81 FF FF FF 00 00 00
$53 FF FF FF 00 00 00 00
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$67 A0 FF 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
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$6B FF FF FF FF FF FF 00
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$75 FF FF FF FF FF FF 00
$76 FF FF FF FF FF FF 00
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$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF FF 00

```

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$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02 01 02 03 04
$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04 01 02 03 04
$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF
$06 FF FF FF FF
$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$08 FF FF FF FF
$0D 41 48 32 39 35 31 52 36 30 30 34 31 36 50 59 30
$0E 01 5A 4B 31
$0F 41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
$10 01 02 03 04
$13 42 52 30 31 33 34 56 31 06 30 36 32 4A 50 57 54
$14 01 5A 74 02
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 33 19 2A B4 E6 87 91 9A
$22 90 11
$23 31 41 FA FA FA FA FA
$24 31 41 FA FA FA FA FA
$25 32 41 FA FA FA FA FA
$26 32 41 FA FA FA FA FA
$40 00 00
$41 3F 00 00 02 00 1A
$42 F0 C4
$43 00 00 8E 80

```

\$44 C6 00 00 FC C0 C0  
\$45 07 01 07 01 05 01  
\$46 FF 1A 1A 64 64  
\$47 0A 64 06 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64  
\$48 18 08 08  
\$B0 58  
\$B1 FD FE 00  
\$B2 FF FF FF FF FF  
\$B4 41 53 39 30 31 31 32 31 35 50 39 50 20 20 20 20  
\$B7 50 AA 04 0F 03  
\$B8 41 57 68 09 19  
\$C1 30 46 30 33  
\$CA 30 46 30 33  
\$CB 01 5A D1 33  
\$CC 01 5A D1 33  
\$D1 00 00  
\$DB 00 00  
\$DC 00 00

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File #: **1-436004314**

Inspection Date: **10/06/2006**  
Model: **Cobalt**  
Vin: **1G1AK55F56** [REDACTED]

Inspector: **Gary L. Dixon**

**Page One**

Photo #:	Description:
100-6162	FRONT VIEW
100-6163	RIGHT FRONT QUARTER VIEW
100-6164	RIGHT SIDE VIEW
100-6165	RIGHT REAR QUARTER VIEW
100-6166	REAR VIEW
100-6167	LEFT REAR QUARTER VIEW
100-6168	LEFT SIDE VIEW
100-6169	LEFT FRONT QUARTER VIEW
100-6170	NO PICTURE
100-6171	NO PICTURE
100-6172	VIN PLATE
100-6173	VIN LABEL DRIVERS DOOR
100-6174	ODOMETER
100-6175	DAMAGED LEFT FRONT QUARTER
100-6176	DAMAGED LEFT FRONT QUARTER
100-6177	HEAD LAMP ASSEMBLY
100-6178	BRAKE RESERVOIR – FULL
100-6179	DAMAGED BUMPER COVER
100-6180	DAMAGED TIRE TREAD LEFT FRONT WHEEL
100-6181	LEFT FRONT ROTOR ASSEMBLY
100-6182	RIGHT FRONT ROTOR ASSEMBLY
100-6183	RIGHT REAR BRAKE AND AXLE ASSEMBLY
100-6184	LEFT REAR BRAKE AND AXLE ASSEMBLY
100-6185	RIGHT FRONT AXLE ASSEMBLY AREA
100-6186	LEFT FRONT AXLE ASSEMBLY AREA
100-6187	RIGHT REAR AXLE ASSEMBLY AREA
100-6188	LEFT REAR AXLE ASSEMBLY AREA
100-6189	RIGHT REAR BRAKE LINE
100-6190	LEFT REAR BRAKE LINE
100-6191	LEFT FRONT ENGINE CRADLE AND AXLE ASSEMBLY AREA
100-6192	RIGHT FRONT ENGINE CRADLE AND AXLE ASSEMBLY AREA
100-6193	ENGINE CRADLE FRONT AREA
100-6194	LEFT FRONT INNER RIM DAMAGED AREA
100-6195	LEFT FRONT INNER RIM DAMAGED AREA
100-6196	DAMAGED TREAD LEFT FRONT WHEEL
100-6197	DAMAGED TREAD RIGHT FRONT WHEEL





May 20, 2011

[REDACTED]  
Houston, TX [REDACTED]

Service request: 1-436004314  
Vehicle Identification Number: 1G1AK55F567 [REDACTED]  
Customer Relationship Specialist: Ted Evans [REDACTED]

Dear [REDACTED]:

Thank you for allowing us the opportunity to review the product allegation involving your 2006 Chevrolet Cobalt.

After careful investigation of your case, none of the available data suggests that the product allegation has any merit. If you'd like to provide us with any additional evidence that you feel would further support your claim, please contact us again. However at this time, General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

General Motors Corporation

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10-06-2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

Mileage at Inspection: 7473

Inspection Location: PARKWAY CHEVROLET  
 25500 S.H. 249 – TOMBALL, TX 77375

Inspector's phone number: 281-376-2696

Inspected By: GARY L. DIXON

**Section 1**

**INSPECTION SUMMARY**

Briefly describe the customer's allegation concerning the brakes/abs:

LEFT FRONT WHEEL LOCKED UP AND ABS BRAKES DID NOT FUNCTION PROPERLY. [REDACTED] STATED THAT UPON APPLICATION OF BRAKES THE VEHICLE WENT STRAIGHT.

Following the inspection, summarize the facts and observations:

FOUND ALL BRAKE COMPONENTS IN GOOD WORKING ORDER AND NO HOT SPOTS ON ROTORS OR DRUMS. VEHICLE HAD GOOD THICKNESS OF MATERIAL ON BRAKE PADS AND SHOES. FOUND NO LEAKS IN BRAKE SYSTEM AND BRAKE RESERVOIR WAS FULL. ROAD TEST OF VEHICLE SHOWED NO SIGNS OF BRAKE FAILURE OF LACK OF STEERING ABILITY. ALL STEERING COMPONENTS WERE IN PROPER LOCATION AND NO DAMAGE TO ANY OF THE COMPONENTS. BOTH FRONT TIRES SHOWED TREAD DAMAGE AND FLAT SPOTTING AREAS. LEFT FRONT RIM INNER BEAD AREA HAD BEEN HAMMERED ON BY MR. GRAHAM TO STRAIGHTEN THE BEAD. DAMAGE IS TO THE RIGHT FRONT QUARTER OF THE VEHICLE INCLUDING THE BUMPER COVER AND HEAD LAMP HOUSING.

