

**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**

<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]

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.

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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 #: **1-436004314**

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

**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	EXIT 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

GMAC

To: SUSAN

Company :

Fax Number : **9,1,8665921367**

Phone Number :

From : Shirley McKnight

Phone Number 1-800-200-4622

Time Sent : **Monday, Nov 13, 2006 08:03AM**

Pages : **3**

Description :

The information contained in this facsimile message is privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone at the above number.

Thank you.....GMAC.

GMAC

P.O. Box 2150 Greeley CO 80632

1(800)200-4622

November 13, 2006

[REDACTED]
Union, NJ [REDACTED]Account No.: [REDACTED]
Vehicle: N05 Chevcoalt
VIN: 1G1AL54F357 [REDACTED]

Dear [REDACTED]:

In accordance with your request, the amount to pay your account in full is \$15,231.77 plus \$1.91 per day for each day after November 23, 2006 (see below).

Present Unpaid Balance	\$	15,185.85
Finance Charges Accrued to Date	+	45.92
Late Charges Due	+	0.00
Other Charges Due	+	0.00
Net Amount To Be Remitted	\$	15,231.77

Plus \$1.91 finance charge per day for each day after November 23, 2006.

If you choose to pay your account in full at this time, please return this letter with your remittance to GMAC, P.O. Box 830070, Baltimore, MD 21283-0070. Please call our toll free number listed above if we can be of further service or answer any questions you may have.

Sincerely,

Shirley McKnight

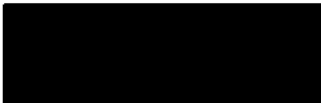


Customer Service Specialist

GMAC


P.O. Box 2150 Greeley CO 80632

1(800)200-4622

November 13, 2006


Union, NJ Account No.: 

Vehicle: N05 Chevcoalt

VIN: 1G1AL54F357 Dear 

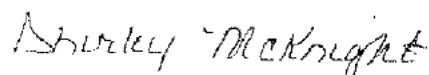
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Sincerely,



Customer Service Specialist

ROBERT M. SILVERMAN¹
CRAIG THOR KIMMEL²



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

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. HERRITT³
ROBERT A. RAPKIN⁴
HY DAVID RUBENSTEIN⁵
YVIAN BENZ PERKIN⁶
ARY D. COX⁷
LOUIS DOBL JR.⁸
HILARY WHEATLEY TAYLOR⁹
THOMAS F. BURNS¹⁰
BARRY E. WINDERMANN¹¹
JACQUELINE BRADFORD PORRO¹²
MELISSA K. FIALA¹³
IRA P. SMADES¹⁴
DAVID L. LIEBERMAN¹⁵
ANGELA K. TROCCOLI¹⁶
FRED DAVIS¹⁷
ANNE WARD¹⁸

November 6, 2006

VIA TELEFAX ONLY (866-592-1367)

Susan Gadberry, Esquire
BRC Legal Case Manager
GM Business Resource Center

RE: [REDACTED] v. GM

Dear Ms. Gadberry:

It was a pleasure speaking with you. Please be advised that my client hereby accepts your most gracious offer to statutorily repurchase his vehicle, with a charge for mileage set at 7541 miles or \$1,407.68. 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 15000. 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



VEHICLE REGISTRATION



PLATE NO: [REDACTED] GOOD THRU: 05/2009

VIN: 1G1AL54F367 [REDACTED]

CHE 2005 4 DR SL COB

WC: 7

[REDACTED] DL [REDACTED] PASSENGER 07

UNION NJ INITIAL PT:PA
EQ:7 FEE: 199.00 QWGD20051380854

Facsimile Cover Sheet

To: SUSAN GADBERRY
Company: 020907247287
Phone:
Fax: 866-592-1367

From: Katie Carlson
Company: GMAC
Phone: (800) 200-4622
Fax:

Date: 11/14/06
**Pages including this
cover page:**

Comments: Payment history follows

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Thank you.....GMAC.

GMAC

P.O. Box 2150 Greeley CO 80632


1-800-200-4622

November 14, 2006


Union, NJ 

Account No.: 020-9072-47287

Vehicle: N05 Chevcoalt

VIN: 1G1AL54F357 Dear 

I have enclosed a history of your payments on the above referenced account as you requested. If there are any discrepancies or if you have any further questions, please do not hesitate to call the toll free number listed above.

Thank-you for financing with GMAC.

Sincerely,



Katie Carlson

Enclosure

REPORT REFERENCE 601626
RUN DATE/TIME 11/13/06 22:10:50
AS OF DATE 11/13/06

TRANSACTION SUMMARY REPORT

PAGE 1

ACCOUNT: [REDACTED] SMARTBUY
COLLATERAL: N05 CHEVCOBALT

DUE DATE	SCHEDULED PAYMENT	EFF DATE	DATE POSTED	PRINCIPAL AMOUNT	FINANCE CHARGE PAID	LATE CHARGES PAID	OTHER PAID	LINE TOTAL
060605	234.88	052605		188.84	46.04			234.88
070605	234.88	062705		161.98	72.90			234.88
080605	234.88	072805		164.89	69.99			234.88
090605	234.88	082405		174.49	60.39			234.88
100605	234.88	092605		161.79	73.09			234.88
110605	234.88	103105		158.07	76.81			234.88
120605	234.88	112505		180.52	54.36			234.88
010606	234.88	122605		168.17	66.71			234.88
020606	234.88	012506		170.96	63.92			234.88
030606	234.88	022306		173.72	61.16			234.88
040606	234.88	032306		176.44	58.44			234.88
050606	234.88	050106		154.35	80.53			234.88
060606	234.88	053006		175.56	59.32			234.88
070606	234.88	062606		180.25	54.63			234.88
080606	234.88	072606		174.86	60.02			234.88
090606	234.88	090506		153.75	81.13			234.88
100606	234.88	100206		181.98	52.90			234.88
110606	234.88	103006		180.66	54.22			234.88
TOTALS				3,081.28	1,146.56			
REMAINING PRINCIPAL BALANCE:				15,185.85				



P.O. Box 2150 Greeley CO 80632

1-800-200-4622

November 14, 2006

[REDACTED]
Freehold, NJ [REDACTED]

Account No.: [REDACTED]
Vehicle: N05 Pontgto
VIN: 6G2VX12U85L [REDACTED]

Dear [REDACTED]

I have enclosed a history of your payments on the above referenced account as you requested. If there are any discrepancies or if you have any further questions, please do not hesitate to call the toll free number listed above.