**Section 2**

**INTERVIEW - INCIDENT DETAILS**

Provide a complete description of the incident according to the DRIVER / CLAIMANT

Interview mode: ☒ By Telephone ☐ In Person

Incident Date and Time: 10/01/2006 11:30 AM

Interview date: 10/06/2006

Was a police/fire department report obtained? ☐ Yes ☒ No

Provide a complete description of the incident according to the driver. Include information concerning the length of the drive immediately preceding the incident, the type of driving conditions, how many brake stops had occurred during this drive and, if the vehicle was pulling a trailer at the time of the incident, the estimated total weight of the cargo and trailer. Determine whether driver has experienced this type of behavior before. If so, how often? If so, has a dealer been contacted previously concerning the issue?

[REDACTED] STATED THAT HE WAS SOUTH OF HUNTSVILLE, TEXAS AND WAS GETTING OFF I-45 ONTO THE SERVICE ROAD USING EXIT 103. [REDACTED] STATED THAT HE WAS DOING 20 TO 25 MPH AT THE TIME AND AS HE TURNED RIGHT HE HEARD A LOUD NOISE FROM THE FRONT OF THE VEHICLE AND EVEN WITH THE WHEEL TURNED RIGHT THE VEHICLE KEPT GOING STRAIGHT. [REDACTED] STATED THAT HE APPLIED THE BRAKES AND THE VEHICLE CONTINUED GOING STRAIGHT AND HIT A SIGN AND ENDED UP IN THE GRASSY AREA BETWEEN THE SERVICE ROAD AND I-45. [REDACTED] STATED THAT THE LEFT FRONT TIRE WAS ALMOST OFF THE RIM AND HE HAD TO HAMMER OUT THE RIM IN ORDER TO REINFLATE THE TIRE. MR. GRAHAM STATED THAT THE ABS DID NOT WORK AND THAT THE LEFT FRONT WHEEL LOCKED UP PER THE SKID MARKS ON THE ROAD SURFACE. MR. GRAHAM STATED THAT THEY HAD BEEN DRIVING FROM LUFKIN AFTER WATCHING A FOOTBALL GAME AND TIME INVOLVED WAS SOMEWHERE AROUND THREE HOURS.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10-06-2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

Also have the driver describe the operation of the brake system immediately before the incident and what happened at the beginning and during the incident. Complete the table below.

	Before the Incident	At the Beginning* and During the Incident
Brake operation (normal, fade, pull, grab, etc.)	NORMAL	LEFT FRONT WHEEL LOCKED UP AND ABS DID NOT FUNCTION PROPERLY
Brake pedal feel (normal, hard, spongy, etc.)	NORMAL	NORMAL
Warning lights/messages displayed. Describe	NONE	NONE
Unusual odors (from where?)	NONE	NONE
Other {	{ { {	{ { {

\* The beginning of the incident is the initiation of the braking sequence during which the incident occurred.

Estimated vehicle speed: 20-25 MPH at the beginning of the incident according to the driver.

Describe what the driver did during the incident (pump brakes, steer, etc.)? Describe: **HEAVY APPLICATION OF BRAKES AND TRIED TO TURN RIGHT**

Has the driver ever experienced this condition before? Describe. **NO**

Surface where incident occurred:

Type: Concrete, Asphalt, Gravel, Crushed Rock, Dirt or Other? A Describe: {

{

Condition: Wet, Dry, Icy or Other? D If other, specify: {

Other comments or observations that have not been covered? {

{

{

**Section 3 INTERVIEW - VEHICLE HISTORY**

Did the owner purchase the vehicle ☒ New or ☐ Used? Purchase Date: 02/05/06

Source of information (name, address, phone number, & relationship if other than claimant):

[REDACTED] FATHER IN LAW AND DRIVER OF VEHICLE

Comments:

VEHICLE WAS GIVEN TO [REDACTED] BY HER SON-IN-LAW AND DAUGHTER [REDACTED]

**Note to the inspector:** In questions 3-5 below, document only the information which relates to the incident/allegation.

**Prior collision** damage? (date, description, etc.) **NONE**

{

{

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10-06-2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

Repaired by: { \_\_\_\_\_  
 { \_\_\_\_\_

Describe *existing vehicle conditions* at the time of the incident(e.g. warning lights "On", engine miss, etc.):  
**NONE**

{ \_\_\_\_\_

**Repairs** outside of warranty (what, when, by whom?): **NONE**

{ \_\_\_\_\_  
 { \_\_\_\_\_

Other *vehicle history* information (from person being interviewed or GM Warranty History)? **NONE**

{ \_\_\_\_\_  
 { \_\_\_\_\_

**Last brake maintenance** (date, description, by whom?): **NO MAINTENANCE DONE LOW MILAGE VEHICLE**

{ \_\_\_\_\_

**Section 4 VEHICLE INSPECTION**

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format. You will also be directing the GM representative's attention to the areas of the photos that you see as being significant to the allegation or customer concern.

Take color photographs of the following: ( include overview and closeup photos of damaged areas)

**A. Exterior:**

Front	VIN
Right side	Left side
Rear	

Comments: **DAMAGE IS TO BUMPER COVER AND LEFT HEAD LAMP ASSEMBLY**

{ \_\_\_\_\_  
 { \_\_\_\_\_

**B. Brakes:**

Front assemblies with calipers removed  
 Rear assemblies with drums/calipers removed

Comments: **PADS AND SHOES HAVE GOOD AMOUNT OF MATERIAL REMAINING, NO GROOVES OR RUST NOTED ON ROTORS OR DRUMS AND NO LEAKS FOUND IN SYSTEM.**

{ \_\_\_\_\_  
 { \_\_\_\_\_

**C. Interior:**

Instrument panel & odometer  
 List all driver electrical controls which are in the "On" position: **A/C**

{ \_\_\_\_\_  
 { \_\_\_\_\_

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10-06-2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

Comments: {  
 {  
 {

**D. Underhood:**

Engine compartment Brake lines and hoses  
 Master cylinder and brake fluid reservoir ABS/TCS Modulator

Comments: **RESERVOIR IS FULL AND ALL LINES ARE IN GOOD CONDITION WITH NO LEAKS FOUND.**

{  
 {

**E. Underbody:**

Scrapes or impact damage on the following:  
 Fuel tank  
 Tires/Wheels

Comments: **LEFT FRONT INNER BEAD AREA ON RIM HAS BEEN HAMMERED ON BY [REDACTED] TO GET DAMAGED AREA TO HOLD AIR IN TIRE. BOTH FRONT TIRES SHOW DAMAGE TO TREAD AREA AND FLAT SPOTTING OF TIRE.**

{  
 {

**F. General Observations (Take photographs if applicable):**

Anything on vehicle which is after-market: **NONE**

{

Anything on vehicle which is a modification: **NO**

{

Other relevant information: {

{

{

**Section 5**

**BRAKES**

Use the following table to identify what you did and what you found during the inspection of the brake system. 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. Record all diagnostic trouble codes found, the description of each current or history code and any other relevant data obtained using a scan tool.