Thank-you for financing with GMAC.

Sincerely,

A handwritten signature in cursive script that reads "Katie Carlson".

Katie Carlson

Enclosure

GENERAL MOTORS ACCEPTANCE CORPORATION

BRANCH 469

REPORT REFERENCE 601626
RUN DATE/TIME 11/13/06 22:10:50
AS OF DATE 11/13/06

TRANSACTION SUMMARY REPORT

PAGE 1

ACCOUNT: [REDACTED] SMARTBUY
COLLATERAL: N05 PONTGTO

DUE DATE	SCHEDULED PAYMENT	EFF DATE	DATE POSTED	PRINCIPAL AMOUNT	FINANCE CHARGE PAID	LATE CHARGES PAID	OTHER PAID	LINE TOTAL
061205	607.37	060305		522.94	127.06			650.00
071205	607.37	071805		443.70	256.30			700.00
081205	607.37	080505		498.70	101.30			600.00
091205	607.37	090905		405.70	194.30			600.00
101205	607.37	101805		385.92	214.08			600.00
111205	607.37	111405		453.39	146.61			600.00
121205	607.37	122305		365.87	209.06	25.07		600.00
011206	607.37	011006		554.52	95.48			650.00
021206	607.37	021406		417.31	182.69			600.00
031206	607.37	031506		450.48	149.52			600.00
041206	607.37	042506		416.14	208.56	25.30		650.00
051206	607.37	051106		569.63	80.37			650.00
061206	607.37	061206		442.06	157.94			600.00
071206	607.37	071106		508.83	141.17			650.00
081206	607.37	081106		262.43	148.49			410.92
091206	607.37	090706		479.12	128.25			607.37
101206	607.37	101706		420.31	187.06			607.37
TOTALS				7,597.05	2,728.24	50.37		

REMAINING PRINCIPAL BALANCE: 30,116.60

*** END OF REPORT ***

11/14/2006 08:32 FAX

005/005



☐ Urgent ☐ Reply ASAP ☐ Please Comment ☐ Please Review ☐ For Your Information

Total Pages, Including Cover:**Comments:**

CERTIFICATE OF TITLE

PREFIX IDENTIFICATION NUMBER SUFFIX VIN MAKE MODEL BODY TYPE
 1G1AL 54F35 2005 CHE COB 4 DR

TYPE OF TITLE DUPLICATE NO. BY WHICHLIST COLOR/TINT DEALER ID AXLES/PROF FUEL
 STANDARD 7 SL 31655N 2 0
 ISSUE DATE VIN-REPLACEMENT MILEAGE STATUS

40.00 05-18-2005 30 A

OWNER(S) F4510 40700 02722

UNION

NJ

LEMON LAW
 ACTUAL MILEAGE
 NOT THE ACTUAL MILEAGE

MILEAGE EXCEEDS THE MECHANICAL LIMITS

NUMBER OF OWNERS 1

NUMBER OF LIENHOLDERS 1

I, CHIEF ADMINISTRATOR OF THE MOTOR VEHICLE COMMISSION, OF THE STATE OF NEW JERSEY, DO HEREBY CERTIFY THAT EVIDENCE OF PURCHASE OF OWNERSHIP, IN COMPLIANCE WITH THE LAWS OF THE STATE OF NEW JERSEY, OF THE DESCRIBED ARTICLE, HAS BEEN RECORDED AND FILED WITH ME, AND I DO HEREBY ISSUE THIS CERTIFICATE OF OWNERSHIP SUBJECT TO SECURITY AGREEMENT OR LIEN, IF ANY AS STATED.

CONTROL NUMBER 819833E

SIGNATURE

State of New Jersey
 MOTOR VEHICLE COMMISSION



DATE

LIEN RELEASED BY

SIGNATURE

SECOND LIENHOLDER

SECOND RELEASE

TITLE DATE

DATE

05-18-2005

40000 00002 10308

GMAC

PO BOX 8136

COCKEYSVILLE MD 21030

LIEN RELEASED BY

SIGNATURE

TITLE DATE

16M/6S-1 (F6/04)

GD200513800000854

VOID IF ALTERED

↑ FOLD AND TEAR AT PERFORATION ↑

THIS IS A RECEIPT DOCUMENT ONLY

VIN: 1G1AL54F357 MILEAGE: 30 A DUP: STATUS:
 CHE 2005 4 DR COB SL 7 AXLE:2 DEALER ID:31655N
 UNION NJ
 GD200513800000854 40.00 I STANDARD 40000 00002 10308
 GMAC
 PO BOX 8136
 COCKEYSVILLE MD 21030

819833E

CUSTOMER COPY

HOLD TO LIGHT TO VIEW WATERMARK

HOLD TO LIGHT TO VIEW WATERMARK

STATE OF NEW JERSEY

Fax

To: Susan Gakberry**From:** Tom Bauer**Fax:** 866-592-1367**Date:** 10-19-06**Phone:** 866-790-5700 ext:21210**Pages:** 23**Re:****CC:**☒ **Urgent**☐ **For Review**☐ **Please Comment**☐ **Please Reply**☐ **Please Recycle****•Comments:**

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CVWS35051

CUSTOMER NO. 36804	ADVISOR JOE	TAG NO. 190	INVOICE DATE 10/04/06	INVOICE NO. CVWS35051
[REDACTED] UNION, NJ	LABOR RATE 94.60	RELEASE 13,877	COLOR ULTRA SILV	STOCK NO. D5997
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/4DR LT		DELIVERY DATE 05/06/05	DELIVERY MILBS 30
	VEHICLE I.D. NO. 1 G 1 A L 5 4 F 3 5 7		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	R.O. NO.	R.O. DATE 09/28/06	
	COMMENTS			

JOB# 1 CHARGES

MO: 13877

LABOR

1 10CVZ08 WONT START
CUSTOMER STATES LIGHT CAME ON DASH BOARD
AND VEHICLE STARTED SHAKING AND FELT LIKE STALLING OUT
ROAD TESTED VEHICLE AND TEST FOR TROUBLE CODE NONE
IN HISTORY OR IN PRESENT CALL TAC OPENED CASE
9226542 WES NICHOLS

CVCS35051

Legend:

JOB# 1 CHARGES..... MO: 13877

JOB# 1 TOTALS.....		
--------------------	--	--

JOB# 1 JOURNAL PREFIX CVC\$	JOB# 1 TOTAL	0.00
-----------------------------	--------------	------

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

*****		*****	
* [] CASH	[] CHECK CK NO. []	TOTAL LABOR....	0.00
* [] VISA	[] MASTERCARD [] DISCOVER	TOTAL PARTS....	0.00
* [] AMER XPRESS	[] OTHER [] CHARGE	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
------------------	------

THANK YOU FOR YOUR BUSINESS!!