	OBSERVATIONS/TEST RESULTS
Red brake warning light-note the operation of the light when the ignition key is turned "ON", also with park brake applied and released.	LIGHT COMES ON WITH INITIAL KEY INPUT AND THEN GOES OUT
Yellow ABS light-note the operation of the light when the ignition key is turned "ON"	NO LIGHT



**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10-06-2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

Brake fluid level and condition-comment on the level, color, contamination, and smell	FULL AND LIGHT AMBER IN COLOR
Boost/booster/master cylinder-with engine "off", deplete the booster and hold the brake pedal, start engine and note pedal behavior. Turn the engine "off" and note the number of pedal applies required to deplete the booster. If engine operation is not possible, check the booster for proper vacuum hose connection.	HAVE THREE BRAKE APPLICATIONS BEFORE BOOSTER IS DEPLETED.
External leakage? Check all hydraulic lines, connections, wheel cylinders (if any), and ABS modulator connections.	NO LEAKS FOUND
Pedal travel, check per service manual. A pedal force gage is necessary for proper check of pedal travel.	{ _____ _____ _____
Front brakes-note condition of calipers, rotors as to whether they are grooved, corroded, leaking, etc.	GOOD CONDITION WITH NO GROOVES OR CORROSION
Rear brakes describe the condition of the rotors or drums (scored, smooth, corroded)	GOOD CONDITION WITH NO GROOVES OR CORROSION
Pads and linings-measure and record lining thickness in inches or millimeters. Note condition.	RIGHT FRONT 11MM LEFT FRONT 11MM RIGHT REAR 5MM LEFT REAR 5MM
ABS/TCS/SES system-check for codes, current and history	OWNER STATED VEHICLE HAS ABS – IT DOES NOT HAVE ABS
Other(scan tool results, description of codes, etc.)	TECH II USED AND NO DTC'S FOUND
{	

Other Comments: {  
 {  
 {

**BRAKE SYSTEM PERFORMANCE WHILE STOPPING ON A DRY LEVEL ROAD:**  
**OBSERVATIONS: VEHICLE STOPPED STRAIGHT WITH NO PULL OR PULSATION**

{  
 {

**ABS/TCS SYSTEM PERFORMANCE ON A WET OR GRAVEL ROAD:**  
**OBSERVATIONS: VEHICLE IS NOT EQUIPPED WITH ABS**

{  
 {

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10-06-2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

If vehicle is not driveable, conduct a brake torque test if possible. Start the engine, place the transmission in Drive with the foot on the brake. Slowly apply throttle and note the results. Is the brake able to hold the vehicle stationary? If not, at what throttle position does the vehicle begin to move.

Conduct a parking brake test. Apply the park brake, start the engine, place the transmission in Drive and slowly apply the throttle and note the results. If the vehicle begins to move, note the throttle position that causes the vehicle to move.

**Section 6 TIRES**

**1. TIRE IDENTIFICATION:**

Use a tread depth gauge at four points around the circumference to determine the average tread depth.

If the tire size is different than specified on the tire placard, check the ABS calibration and note the findings.

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH	DOT NUMBERS *
	(Goodyear)	(Eagle GA)	(P205/70R15)	(psi)	32nds of inch	
LF	CONTINENTAL	TOURING CONTACT	P195/60R15	28.5	9/32	ACV9 BLC 0506
RF	CONTINENTAL	TOURING CONTACT	P195/60R15	24.5	9/32	ACV9 BLC 0506
LR	CONTINENTAL	TOURING CONTACT	P195/60R15	28.0	8/32	ACV9 BLC 0506
RR	CONTINENTAL	TOURING CONTACT	P195/60R15	27.5	9/32	ACV9 BLC 0506

\* Note: DOT numbers are found on the inside of the tire, adjacent to the rim.

Describe and photograph any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

**BOTH FRONT TIRES HAVE TREAD DAMAGE AND FLAT SPOTTING. LEFT FRONT RIM HAS HAD INNER BEAD STRAIGHTED BY DRIVER USING HAMMER IN ORDER TO INFLATE TIRE.**

{  
{  
{

**2. TIRE PLACARD DATA:**

Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)
TIRES	P195/60R15	30

**Section 7 WHEELS**

**WHEEL CONDITION:**

Note and photograph any damage to wheels and mountings, such as bent rims, impact marks, etc.

**LEFT FRONT WHEEL INNER BEAD AREA HAS BEEN DAMAGED AND MR. GRAHAM STATED THAT HE STRAIGHTED THE AREA WITH A HAMMER SO HE COULD INFLATE THE TIRE.**

{  
{  
{

Customer's Name: [REDACTED] Inspection Date: 10-06-2006

Vehicle Brand: Chevrolet Model: Cobalt

File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

Carefully consider the facts in the case and then document the basis of your decision concerning whether to inspect the site of the incident. General Motors prefers site inspections as noted on the assignment sheet. If an inspection of the site is done, it is important to move quickly so that valuable information is not lost.

SITE WAS INSPECTED AND PICTURES TAKEN. THE EXIT RAMP IS A SHARP RIGHT HAND AND THEN ANOTHER SHARP LEFT HAND TURN TO GET ONTO THE SERVICE ROAD. THE SPEED LIMIT ON I-45 IS 65MPH AND THE EXIT RAMP SHOWS SKID MARKS BEFORE IMPACT TO THE SIGN THAT DAMAGED THE VEHICLE.

[illegible]

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.

[illegible]

☐ 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.

☒ Photographs    ☒ Data Downloads    ☐ Other Records

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

Customer's Name: [REDACTED] Inspection Date: 10/06/2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

Mileage at Inspection: 7473

Inspection Location: PARKWAY CHEVROLET  
 25500 S.H. 249 – TOMBALL, TX 77375

Inspector's phone number: 281-376-2696

Inspected By: GARY L. DIXON

**Section 1 INSPECTION SUMMARY**

**BRIEFLY Describe the customer's ALLEGATION below:**

TURNED STEERING WHEEL TO THE RIGHT, HEARD A NOISE, AND THE VEHICLE CONTINUED TO GO STRAIGHT.

**Following the inspection, summarize the facts and observations:** (Additional cmts may be placed in section 9)

DURING TEST DRIVE THE VEHICLE RESPONDED TO THE STEERING INPUTS WITH NO FEELING OF RESTRICTIONS OR BINDING. DID NOT HEAR ANY UNUSUAL NOISE DURING ROAD TEST.

**Section 2 INTERVIEW - INCIDENT DETAILS**

Obtain all of the information for this section from the Driver/Claimant

**Provide a complete description of the incident according to the DRIVER / CLAIMANT**

Interview mode: ☒ By Telephone ☐ In Person

Incident Date and Time: 10/01/2006

Interview date: 10/05/2006

Was a police/fire department report obtained? ☐ Yes ☒ No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. (Additional cmts may be placed in section 9)

[REDACTED] STATED THAT HE WAS SOUTH OF HUNTSVILLE, TEXAS AND WAS GETTING OFF I-45 ONTO THE SERVICE ROAD USING EXIT 103. [REDACTED] STATED THAT HE WAS DOING 20 TO 25 MPH AT THE TIME AND AS HE TURNED RIGHT HE HEARD A LOUD NOISE FROM THE FRONT OF THE VEHICLE AND EVEN WITH THE WHEEL TURNED RIGHT THE VEHICLE KEPT GOING STRAIGHT. [REDACTED] STATED THAT HE APPLIED THE BRAKES AND THE VEHICLE CONTINUED GOING STRAIGHT AND HIT A SIGN AND ENDED UP IN THE GRASSY AREA BETWEEN THE SERVICE ROAD AND I-45. [REDACTED] STATED THAT THE LEFT FRONT TIRE WAS ALMOST OFF THE RIM AND HE HAD TO HAMMER OUT THE RIM IN ORDER TO REINFLATE THE TIRE. [REDACTED] STATED THAT THE ABS DID NOT WORK AND THAT THE LEFT FRONT WHEEL LOCKED UP PER THE SKID MARKS ON THE ROAD SURFACE. [REDACTED] STATED THAT THEY HAD BEEN DRIVING FROM LUFKIN AFTER WATCHING A FOOTBALL GAME AND TIME INVOLVED WAS SOMEWHERE AROUND THREE HOURS.

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities ):

[REDACTED], MALE, 5'11", 190 POUNDS, NONE

If there was a collision:

Describe extent of any injuries to the Driver: NO INJURIES INVOLVED

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

Customer's Name: [REDACTED] Inspection Date: 10/06/2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

Describe where other occupants were seated & extent of any injuries: **FRONT PASSENGER SEAT AND RIGHT REAR PASSENGER AREA NO INJURIES INVOLVED.**

**What was the exact location of the incident. SOUTH I-45 EXIT 103**

**Driving conditions at the time of the incident:**

Weather conditions & Visibility: **DRY AND CLEAR** Approximate Temp (°F): **85+**

Road Surface: ☐ Concrete ☒ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt  
 Road Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {  
 Shoulder ☒ Curb ☐: ☐ Concrete ☒ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt  
 Shoulder/Curb Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {

Posted Speed Limit **65**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **NONE**

**Length of Drive Prior to Incident:**

Total Time (hrs. & mins.): **3 HRS** Distance (miles): **80**

Estimate of vehicle speed: **65** mph Source of est. [REDACTED]

Estimated vehicle speed at impact: **20** mph Source of est. [REDACTED]

(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 <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	Describe NOISE HEARD AND VEHICLE WOULD NOT TURN
Suspension	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe {
Brakes	Normal <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	Describe ABS DID NOT FUNCTION, LEFT FRONT WHEEL LOCKED UP
Engine	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe {
Electrical	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe {

Were any warning lights illuminated or driver information center messages displayed? ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Has the vehicle behavior noted during this incident ever been noted prior to this incident? ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. {

Describe any evasive action: ☒ Turning ☒ Braking ☐ Accelerating ☐ Other: {

Describe cargo (in the vehicle interior, trunk and/or trailer (if any):

**NONE**

Estimated total weight of cargo: { Estimated weight of the trailer, if any. {

If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.

Did the vehicle leave the roadway? ☒ Yes ☐ No Describe: **WENT INTO THE GRASS MEDIA**  
 Objects Impacted: **ROAD SIGN**



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

Customer's Name: [REDACTED] Inspection Date: 10/06/2006  
 Vehicle Brand: Chevrolet Model: Cobalt  
 File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

How was the vehicle transported from the incident site to the present location? ☐ Tow Truck ☐ Flat Bed ☒ Other

**DRIVEN FROM THE SITE TO OWNERS HOME**

Additional comments concerning the incident: {  
 {  
 {

**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)  
 {

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date 07/05/2006 Used? ☐ Yes ☒ No Date \_\_\_\_\_

**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:

NONE

{  
 {

**VEHICLE REPAIR / SERVICE HISTORY**

Prior electrical system service? ☒ No ☐ Yes If yes, describe: {

{  
 Prior collision repair? ☒ No ☐ Yes If yes, describe: {

{  
 Repaired by whom? (name, address, phone) {

{  
 Prior chassis system service, repair, or replacement? ☒ No ☐ Yes If yes, describe what was done:

{  
 Prior electrical system components serviced, repaired, or replaced by whom? ( name, address, phone number)

{  
 Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☒ No ☐ Yes

If yes, describe: {  
 {

**Section 4 VEHICLE INSPECTION – 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:**

**LIGHT DAMAGE TO LEFT FRONT QUARTER INCLUDES THE BUMPER COVER AND HEAD LAMP ASSEMBLY**

{  
**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.



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

Customer's Name: [REDACTED] Inspection Date: 10/06/2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

NONE

{

{

{

**CORNER ASSEMBLIES**

Struts/shocks  
Springs  
Control arms

Ball joints  
Steering knuckles  
Axle assemblies

Tire/wheel assemblies

Comments:

**LEFT FRONT WHEEL HAS DAMAGE TO INNER BEAD AREA. FOUND NO DAMAGE TO ANY OTHER ASSEMBLIES.**

**UNDERHOOD**

Engine compartment  
Brake fluid level and condition

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

Comments:

**NO DAMAGE FOUND AND NO LEAKS NOTED**

{

**GENERAL OBSERVATIONS**

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

Comments:

{

{

{

{

**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 )

**NO INTERIOR DAMAGE NOTED FROM ACCIDENT, OWNER STATED THAT THEY HAD BEVERAGE SPILLAGE BY PASSENGERS BUT NO OTHER DAMAGE NOTED.**

{

{

{

{

{

{

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

Customer's Name: [REDACTED] Inspection Date: 10/06/2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

Section 6

**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.

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

Customer's Name: [REDACTED] Inspection Date: 10/06/2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all 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?	ALL ITEMS IN PROPER PLACES AND INPUT FROM STEERING WHEEL HAS APPROPRIATE MOVEMENT TO FRONT WHEELS. NO STICKING OR BINDING FELT WITH LOCK TO LOCK MOVEMENT OF STEERING WHEEL.
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	NO DAMAGE FOUND
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	NO DAMAGE FOUND
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	YES
Steering pump, drive, hoses, 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.	GOOD CONDITION
PS fluid level and condition-Color, contamination, odor	
Steering knuckle-All attachments secure and proper?	OKAY
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	OKAY
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	OKAY
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	OKAY

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

Customer's Name: [REDACTED] Inspection Date: 10/06/2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	OKAY
Rear axle assembly-deformed, signs of impact, properly located, etc.	OKAY
Deformation to the frame	NONE
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	NONE
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	NONE
Stability Enhancement system/components-check for codes with Tech II	{ _____ _____
Engine (normal, other)-Obtain codes using a Tech II.	NO DTC'S
Electrical (normal, other)	NO DTC'S
Warning lights/messages displayed? Describe and obtain codes using a Tech II	NO DTC'S
Anything components missing?	NO
Other	{ _____ _____

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".