[REDACTED]

CUSTOMER SIGNATURE



2675 ROUTE 22 WEST, UNION, N.J. 07083
TEL. (908) 686-2800

476

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ015	15000 MILE SERVICE	MO	347.50	01CVZ045	45000 MILE SERVICE	MO	347.50
01CVZ075	75000 MILE SERVICE	MO	347.50	01CVZ105	105000 MILE SERVICE	MO	347.50

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/31/06	28824	9000	178	017	W	9BCVZ	BODY MECHANICAL
				017	W	5HCVZ	BODY ELECTRICAL
02/15/06	27052	7541	178	017	W	0DCVZ	RECOMMENDED MAINT
				017	W	5HCVZ	BODY ELECTRICAL
				017	C	0DCVZLOF	LUBE,OIL FILTER
				017	W	0BCVZ	RECALL

SALESPERSON NO. 071 MOHAMED ELKASHAR SERVICE

S E R V I C E

VEHICLE REG#		YEAR/MAKE/MODEL		PRODUCTION DATE		STOCK NO.		LICENSE NO.		REG#	
1G1AL54F35		05/CHEVROLET/COBALT 4DR LT				D5997				35051	
CUSTOMER NO.		SERVICE CONTRACT		DELIVERY DATE		DELIVERY MILES		SELLING DEALER NO.		NO. DATE	
36804				05/06/05		30				09/28/06	
COLOR		ULTRA SILV MET/GR		CONTRACT NO.		EXPIRATION DATE		EXPIRATION MILES		TRADE IN	
										190	
TURBO		W/C		AIR COND.		P.S.		TRA		S	
CVZZ											
MILEAGE IN		ADVISING NO.		ADVISING NO.		ADVISING NO.		ADVISING NO.		ADVISING NO.	
13,877		178		178		178		178		178	
DATE/TIME PROMISED		PRIORITY		DATE/TIME PROMISED		PRIORITY		DATE/TIME PROMISED		PRIORITY	
07:25am		09:28/06		06:00pm		06:00pm		06:00pm		06:00pm	
APPOINTMENT		LABOR RATE		APPOINTMENT		LABOR RATE		APPOINTMENT		LABOR RATE	
92/60		92/60		92/60		92/60		92/60		92/60	

ORIGINAL CUSTOMER ESTIMATE TOTAL
0.00
WV 20CVZ08 WONT START
CUSTOMER STATES LIGHT CAME ON DASH BOARD
AND VEHICLE STARTED SHAKING AND FELT LIKE STALLING OUT

Disclaimer of Warranties
The Seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty 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 said products.

COMPLAINT

Scan EBCM
on codes
all codes is
history

CAUSE

By a lost of
communication
B.C.M to Steering
modules.

Tech #2 interface
with modules

ALL B.C.M and module load test
was history

CORRECTION

No condition with
BCM or steering
module.

Case #

9276542

Wes Nichols

TIME CLOCK

OFF
ON
OFF
ON SEP 28 17:11
OFF
ON
OFF
ON SEP 28 17:11
OFF
ON
OFF
ON
OFF
ON
OFF
ON SEP 29 7:53
OFF
ON
OFF
ON
OFF
ON
OFF
ON SEP 29 15:01
OFF
ON
OFF
ON
OFF
ON

SELF SERVICE REPAIR ORDER

TO OUR EARLY MORNING OR LATE EVENING CUSTOMERS:

1. Fill out envelope completely.
2. Enclose your warranty card.
3. ~~Enclose only your card.~~
4. Leave car locked on our lot and remove personal items.
5. Seal envelope and drop in slot provided.

NAME [REDACTED] ADDRESS [REDACTED]

CITY _____ STATE _____ ZIP _____

DAY PHONE # _____ EVENING PHONE # _____

NEED CAR READY BY _____ AM _____ PM MILEAGE 13870

YEAR 05 MAKE & MODEL Cobalt COLOR Silver

LIC. PLATE NO. _____ VIN # 11611A1454193150151

☒ CHECK HERE IF VEHICLE WAS TOWED IN DATE _____ TIME _____

SERVICE CHECK LIST:

- ☐ Lube/Oil/Filter ☐ Align Front End ☐ Check Fluids
☐ Tune Engine ☐ Rotate Tires ☐ Cooling System Service
☒ Brake Service ☐ Balance Tires ☐ _____ Mile Service
☐ Transmission Service ☐ Service Air Conditioner

PLEASE WRITE ANY SPECIAL PROBLEMS OR INSTRUCTIONS BELOW (FOR ADDITIONAL SPACE
USE REVERSE SIDE):

Located in Roadside
Back Side of Building

Method of Payment: () VISA () MC () AMEX () CASH () PERSONAL CHECK

PLEASE CHECK ONE

- () Please call with estimate before proceeding with repairs.
() I hereby waive my right to receive a written estimate of the price to complete the requested repairs.
() I authorize the above work up to a limit of (circle one):
\$100 \$200 \$300 \$400 \$500 \$1000 \$ _____

(In the event the cost of providing the above specified services will exceed the dollar limit indicated, you will be contacted for approval.)

NO REPAIRS PERFORMED WITHOUT YOUR SIGNATURE

I hereby authorize above repair work to be done along with the necessary materials, 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control nor for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control.

Please Sign Here: _____ **Date:** _____

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CVWS27052

CVWS27052

CUSTOMER NO. 36804	ADVISOR JOE	TAB NO. 760	INVOICE DATE 02/22/06	INVOICE NO. CVWS27052
	LABOR RATE 94.60	LICENSE NO.	MESSAGE 7,541	COLOR ULTRA SILV
UNION, NJ	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/4DR L		DELIVERY DATE 05/06/05	STOCK NO. D5997
	VEHICLE I.D. NO. 1 G 1 A L 5 4 F 3 5 7		DELIVERY MILES 30	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	
	COMMENTS		R.O. DATE 02/15/06	
			MO: 7541	

JOB# 1 CHARGES

LABOR		DESCRIPTION	U/COST	E/COST	U/PRICE	
78.68		CUSTOMER STATES KEY WILL NOT COME OUT OF IGNITION AND WILL NOT GO INTO OFF POSITION LOCK CYLINDER SHORTED CYLINDER, IGNITION LOCK - R&R OR REPLACE				
PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
	1	15282624	CYL KIT 2.188	27.58	27.58	44.13
COST TOTAL				27.58		
TOTAL - PARTS						44.13
LABOR						75.68
PARTS						44.13
JOB# 1 TOTAL						119.81

JOB# 3 CHARGES

LABOR		DESCRIPTION	U/COST	E/COST	U/PRICE	
18.92		RECALL 05034 A/C SYSTEM WIRING OR DUAL STAGE AIRBAG MODULE WIRING INSTALL JUMPER HARNESS PER RECALL 05034				
PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
	1	15785514	HARNESS 1.055	9.99	9.99	15.98
COST TOTAL				9.99		
TOTAL - PARTS						15.98
LABOR						18.92
PARTS						15.98
JOB# 3 TOTAL						34.90

JOB# 4 CHARGES

LABOR		DESCRIPTION	U/COST	E/COST	U/PRICE	
0.00		CUSTOMER STATES GAS CAP BROKEN SPECIAL ORDER PART PART# 1034666				
PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
	0	10346666	CAP 3.028	8.77	0.00	14.03
** QUANTITY 1 IS SPECIAL ORDERED **						
TOTAL - PARTS						0.00
JOB# 6 CHARGES						

JOB# 6 CHARGES

LABOR		DESCRIPTION	U/COST	E/COST	U/PRICE	
18.92		LEFT FRONT HUB CAP INSERT LOOSE CAP NOT SECURING PROPERLY CAP, WHEEL CENTER - REPLACE				

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CVWS27052

CVWS27052

CUSTOMER NO. 36804	ADVISOR JOE	TAG NO. 178 760	INVOICE DATE 02/22/06	INVOICE NO. CVWS27052
[REDACTED] UNION, NJ	LABOR RATE 94.60	LICENSE NO.	MESSAGE 7,541	COLOR ULTRA SILV
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/4DR LT		DELIVERY DATE 05/06/05	STOCK NO. D5997
	VEHICLE I.D. NO. 1 G 1 A L 5 4 F 3 5 7		SELLING DEALER NO.	DELIVERY MILES 30
	R.T.E. NO.	P.O. NO.	R.O. DATE 02/15/06	PRODUCTION DATE
COMMENTS				

MO: 7541

PARTS-----QTY----	FP-NUMBER-----	DESCRIPTION-----	U/COST--E/COST--U/PRICE	
1	9595096	CAP 5.858	8.75 8.75 14.00	14.00
		COST TOTAL	8.75	
		TOTAL - PARTS		14.00
JOB# 6 TOTALS-----				
		LABOR		18.92
		PARTS		14.00
		JOB# 6 JOURNAL PREFIX CVWS	JOB# 6 TOTAL	32.92
		R/O TAX		0.00
		R/O TOTALS		187.63

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM# TOTAL.....
 [REDACTED] 187.63
 CLAIM TOTALS 187.63

APPROVED BY SIGNATURE _____

DCS AUDIT SLIP-----

DCS DATA FILE: GMGMWF.673
 02/22/2006 WARRANTY NEW CLAIM
 1210
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
 027052 02/15/2006 1G1AL54F357 3 02245 7541 [REDACTED]

CUSTOMER NAME: FIRST: [REDACTED] MIDDLE: [REDACTED]
 LAST: [REDACTED] PHONE: WORK: [REDACTED] HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01				15282624	44.13	60	E7200	.8			75.68
LN-TOT:					119.81							
2	03				15785514	15.98	96	V1362	.2			18.92
LN-TOT:					34.90							
3	06				09595096	14.00	30	E0032	.2			18.92
LN-TOT:					32.92							

R.O. TOTAL: 187.63

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CVCS27052

CVCS27052

CUSTOMER NO. 36804		ADVISOR JOE		TAG NO. 760	INVOICE DATE 02/15/06	INVOICE NO. CVCS27052
[REDACTED]		LABOR RATE 94.60	LICENSE NO.	178	COLOR ULTRA SILV	STOCK NO. D5997
UNION, NJ		YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/4DR LT		7,541	DELIVERY DATE 05/06/05	DELIVERY MILES 30
[REDACTED]		VEHICLE I.D. NO. 1 G 1 A L 5 4 F 3 5 7		[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		F.T.E. NO.		P.O. NO.	R.O. DATE 02/15/06	
[REDACTED]		COMMENTS				
TOTALS				MO: 7541		

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 29.95
 TOTAL PARTS.... 17.95
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 1.30
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 2.95

TOTAL INVOICE \$ 52.15

THANK YOU FOR YOUR BUSINESS!!

PAID
 MCH 2.2
 2.15.06
 (C)

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CVCS27052

CUSTOMER NO. 36804		ADVISOR JOE	DOB NO. 178	INVOICE DATE 02/15/06	INVOICE NO. CVCS27052
[REDACTED]		LABOR RATE 94.60	LICENSE NO.	INVOICE NO. 02/15/06	STOCK NO. D5997
UNION, NJ		YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/4DR	INVOICE NO. 02/15/06	INVOICE NO. 02/15/06	STOCK NO. D5997
[REDACTED]		VEHICLE ID. NO. 1 G 1 A L 5 4 F 3 5 7	INVOICE NO. 02/15/06	INVOICE NO. 02/15/06	STOCK NO. D5997
[REDACTED]		R.T.E. NO.	INVOICE NO. 02/15/06	INVOICE NO. 02/15/06	STOCK NO. D5997
[REDACTED]		COMMENTS	INVOICE NO. 02/15/06	INVOICE NO. 02/15/06	STOCK NO. D5997

JOB# 1 CHARGES

MO: 7541

LABOR

CUSTOMER STATES KEY WILL NOT GO INTO OFF POSITION
 LOCK CYLINDER SHORTED
 CYLINDER, IGNITION LOCK - R&R OR REPLACE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	15282624	CYL KIT 2.188			

TOTAL - PARTS

WARRANTY
0.00

JOB# 1 TOTALS

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL

0.00

LABOR

CUSTOMER REQUEST LUBE, OIL AND FILTER CHANGE.
 CHECK ALL FLUID LEVELS.
 Oil & Filter Change W/ Lube 2.2L 05/06

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	PKECO	OIL CHANGE	17.95	17.95	17.95
	1	12579143	FILTER 1.836	****	****	****
	1	88901741	OIL 8.800	****	****	****
	2	OIL	5W30 1234	****	****	****