**HANDLING OF THE CAR WAS GOOD, INPUTS FROM STEERING WERE GOOD AND RESPONSE QUICK. HEARD NO USUSUAL NOISES BUT DID HAVE SLIGHT VIBRATION FROM DAMAGE TO LEFT FRONT WHEEL.**

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**

Customer's Name: [REDACTED] Inspection Date: 10/06/2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

1. IDENTIFICATION:

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch	DOT Numbers
LF	CONTINENTAL	TOURING CONTACT	P195/60R15	28.5	9/32	ACV9 BLC 0506
RF	CONTINENTAL	TOURING CONTACT	P195/60R15	24.5	9/32	ACV9 BLC 0506
LR	CONTINENTAL	TOURING CONTACT	P195/60R15	28.0	8/32	ACV9 BLC 0506
RR	CONTINENTAL	TOURING CONTACT	P195/60R15	27.5	9/32	ACV9 BLC 0506

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 INNER BEAD AREA HAS BEEN DAMAGED AND [REDACTED] HAS HAMMERED THE BEAD OUT IN ORDER TO INFLATE TIRE. TREAD HAS BEEN DAMAGED AND HAS FLAT SPOT**

**RF TREAD HAS BEEN DAMAGED AND HAS FLAT SPOT**

**LR NO DAMAGE**

**RR NO DAMAGE**

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	P195/60R15	30	_____
SPARE TIRE	115/70D15	60	_____

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.



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

Customer's Name: [REDACTED] Inspection Date: 10/06/2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

Photograph the scene and property if involved.

**Comments:**

**SITE WAS INSPECTED AND PICTURES TAKEN. THE EXIT RAMP IS A SHARP RIGHT HAND AND THEN ANOTHER SHARP LEFT HAND TURN TO GET ONTO THE SERVICE ROAD. THE SPEED LIMIT ON I-45 IS 65MPH AND THE EXIT RAMP SHOWS SKID MARKS BEFORE IMPACT TO THE SIGN THAT DAMAGED THE VEHICLE.**

{  
 {  
 {  
 {

**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.

{  
 {  
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**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)**

☒ **Photographs**    ☒ **Data Downloads**    ☐ **Other Records**



**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File #: **1-436004314**

Inspection Date: **10/06/2006**  
Model: **Cobalt**  
Vin: **1G1AK55F56** [REDACTED]

Inspector: **Gary L. Dixon**

**Page Two**

Photo #:	Description:
100-6198	DAMAGED TREAD RIGHT FRONT WHEEL
100-6199	DAMAGED TREAD RIGHT FRONT WHEEL
100-6200	DAMAGED TREAD RIGHT FRONT WHEEL
100-6201	DAMAGED TREAD LEFT FRONT WHEEL
100-6202	DAMAGED TREAD LEFT FRONT WHEEL
100-6203	DAMAGED TREAD LEFT FRONT WHEEL
100-6204	DAMAGED TREAD RIGHT FRONT WHEEL
100-6205	DAMAGED TREAD RIGHT FRONT WHEEL
100-6206	DAMAGED TREAD RIGHT FRONT WHEEL
100-6207	RIGHT REAR BRAKE DRUM
100-6208	LEFT REAR BRAKE DRUM
100-6209	LEFT REAR BRAKE DRUM
100-6210	RIGHT REAR BRAKE DRUM
100-6211	RIGHT FRONT STRUT AND ROTOR
100-6212	LEFT FRONT STRUT AND ROTOR
100-6213	EXIT SOUTH 103 ON I45
100-6214	EXIT SOUTH 103 ON 145
100-6215	EXIT SOUTH 103 ON I45
100-6216	EXIE SOUTH 103 ON 145
100-6217	EXIT SOUTH 103 ON 145
100-6218	SIGN THAT WAS KNOCKED DOWN BY VEHICLE
100-6219	LOOKING BACK TOWARD I45 SHOWING SKID MARKS
100-6220	AREA WHERE VEHICLE STOPPED
100-6221	AREA WHERE VEHICLE STOPPED
100-6222	EXIT RAMP ONTO SERVICE ROAD
100-6223	EXIT RAMP ONTO SERVICE ROAD

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10-06-2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

Mileage at Inspection: 7473

Inspection Location: PARKWAY CHEVROLET  
 25500 S.H. 249 – TOMBALL, TX 77375

Inspector's phone number: 281-376-2696

Inspected By: GARY L. DIXON

**Section 1**

**INSPECTION SUMMARY**

Briefly describe the customer's allegation concerning the brakes/abs:

LEFT FRONT WHEEL LOCKED UP AND ABS BRAKES DID NOT FUNCTION PROPERLY [REDACTED] STATED THAT UPON APPLICATION OF BRAKES THE VEHICLE WENT STRAIGHT.

Following the inspection, summarize the facts and observations:

FOUND ALL BRAKE COMPONENTS IN GOOD WORKING ORDER AND NO HOT SPOTS ON ROTORS OR DRUMS. VEHICLE HAD GOOD THICKNESS OF MATERIAL ON BRAKE PADS AND SHOES. FOUND NO LEAKS IN BRAKE SYSTEM AND BRAKE RESERVOIR WAS FULL. ROAD TEST OF VEHICLE SHOWED NO SIGNS OF BRAKE FAILURE OF LACK OF STEERING ABILITY. ALL STEERING COMPONENTS WERE IN PROPER LOCATION AND NO DAMAGE TO ANY OF THE COMPONENTS. BOTH FRONT TIRES SHOWED TREAD DAMAGE AND FLAT SPOTTING AREAS. LEFT FRONT RIM INNER BEAD AREA HAD BEEN HAMMERED ON BY MR. GRAHAM TO STRAIGHTEN THE BEAD. DAMAGE IS TO THE RIGHT FRONT QUARTER OF THE VEHICLE INCLUDING THE BUMPER COVER AND HEAD LAMP HOUSING.

**Section 2**

**INTERVIEW - INCIDENT DETAILS**

Provide a complete description of the incident according to the DRIVER / CLAIMANT

Interview mode: ☒ By Telephone ☐ In Person

Incident Date and Time: 10/01/2006 11:30 AM

Interview date: 10/06/2006

Was a police/fire department report obtained? ☐ Yes ☒ No

Provide a complete description of the incident according to the driver. Include information concerning the length of the drive immediately preceding the incident, the type of driving conditions, how many brake stops had occurred during this drive and, if the vehicle was pulling a trailer at the time of the incident, the estimated total weight of the cargo and trailer. Determine whether driver has experienced this type of behavior before. If so, how often? If so, has a dealer been contacted previously concerning the issue?