TOTAL - PARTS

17.95

JOB# 2 TOTALS

LABOR
PARTS

10.00
17.95

JOB# 3 CHARGES

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL

27.95

LABOR

RECALL 05034 A/C SYSTEM WIRING OR DUAL STAGE AIRBAG MODULE
 INSTALL JUMPER HARNESS PER RECALL 05034

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	15785514	HARNESS 1.055			

TOTAL - PARTS

WARRANTY
0.00

JOB# 3 TOTALS

JOB# 4 CHARGES

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL

0.00

LABOR

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CVCS27052

CVCS27052

CUSTOMER NO. 36804	ADVISOR JOE	PAGE NO. 178	INVOICE DATE 02/15/06	INVOICE NO. CVCS27052
	LABOR RATE 94.60	LICENSE NO.	MILEAGE 7,541	COLOR ULTRA SILV
UNION, NJ	YEAR / MAKE / MODEL 05 / CHEVROLET / COBALT / 4DR LT		DELIVERY DATE 05/06/05	STOCK NO. D5997
	VEHICLE I.D. NO. 1 G 1 A L 5 4 F 3 5 7		DELIVERY MILES 30	PRODUCTION DATE
	R.T. E. NO.	P.O. NO.	SELLING DEALER NO.	
			R.O. DATE 02/15/06	
COMMENTS			MO: 7541	

LABOR

CUSTOMER STATES GAS CAP BROKEN
SPECIAL ORDER PART PART# 1034666

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	0	1034666	CAP 3.028		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
TOTAL - PARTS					0.00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

LABOR

CUSTOMER REQUESTS TIRE ROTATION
ROTATE TIRES

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
LABOR					19.95
TOTAL - PARTS					19.95

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 19.95

LABOR

LEFT FRONT HUB CAP INSERT LOOSE
CAP NOT SECURING PROPERLY
CAP, WHEEL CENTER - REPLACE

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1	9595096	CAP 5.858		
TOTAL - PARTS					0.00

JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX CVCS JOB# 6 TOTAL 0.00

MISC

JOB #	CODE	DESCRIPTION	CONTROL NO.
A	SS	SHOP SUPPLIES	
TOTAL - MISC			1.30

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$53.00 (+TAX)



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ009	9000 MILE SERVICE	MO	31.20	01CVZ069	69000 MILE SERVICE	MO	47.00
01CVZ009T	9000 MILE SERVICE	MO	31.20				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/09/05	15951	5	004	053	W	750VZ	PDI
03/11/05	13754	5	004	053	W	750VZ	PDI

SALESPERSON NO. 071 MOHAMED ELKASHAB

S E R V I C E

STATE REG# 2

VEHICLE ID NO. 1G1AL54F357	YEAR/MAKE/MODEL 05/CHEVROLET/CORVETTE/4DR LT	PRODUCTION DATE 05/06/05	STOCK NO. D5997	LICENSE NO. 27052
CUSTOMER NO. 36804	SERVICE CONTRACT	DELIVERY DATE 05/06/05	DELIVERY MILES 30	RELING DEALER NO. 02/15/06
COLOR ULTRA SILV MET/GR	CO. TRADING	EXPIRATION DATE 7/54	EXPIRATION MILES 7000	TRADING NO. 760
RESIDENCE PHONE 0934am	WORKING PHONE 02/15/06	ADVISOR NO. 178	ADVISOR GE	
APPOINTMENT <input checked="" type="checkbox"/> Yes	LABOR RATE 94.60	<p>Disclaimer of Warranties The Seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty 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 said products.</p>		

ORIGINAL CUSTOMER ESTIMATE TOTAL 33421

CUSTOMER STATES KEY WILL NOT COME OUT OF POSITION AND WILL NOT GO INTO OFF POSITION

CUSTOMER REQUEST LUBE, OIL AND FILTER CHANGE CHECK ALL FLUID LEVELS

RECALL 05034 A/C SYSTEM WIRING OR DUAL STAGE AIRBAG MODULE WIRING

CUSTOMER STATES GAS CAP BROKEN

COUPON

WILL INSERT FUEL OFF

Rotate

955096

1995

2

COMPLAINT

CAUSE

CORRECTION

TIME CLOCK

OFF FEB 15 8:18

ON

OFF

ON FEB 15 13:50

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

CAP CK
KEY went
come out at
times

COULD NOT
DUPLICATE

REPLACE
+ CODE IGNITION
LOCK CYLINDER

05034

RECALL

INSTALL A/C
JUMPER HARNESS

CIL GAS
CAP

BROKEN

ORDER CAP

CK
LE
HUB CAP

LOOSE
FELL OFF

REPLACE LF
HUB CAP wheel
INSERT

L.O.F (4)
Rotate (5)

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
02/15/06	17	27052	6	ON 1:17

SILVER COBALT
SELF SERVICE REPAIR ORDER
CAR PARKED BY DARTO SECURUM

TO OUR EARLY MORNING OR LATE EVENING CUSTOMERS:

1. Fill out envelope completely.
2. Enclose your warranty card.
3. Enclose only your car keys.
4. Leave car locked on our lot and remove personal items.
5. Seal envelope and drop in slot provided.

NAME [REDACTED] ADDRESS [REDACTED]
CITY Union STATE NJ ZIP [REDACTED]
DAY PHONE # [REDACTED] EVENING PHONE # [REDACTED]
NEED CAR READY BY 7:00 PM AM. 7:00 PM MILEAGE 7,000
YEAR 2005 MAKE & MODEL Chevy Cobalt COLOR Silver
LIC. PLATE NO [REDACTED] VIN # [REDACTED]

() CHECK HERE IF VEHICLE WAS TOWED IN DATE TIME

SERVICE CHECK LIST:

- | | | |
|--------------------------|-----------------------------|--------------------------------|
| () Lube/Oil/Filter | () Align Front End | () Check Fluids |
| () Tune Engine | () Rotate Tires | () Cooling System Service |
| () Brake Service | () Balance Tires | () <u> </u> Mile Service |
| () Transmission Service | () Service Air Conditioner | |

PLEASE WRITE ANY SPECIAL PROBLEMS OR INSTRUCTIONS BELOW (FOR ADDITIONAL SPACE USE REVERSE SIDE)

*IGNITION! - problems getting key out!
ignition won't turn to off posit

Also: recall 05034, GAS cap broken, oil change + lube

Method of Payment: () VISA () MC () AMEX () CASH () PERSONAL CHECK Har. 95
coupon

PLEASE CHECK ONE

- (☒) Please call with estimate before proceeding with repairs.
() I hereby waive my right to receive a written estimate of the price to complete the requested repairs.
() I authorize the above work up to a limit of (circle one):
\$100 \$200 \$300 \$400 \$500 \$1000 \$

(In the event the cost of providing the above specified services will exceed the dollar limit indicated, you will be contacted for approval.)