[REDACTED] STATED THAT HE WAS SOUTH OF HUNTSVILLE, TEXAS AND WAS GETTING OFF I-45 ONTO THE SERVICE ROAD USING EXIT 103. [REDACTED] STATED THAT HE WAS DOING 20 TO 25 MPH AT THE TIME AND AS HE TURNED RIGHT HE HEARD A LOUD NOISE FROM THE FRONT OF THE VEHICLE AND EVEN WITH THE WHEEL TURNED RIGHT THE VEHICLE KEPT GOING STRAIGHT. [REDACTED] STATED THAT HE APPLIED THE BRAKES AND THE VEHICLE CONTINUED GOING STRAIGHT AND HIT A SIGN AND ENDED UP IN THE GRASSY AREA BETWEEN THE SERVICE ROAD AND I-45. [REDACTED] STATED THAT THE LEFT FRONT TIRE WAS ALMOST OFF THE RIM AND HE HAD TO HAMMER OUT THE RIM IN ORDER TO REINFLATE THE TIRE. MR. [REDACTED] STATED THAT THE ABS DID NOT WORK AND THAT THE LEFT FRONT WHEEL LOCKED UP PER THE SKID MARKS ON THE ROAD SURFACE. [REDACTED] STATED THAT THEY HAD BEEN DRIVING FROM LUFKIN AFTER WATCHING A FOOTBALL GAME AND TIME INVOLVED WAS SOMEWHERE AROUND THREE HOURS.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10-06-2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

Also have the driver describe the operation of the brake system immediately before the incident and what happened at the beginning and during the incident. Complete the table below.

	Before the Incident	At the Beginning* and During the Incident
Brake operation (normal, fade, pull, grab, etc.)	NORMAL	LEFT FRONT WHEEL LOCKED UP AND ABS DID NOT FUNCTION PROPERLY
Brake pedal feel (normal, hard, spongy, etc.)	NORMAL	NORMAL
Warning lights/messages displayed. Describe	NONE	NONE
Unusual odors (from where?)	NONE	NONE
Other {	{ _____ _____ _____	{ _____ _____ _____

\* The beginning of the incident is the initiation of the braking sequence during which the incident occurred.

Estimated vehicle speed: 20-25 MPH at the beginning of the incident according to the driver.

Describe what the driver did during the incident (pump brakes, steer, etc.)? Describe: **HEAVY APPLICATION OF BRAKES AND TRIED TO TURN RIGHT**

Has the driver ever experienced this condition before? Describe. **NO**

Surface where incident occurred:

Type: Concrete, Asphalt, Gravel, Crushed Rock, Dirt or Other? A Describe: {

{

Condition: Wet, Dry, Icy or Other? D If other, specify: {

Other comments or observations that have not been covered? {

{

{

**Section 3 INTERVIEW - VEHICLE HISTORY**

Did the owner purchase the vehicle ☒ New or ☐ Used? Purchase Date: 02/05/06

Source of information (name, address, phone number, & relationship if other than claimant):

[REDACTED] FATHER IN LAW AND DRIVER OF VEHICLE

Comments:

VEHICLE WAS GIVEN TO [REDACTED] BY HER SON-IN-LAW AND DAUGHTER [REDACTED]

**Note to the inspector:** In questions 3-5 below, document only the information which relates to the incident/allegation.

**Prior collision** damage? (date, description, etc.) **NONE**

{

{

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10-06-2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

Repaired by: { \_\_\_\_\_  
 { \_\_\_\_\_

Describe *existing vehicle conditions* at the time of the incident(e.g. warning lights "On", engine miss, etc.):  
**NONE**

{ \_\_\_\_\_

**Repairs** outside of warranty (what, when, by whom?): **NONE**

{ \_\_\_\_\_  
 { \_\_\_\_\_

Other *vehicle history* information (from person being interviewed or GM Warranty History)? **NONE**

{ \_\_\_\_\_  
 { \_\_\_\_\_

**Last brake maintenance** (date, description, by whom?): **NO MAINTENANCE DONE LOW MILAGE VEHICLE**

{ \_\_\_\_\_

**Section 4 VEHICLE INSPECTION**

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format. You will also be directing the GM representative's attention to the areas of the photos that you see as being significant to the allegation or customer concern.

Take color photographs of the following: ( include overview and closeup photos of damaged areas)

**A. Exterior:**

Front	VIN
Right side	Left side
Rear	

Comments: **DAMAGE IS TO BUMPER COVER AND LEFT HEAD LAMP ASSEMBLY**

{ \_\_\_\_\_  
 { \_\_\_\_\_

**B. Brakes:**

Front assemblies with calipers removed  
 Rear assemblies with drums/calipers removed

Comments: **PADS AND SHOES HAVE GOOD AMOUNT OF MATERIAL REMAINING, NO GROOVES OR RUST NOTED ON ROTORS OR DRUMS AND NO LEAKS FOUND IN SYSTEM.**

{ \_\_\_\_\_  
 { \_\_\_\_\_

**C. Interior:**

Instrument panel & odometer  
 List all driver electrical controls which are in the "On" position: **A/C**

{ \_\_\_\_\_  
 { \_\_\_\_\_

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10-06-2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

Comments: {  
 {  
 {

**D. Underhood:**

Engine compartment Brake lines and hoses  
 Master cylinder and brake fluid reservoir ABS/TCS Modulator

Comments: **RESERVOIR IS FULL AND ALL LINES ARE IN GOOD CONDITION WITH NO LEAKS FOUND.**

{  
 {

**E. Underbody:**

Scrapes or impact damage on the following:  
 Fuel tank  
 Tires/Wheels

Comments: **LEFT FRONT INNER BEAD AREA ON RIM HAS BEEN HAMMERED ON BY [REDACTED] TO GET DAMAGED AREA TO HOLD AIR IN TIRE. BOTH FRONT TIRES SHOW DAMAGE TO TREAD AREA AND FLAT SPOTTING OF TIRE.**

{  
 {

**F. General Observations (Take photographs if applicable):**

Anything on vehicle which is after-market: **NONE**

{

Anything on vehicle which is a modification: **NO**

{

Other relevant information: {

{

{

**Section 5**

**BRAKES**

Use the following table to identify what you did and what you found during the inspection of the brake system. 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. Record all diagnostic trouble codes found, the description of each current or history code and any other relevant data obtained using a scan tool.