NO REPAIRS PERFORMED WITHOUT YOUR SIGNATURE

I hereby authorize above repair work to be done along with the necessary materials, 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control nor for loss or damage to vehicle or articles left in vehicle in [REDACTED] and our control.

Please Sign Here [REDACTED]

Date: 2/15/06

GM Vehicle Inquiry System Summary

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

[Help](#)

VIN :	1G1AL54F357
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VEHICLE INFORMATION

Merchandising Model :	1AL69 -2005 COBALT 4-DOOR LS SEDAN			Warranty Start Date :	05/06/2005			
BARS Order Type :	70 - RETAIL - STOCK							
Delivering Dealer :	MULTI CHEVROLET INC. PO BOX 367 UNION , NJ 07083-0367 (908) 686-2800			Selling Source :	13 - CHEVROLET			
				Site Code :	02245			
				Business Associate Code :	111242			
Service Contract :	No	Branded Title :	No	Warranty Block :	No	FDI Status :	Paid	

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05034	A/C SYSTEM WIRING OR DUAL STAGE AIRBAG MODULE WIRING	05/11/2005	Open

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	No	OnStar Status	N/A	Refer to Help page for details or: www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271		
XM Equipped	Yes	XM Radio ID	GALU90CK	XM Status	Active	Refer to Help page for details or: www.gm.xmradio.com or (800)556-3600

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	05/06/2005	30 miles	05/06/2008	36030 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	05/06/2005	30 miles	05/06/2011	100030 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/06/2005	30 miles	05/06/2013	80030 miles
36/50000 CALIFORNIA EMISSIONS	05/06/2005	30 miles	05/06/2008	50030 miles

84/70000 CALIFORNIA SELECT COMPONENT	05/06/2005	30 miles	05/06/2012	70030 miles
60/60000 POWERTRAIN - U.S.	05/06/2005	30 miles	05/06/2010	60030 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
05/09/2005	015951	I	Z6999 - PDI RELATED FLUID ADDS	5 miles
03/08/2005	A77054	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CVWS28824

CVWS28824

CUSTOMER NO. 36804	ADVISOR JOE	178	INV NO. 092	INVOICE DATE 04/03/06	INVOICE NO. CVWS28824
[REDACTED] UNION, NJ	LABOR RATE 94.60	LICENSE NO.	MILEAGE 9,000	COLOR ULTRA SILV	STOCK NO. D5997
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/4DR L			DELIVERY DATE 05/06/05	DELIVERY MILES 30
	VEHICLE I.D. NO. 1 G 1 A L 5 4 F 3 5 7			SELLING DEALER NO.	PRODUCTION DATE
	C.T.E. NO.			R.O. DATE 03/31/06	
COMMENTS			MO: 9003		

JOB# 1 CHARGES-----					
LABOR-----					
04/03/06 CVWS28824 BODY MECHANICAL HOURLY RATE \$50.00 REPAIRS					
CUSTOMER STATES GAS CAP STRAP BROKEN FOUND GAS STRAP BROKEN REPLACE GAS CAP					
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	U/COST--E/COST--U/PRICE	
	1	10346666	CAP 3.028	8.77 8.77 14.03	14.03
			COST TOTAL	8.77	
			TOTAL - PARTS		14.03
JOB# 1 TOTALS-----					
			LABOR		47.30
			PARTS		14.03
			JOB# 1 JOURNAL PREFIX CVWS		61.33
JOB# 2 CHARGES-----					
LABOR-----					
04/03/06 CVWS28824 BODY MECHANICAL HOURLY RATE \$50.00 REPAIRS					
CUSTOMER STATES KEY DOES NOT COME OUT OF IGNITION FOUND SHIFTER BINDING REPLACE SHIFTER ASSEMBLY					
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	U/COST--E/COST--U/PRICE	
	1	15244138	CONTROL 4.004	64.69 64.69 103.50	103.50
			COST TOTAL	64.69	
			TOTAL - PARTS		103.50
G.O.G. & SUPPLIES-----					
			FREIGHT		9.70
			TOTAL - GOG		9.70
JOB# 2 TOTALS-----					
			LABOR		85.14
			PARTS		103.50
			G.O.G.		9.70
			JOB# 2 JOURNAL PREFIX CVWS		198.34
JOB# 3 CHARGES-----					
LABOR-----					
04/03/06 CVWS28824 RECOMMENDED MAINTENANCE HOURLY RATE \$50.00 REPAIRS					
			FREIGHT		
			FREIGHT		
			FREIGHT		
COMMENTS-----					
DROP OFF NIGHT BEFORE					
			R/O TAX		0.00
			R/O TOTALS		259.67

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CVWS28824

CVWS28824

CUSTOMER NO. 36804	ADVISOR JOE	178	TAG NO. 092	INVOICE DATE 04/03/06	INVOICE NO. CVWS28824
[REDACTED] UNION, NJ	LABOR RATE 94.60	LICENSE NO.	MILEAGE 9,000	COLOR ULTRA SILV	STOCK NO. D5997
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/4DR LT			DELIVERY DATE 05/06/05	DELIVERY MILE 30
	VEHICLE ID. NO. 1 G 1 A L 5 4 F 3 5 7			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			R.O. NO.	R.O. DATE 03/31/06
COMMENTS			MO: 9003		

WARRANTY CLAIM DETAIL TOTALS

CLAIM	TOTAL
[REDACTED]	259.67
CLAIM TOTALS	259.67

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.011
04/03/2006
1743
WARRANTY NEW CLAIM

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
028824	03/31/2006	1G1AL54F357	3	02245	9000	[REDACTED]

CUSTOMER NAME - FIRST: [REDACTED] MIDDLE: [REDACTED]
LAST: [REDACTED] PHONE: WORK: [REDACTED] HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT	LAB-TOT.
1	01		VB	1	10346666	14.03	1D	L1020	.5			47.30
LN-TOT:					61.33	TECH SSN: [REDACTED]		AUTH CODE:		AUTH. AUTHOR.:		
2	02		OJ	1	15244138	103.50	6C	K5225	.9			85.14
LN-TOT:					188.64	TECH SSN: [REDACTED]		AUTH CODE:		AUTH. AUTHOR.:		
3	03		MD	1	15244138	93		Z5000				9.70
LN-TOT:					9.70	TECH SSN: [REDACTED]		AUTH CODE:		AUTH. AUTHOR.:		

R.O. TOTAL: 259.67



RICHARD LUCAS



PARTS DISTRIBUTORS

Serving All GM Vehicles

1077 Route One South · Avenel, NJ 07001

HOTLINE: (732) 634-1900

Fax: (732) 634-8666

Email: rlucasparts@aol.com



**Goodwrench
Powertrain**

Authorized Powertrain Dealer



ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.
NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS.
NO RETURNS AFTER 30 DAYS. 25% RE-STOCK CHARGE ON ALL RETURNED PARTS.

USE CAUTION IN OPENING

If container damaged, torn or otherwise defaced, part not eligible for return credit.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those 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 SHIPPED	INVOICE DATE	INVOICE NUMBER
31 MAR 06	8164	31 MAR 06	31 MAR 06	116831

ACCOUNT NO. 6862800

PAGE 1 OF 1

MULTI CHEVROLET
2675 RTE 22 WEST
UNION, NJ 07083

CHEVROLET, MULTI
2675 RTE 22 WEST
UNION, NJ 07083

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
	1		CHARGE	AVENEL NJ
1	1	0	15244138	68J
			F-CONTROL	113.50
				74.39
WHAT CAN WE DO TO SERVE YOU BETTER ??				
WE STOCK ALL GM CAR & TRUCK LINES				
PARTS DEPT. HOURS 7:30AM - 5:00PM M-F				
8:00AM - 4:00PM ON SATURDAY				
**** CALL FOR SPEEDY DELIVERIES ****				
CUSTOMER'S SIGNATURE				
X				
PARTS				
SUBLET				
FREIGHT				
SALES TAX				
TOTAL				
74.39				

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CVCS28824

CVCS28824

CUSTOMER NO. 36804	ADVISOR JOE	TAG NO. 092	INVOICE DATE 03/31/06	INVOICE NO. CVCS28824
	LABOR RATE 94.60	LICENSE NO.	COPIES 9,000	COLOR ULTRA SILV
UNION, NJ	YEAR / MAKE / MODEL 05 / CHEVROLET / COBALT / 4DR LT		DELIVERY DATE 05/06/05	STOCK NO. D5997
	VEHICLE I.D. NO. 1 G 1 A L 5 4 F 3 5 7		DELIVERY MILES 30	PRODUCTION DATE
	F.T.B. NO.	P.O.	S.O. DATE 03/31/06	
COMMENTS			MO: 9003	

JOB# 1 CHARGES

LABOR

CUSTOMER STATES GAS CAP STRAP BROKEN
 FOUND GAS STRAP BROKEN
 REPLACE GAS CAP

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	10346666	CAP 3.028			
					TOTAL - PARTS	WARRANTY 0.00

JOB# 1 TOTALS

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL

0.00

LABOR

CUSTOMER STATES KEY DOES NOT COME OUT OF IGNITION
 FOUND SHIFTER BINDING
 REPLACE SHIFTER ASSEMBLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	15244138	CONTROL 4.004			
					TOTAL - PARTS	WARRANTY 0.00

G.O.G. & SUPPLIES

FREIGHT

TOTAL - GOG

WARRANTY 0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL

0.00

ESTIMATE

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

COMMENTS

DROP OFF NIGHT BEFORE

970

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CVCS28824

CVCS28824

CUSTOMER NO. 36804		ADVISOR JOE		TAG NO. 092	INVOICE DATE 03/31/06	INVOICE NO. CVCS28824
[REDACTED]		LABOR RATE 94.60	LICENSE NO.	MI LEASE 9,000	COLOR ULTRA SILV	STOCK NO. D5997
UNION, NJ [REDACTED]		YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/4DR LT		DELIVERY DATE 05/06/05		DELIVERY MILES 30
[REDACTED]		VEHICLE I.D. NO. 1 G 1 A L 5 4 F 3 5 7		SELLING DEALER NO.		PRODUCTION DATE
[REDACTED]		F.T.E. NO.		R.O. NO.		R.O. DATE 03/31/06
[REDACTED]		COMMENTS		MO: 9003		

TOTALS-----		TOTAL LABOR.... 0.00	
*****		TOTAL PARTS.... 0.00	
* [] CASH [] CHECK CK NO. [] *		TOTAL SUBLET.... 0.00	
* [] VISA [] MASTERCARD [] DISCOVER *		TOTAL G.O.G.... 0.00	
* [] AMER XPRESS [] OTHER [] CHARGE *		TOTAL MISC CHG. 0.00	
*****		TOTAL MISC DISC 0.00	
		TOTAL TAX..... 0.00	
		TOTAL INVOICE \$ 0.00	



2675 ROUTE 22 WEST, UNION, N.J. 07083
TEL. (908) 686-2800

⑦

9003

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/15/06	27052	7541	178	017	W	51CVZ	BODY ELECTRICAL
				017	C	00CVZLOF	LUBE,OIL FILTER
				017	W	02CVZ	RECALL
				017	W	09CVZ	FUEL SYSTEM
				017	C	00CVZROTATD	ROTATE TIRES
				017	W	48CVZ	WHEELS/TIRES

STATE REG# 2

JOB		
-----	--	--

K 5225

The Seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty 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 said products.

COMPLAINT

CAUSE

17/

CORRECTION

CK
CAP

BROKEN
STRAP

1 NSGALL
ORDERED
GAS CAP

CK
Shift

Birds

OK.
+
REPLACE
5th FTR
ASSEMBLY

STRAIGHT TIME- <u>RS</u>	FLAT RATE PRICE	R.O. NO. <u>28824</u>	TIME	OFF
<u>03/31/06</u>		S.W. NO. <u>17</u>	OFF NO.	ON <u>1.4</u>

[illegible]

SELF SERVICE REPAIR ORDER

TO OUR EARLY MORNING OR LATE EVENING CUSTOMERS:

1. Fill out envelope completely.
2. Enclose your warranty card.
3. Enclose only your car keys.
4. Leave car locked on our lot and remove personal items.
5. Seal envelope and drop in slot provided.