	OBSERVATIONS/TEST RESULTS
Red brake warning light-note the operation of the light when the ignition key is turned "ON", also with park brake applied and released.	LIGHT COMES ON WITH INITIAL KEY INPUT AND THEN GOES OUT
Yellow ABS light-note the operation of the light when the ignition key is turned "ON"	NO LIGHT

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10-06-2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

Brake fluid level and condition-comment on the level, color, contamination, and smell	FULL AND LIGHT AMBER IN COLOR
Boost/booster/master cylinder-with engine "off", deplete the booster and hold the brake pedal, start engine and note pedal behavior. Turn the engine "off" and note the number of pedal applies required to deplete the booster. If engine operation is not possible, check the booster for proper vacuum hose connection.	HAVE THREE BRAKE APPLICATIONS BEFORE BOOSTER IS DEPLETED.
External leakage? Check all hydraulic lines, connections, wheel cylinders (if any), and ABS modulator connections.	NO LEAKS FOUND
Pedal travel, check per service manual. A pedal force gage is necessary for proper check of pedal travel.	{ _____ _____ _____
Front brakes-note condition of calipers, rotors as to whether they are grooved, corroded, leaking, etc.	GOOD CONDITION WITH NO GROOVES OR CORROSION
Rear brakes describe the condition of the rotors or drums (scored, smooth, corroded)	GOOD CONDITION WITH NO GROOVES OR CORROSION
Pads and linings-measure and record lining thickness in inches or millimeters. Note condition.	RIGHT FRONT 11MM LEFT FRONT 11MM RIGHT REAR 5MM LEFT REAR 5MM
ABS/TCS/SES system-check for codes, current and history	OWNER STATED VEHICLE HAS ABS – IT DOES NOT HAVE ABS
Other(scan tool results, description of codes, etc.)	TECH II USED AND NO DTC'S FOUND
{	

Other Comments: {  
 {  
 {

**BRAKE SYSTEM PERFORMANCE WHILE STOPPING ON A DRY LEVEL ROAD:**  
**OBSERVATIONS: VEHICLE STOPPED STRAIGHT WITH NO PULL OR PULSATION**

{  
 {

**ABS/TCS SYSTEM PERFORMANCE ON A WET OR GRAVEL ROAD:**  
**OBSERVATIONS: VEHICLE IS NOT EQUIPPED WITH ABS**

{  
 {



**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10-06-2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

If vehicle is not driveable, conduct a brake torque test if possible. Start the engine, place the transmission in Drive with the foot on the brake. Slowly apply throttle and note the results. Is the brake able to hold the vehicle stationary? If not, at what throttle position does the vehicle begin to move.

Conduct a parking brake test. Apply the park brake, start the engine, place the transmission in Drive and slowly apply the throttle and note the results. If the vehicle begins to move, note the throttle position that causes the vehicle to move.

**Section 6 TIRES**

**1. TIRE IDENTIFICATION:**

Use a tread depth gauge at four points around the circumference to determine the average tread depth.

If the tire size is different than specified on the tire placard, check the ABS calibration and note the findings.

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH	DOT NUMBERS *
	(Goodyear)	(Eagle GA)	(P205/70R15)	(psi)	32nds of inch	
LF	CONTINENTAL	TOURING CONTACT	P195/60R15	28.5	9/32	ACV9 BLC 0506
RF	CONTINENTAL	TOURING CONTACT	P195/60R15	24.5	9/32	ACV9 BLC 0506
LR	CONTINENTAL	TOURING CONTACT	P195/60R15	28.0	8/32	ACV9 BLC 0506
RR	CONTINENTAL	TOURING CONTACT	P195/60R15	27.5	9/32	ACV9 BLC 0506

\* Note: DOT numbers are found on the inside of the tire, adjacent to the rim.

Describe and photograph any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

**BOTH FRONT TIRES HAVE TREAD DAMAGE AND FLAT SPOTTING. LEFT FRONT RIM HAS HAD INNER BEAD STRAIGHTED BY DRIVER USING HAMMER IN ORDER TO INFLATE TIRE.**

{  
{  
{  
{

**2. TIRE PLACARD DATA:**

Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)
TIRES	P195/60R15	30

**Section 7 WHEELS**

**WHEEL CONDITION:**

Note and photograph any damage to wheels and mountings, such as bent rims, impact marks, etc.

**LEFT FRONT WHEEL INNER BEAD AREA HAS BEEN DAMAGED AND [REDACTED] STATED THAT HE STRAIGHTED THE AREA WITH A HAMMER SO HE COULD INFLATE THE TIRE.**

{  
{  
{  
{

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	10-06-2006
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	1-436004314	<u>VIN:</u>	1G1AK55F567 [REDACTED]

Carefully consider the facts in the case and then document the basis of your decision concerning whether to inspect the site of the incident. General Motors prefers site inspections as noted on the assignment sheet. If an inspection of the site is done, it is important to move quickly so that valuable information is not lost.

SITE WAS INSPECTED AND PICTURES TAKEN. THE EXIT RAMP IS A SHARP RIGHT HAND AND THEN ANOTHER SHARP LEFT HAND TURN TO GET ONTO THE SERVICE ROAD. THE SPEED LIMIT ON I-45 IS 65MPH AND THE EXIT RAMP SHOWS SKID MARKS BEFORE IMPACT TO THE SIGN THAT DAMAGED THE VEHICLE.

[illegible]

**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.**

[illegible]

☐ 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.

☒ Photographs    ☒ Data Downloads    ☐ Other Records

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

Customer's Name: [REDACTED] Inspection Date: 10/06/2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

Mileage at Inspection: 7473

Inspection Location: PARKWAY CHEVROLET  
 25500 S.H. 249 – TOMBALL, TX 77375

Inspector's phone number: 281-376-2696

Inspected By: GARY L. DIXON

**Section 1 INSPECTION SUMMARY**

**BRIEFLY Describe the customer's ALLEGATION below:**

TURNED STEERING WHEEL TO THE RIGHT, HEARD A NOISE, AND THE VEHICLE CONTINUED TO GO STRAIGHT.

**Following the inspection, summarize the facts and observations:** (Additional cmts may be placed in section 9)

DURING TEST DRIVE THE VEHICLE RESPONDED TO THE STEERING INPUTS WITH NO FEELING OF RESTRICTIONS OR BINDING. DID NOT HEAR ANY UNUSUAL NOISE DURING ROAD TEST.

**Section 2 INTERVIEW - INCIDENT DETAILS**

Obtain all of the information for this section from the Driver/Claimant

**Provide a complete description of the incident according to the DRIVER / CLAIMANT**

Interview mode: ☒ By Telephone ☐ In Person

Incident Date and Time: 10/01/2006

Interview date: 10/05/2006

Was a police/fire department report obtained? ☐ Yes ☒ No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. (Additional cmts may be placed in section 9)

[REDACTED] STATED THAT HE WAS SOUTH OF HUNTSVILLE, TEXAS AND WAS GETTING OFF I-45 ONTO THE SERVICE ROAD USING EXIT 103. [REDACTED] STATED THAT HE WAS DOING 20 TO 25 MPH AT THE TIME AND AS HE TURNED RIGHT HE HEARD A LOUD NOISE FROM THE FRONT OF THE VEHICLE AND EVEN WITH THE WHEEL TURNED RIGHT THE VEHICLE KEPT GOING STRAIGHT. [REDACTED] STATED THAT HE APPLIED THE BRAKES AND THE VEHICLE CONTINUED GOING STRAIGHT AND HIT A SIGN AND ENDED UP IN THE GRASSY AREA BETWEEN THE SERVICE ROAD AND I-45. [REDACTED] STATED THAT THE LEFT FRONT TIRE WAS ALMOST OFF THE RIM AND HE HAD TO HAMMER OUT THE RIM IN ORDER TO REINFLATE THE TIRE. [REDACTED] STATED THAT THE ABS DID NOT WORK AND THAT THE LEFT FRONT WHEEL LOCKED UP PER THE SKID MARKS ON THE ROAD SURFACE. [REDACTED] STATED THAT THEY HAD BEEN DRIVING FROM LUFKIN AFTER WATCHING A FOOTBALL GAME AND TIME INVOLVED WAS SOMEWHERE AROUND THREE HOURS.

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities ):

[REDACTED] MALE, 5'11", 190 POUNDS, NONE

If there was a collision:

Describe extent of any injuries to the Driver: NO INJURIES INVOLVED

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

Customer's Name: [REDACTED] Inspection Date: 10/06/2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

Describe where other occupants were seated & extent of any injuries: **FRONT PASSENGER SEAT AND RIGHT REAR PASSENGER AREA NO INJURIES INVOLVED.**

**What was the exact location of the incident. SOUTH I-45 EXIT 103**

**Driving conditions at the time of the incident:**

Weather conditions & Visibility: **DRY AND CLEAR** Approximate Temp (°F): **85+**

Road Surface: ☐ Concrete ☒ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt  
 Road Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {  
 Shoulder ☒ Curb ☐: ☐ Concrete ☒ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt  
 Shoulder/Curb Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {

Posted Speed Limit **65**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **NONE**

**Length of Drive Prior to Incident:**

Total Time (hrs. & mins.): **3 HRS** Distance (miles): **80**

Estimate of vehicle speed: **65** mph Source of est. [REDACTED]

Estimated vehicle speed at impact: **20** mph Source of est. [REDACTED]

(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 <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	Describe NOISE HEARD AND VEHICLE WOULD NOT TURN
Suspension	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe {
Brakes	Normal <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	Describe ABS DID NOT FUNCTION, LEFT FRONT WHEEL LOCKED UP
Engine	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe {
Electrical	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe {

Were any warning lights illuminated or driver information center messages displayed? ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Has the vehicle behavior noted during this incident ever been noted prior to this incident? ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. {

Describe any evasive action: ☒ Turning ☒ Braking ☐ Accelerating ☐ Other: {

Describe cargo (in the vehicle interior, trunk and/or trailer (if any):

**NONE**

Estimated total weight of cargo: { Estimated weight of the trailer, if any. {

If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.

Did the vehicle leave the roadway? ☒ Yes ☐ No Describe: **WENT INTO THE GRASS MEDIA**  
 Objects Impacted: **ROAD SIGN**

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

Customer's Name: [REDACTED] Inspection Date: 10/06/2006  
 Vehicle Brand: Chevrolet Model: Cobalt  
 File # 1-436004314 VIN: 1G1AK55F56 [REDACTED]

How was the vehicle transported from the incident site to the present location? ☐ Tow Truck ☐ Flat Bed ☒ Other

**DRIVEN FROM THE SITE TO OWNERS HOME**

Additional comments concerning the incident: {  
 {  
 {

**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)  
 {

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date 07/05/2006 Used? ☐ Yes ☒ No Date \_\_\_\_\_

**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:

NONE

{  
 {

**VEHICLE REPAIR / SERVICE HISTORY**

Prior electrical system service? ☒ No ☐ Yes If yes, describe: {

{  
 Prior collision repair? ☒ No ☐ Yes If yes, describe: {

{  
 Repaired by whom? (name, address, phone) {

{  
 Prior chassis system service, repair, or replacement? ☒ No ☐ Yes If yes, describe what was done:

{  
 Prior electrical system components serviced, repaired, or replaced by whom? ( name, address, phone number)

{  
 Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☒ No ☐ Yes

If yes, describe: {  
 {

**Section 4 VEHICLE INSPECTION – 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:**

**LIGHT DAMAGE TO LEFT FRONT QUARTER INCLUDES THE BUMPER COVER AND HEAD LAMP ASSEMBLY**

{  
**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.



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

Customer's Name: [REDACTED] Inspection Date: 10/06/2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

NONE

{

{

{

**CORNER ASSEMBLIES**

Struts/shocks  
Springs  
Control arms

Ball joints  
Steering knuckles  
Axle assemblies

Tire/wheel assemblies

Comments:

**LEFT FRONT WHEEL HAS DAMAGE TO INNER BEAD AREA. FOUND NO DAMAGE TO ANY OTHER ASSEMBLIES.**

**UNDERHOOD**

Engine compartment  
Brake fluid level and condition

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

Comments:

**NO DAMAGE FOUND AND NO LEAKS NOTED**

{

**GENERAL OBSERVATIONS**

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

Comments:

{

{

{

{

**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 )

**NO INTERIOR DAMAGE NOTED FROM ACCIDENT, OWNER STATED THAT THEY HAD BEVERAGE SPILLAGE BY PASSENGERS BUT NO OTHER DAMAGE NOTED.**

{

{

{

{

{

{



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

Customer's Name: [REDACTED] Inspection Date: 10/06/2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

Section 6

**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.

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

Customer's Name: [REDACTED] Inspection Date: 10/06/2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all 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?	ALL ITEMS IN PROPER PLACES AND INPUT FROM STEERING WHEEL HAS APPROPRIATE MOVEMENT TO FRONT WHEELS. NO STICKING OR BINDING FELT WITH LOCK TO LOCK MOVEMENT OF STEERING WHEEL.
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	NO DAMAGE FOUND
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	NO DAMAGE FOUND
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	YES
Steering pump, drive, hoses, 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.	GOOD CONDITION
PS fluid level and condition-Color, contamination, odor	
Steering knuckle-All attachments secure and proper?	OKAY
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	OKAY
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	OKAY
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	OKAY

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

Customer's Name: [REDACTED] Inspection Date: 10/06/2006  
Vehicle Brand: Chevrolet Model: Cobalt  
File # 1-436004314 VIN: 1G1AK55F567 [REDACTED]

trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	OKAY
Rear axle assembly-deformed, signs of impact, properly located, etc.	OKAY
Deformation to the frame	NONE
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	NONE
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	NONE
Stability Enhancement system/components-check for codes with Tech II	{ _____ _____
Engine (normal, other)-Obtain codes using a Tech II.	NO DTC'S
Electrical (normal, other)	NO DTC'S
Warning lights/messages displayed? Describe and obtain codes using a Tech II	NO DTC'S
Anything components missing?	NO
Other	{ _____ _____

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".

**HANDLING OF THE CAR WAS GOOD, INPUTS FROM STEERING WERE GOOD AND RESPONSE QUICK. HEARD NO USUSUAL NOISES BUT DID HAVE SLIGHT VIBRATION FROM DAMAGE TO LEFT FRONT WHEEL.**

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**