NAME [REDACTED] ADDRESS [REDACTED]
CITY Union STATE NJ ZIP [REDACTED]
DAY PHONE # [REDACTED] EVENING PHONE # [REDACTED]
NEED CAR READY BY [REDACTED] AM [REDACTED] PM [REDACTED] MILEAGE 9,000
YEAR 2005 MAKE & MODEL Cadillac COLOR Silver
LIC. PLATE NO. [REDACTED] VIN # [REDACTED]

() CHECK HERE IF VEHICLE WAS TOWED IN DATE [REDACTED] TIME [REDACTED]

SERVICE CHECK LIST:

- | | | |
|--------------------------|-----------------------------|----------------------------|
| () Lube/Oil/Filter | () Align Front End | () Check Fluids |
| () Tune Engine | () Rotate Tires | () Cooling System Service |
| () Brake Service | () Balance Tires | () Mile Service |
| () Transmission Service | () Service Air Conditioner | |

PLEASE WRITE ANY SPECIAL PROBLEMS OR INSTRUCTIONS BELOW (FOR ADDITIONAL SPACE USE REVERSE SIDE):

* Shifter problem; key not coming out of ignition
also

* gas cap (order warranty)
Mark knows about problem

Method of Payment: () VISA () MC () AMEX () CASH () PERSONAL CHECK

PLEASE CHECK ONE

- () Please call with estimate before proceeding with repairs.
() I hereby waive my right to receive a written estimate of the price to complete the requested repairs.
() I authorize the above work up to a limit of (circle one):
\$100 \$200 \$300 \$400 \$500 \$1000 \$ [REDACTED]

(In the event the cost of providing the above specified services will exceed the dollar limit indicated, you will be contacted for approval.)

NO REPAIRS PERFORMED WITHOUT YOUR SIGNATURE

I hereby authorize above repair work to be done along with the necessary materials, 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control nor for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond our control.

Please Sign Here [REDACTED]

Date: 3/30/06

Form #108 • REORDER FROM: NJ CAR SERVICES, INC. (800) 883-5055

Call me at home

2005 COBALT 4-DOOR LS SEDAN		CHEVROLET MOTOR DIVISION
95U ULTRA SILVER METALLIC	/L4G	GENERAL MOTORS CORPORATION
142 GRAY		100 RENAISSANCE CENTER
ORDER NO. HXSTZQ/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G1 AL54 F3 57		VEHICLE INVOICE 1AD61284732
*****		*****13*02245S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
1AL69 COBALT 4-DOOR LS SEDAN	15920.00	14885.20 INVOICE 03/08/05
AR9 HEATED LEATHER APPOINTED FRONT	695.00	625.50 SHIPPED 03/08/05
BUCKET SEATS		EXP I/T 03/13/05
ASF AIRBAGS, SIDE HEAD-CURTAIN	395.00	355.50 INT COM 03/14/05
CF5 ELECTRIC SUNROOF W/MAP LIGHTS	725.00	652.50 PRC EFF 03/01/05
DT4 ASHTRAY AND LIGHTER	15.00	13.50 KEYS G1028 G1028
L61 2.2L DOHC 4 CYL ENGINE	0.00	0.00 WFP-F QTR OPT-1
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	765.00 BANK: GMAC - 020
NE1 50-STATE EMISSIONS	N/C	N/C CHG-TO 02-245
R6M NEW JERSEY SURCHARGE	0.00	37.00
T43 REAR DECK-LID SPOILER	275.00	247.50 SHIP WT: 2863
UQ3 PIONEER 7 SPKR AMPLIFIED SYSTEM	150.00	135.00 HP: 18.4
US8 RADIO, AM/FM STEREO W CD & MP3	150.00	135.00 GMS: 18199.20
U2K XM SATELLITE RADIO-OVER 130	325.00	292.50 SUPPLR: 19014.79
CHNLS OF DIGITAL ENTERTAINMENT.		MRM: 20065.00
SERVICE FEE EXTRA 1ST.3MOS.INCL		DAN: 210-4
		MEMO 900.00

TOTAL MODEL & OPTIONS	19500.00	18144.20	ACT 231	18124.20
DESTINATION CHARGE	565.00	565.00	H/B 261	585.00
LAM DEALER CONTRIBUTION		195.00	ADV 261	195.00
LAM GROUP CONTRIBUTION		195.00	EXP 65A	195.00
TOTAL	20065.00	19099.20	PAY 310	19099.20
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		18275.40		

 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.

 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

MULTI CHEVROLET INC.	REMIT TO GMAC NO. 020
	VIN 1G1AL54F357
	\$ 19099.20 INV 1AD61284732
	DUE 03/14/05 DEALER 02-245

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 06/10/06
PROCESSING SOURCE: CHEVROLET 14:06:50
PAGE: 1
VIN: 1G1AL54F3 57 SELLG SCE: 13 MDL YR: 05 ORD NO: HXSTZQ
ODATE: 02/10/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 02245
DDATE: 05/06/05 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:
DLVY DOE: 05/09/05 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: UNION NJ
TRD DOE:
SRVC IN:
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 02245	00028133290	05/10/05	19.98	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00028133290 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
TJC	01	13 02245	00028133290	05/10/05	1,000.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00028133290 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
UDP	01	13 02245	00028133290	05/10/05	1,000.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00028133290 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
XSC	01	13 02245	201760	05/18/05	1,503.09	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 201760 AUTH PUR CD:
MISC DATE: 05/06/05 MISC: 0000047287MEA0
POLICY PYMT CMNT: ACTV TYPE: 6

Facsimile Cover Sheet

To: SUSAN
Company: 020907247287
Phone:
Fax: 866-592-1367

From: Katie Carlson
Company: GMAC
Phone: (800) 200-4622
Fax:

Date: 11/14/06
**Pages including this
cover page:**

Comments: Copy of Contract follows

The information contained in this facsimile message is privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone at the above number.

Thank you.....GMAC.

THIS CONTRACT INCLUDES THE ATTACHED RIDER LABELED "GMAC SMARTBUY RIDER"
RETAIL INSTALLMENT SALE CONTRACT
GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

Buyer (and Co-Buyer, if any), Name and address (Include county and zip code)

Creditor (Seller name and address)

UNION NJ

MULTI CHEVROLET INC.
 2675 RT 22
 UNION NJ 07083

MAY 11 2005

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.	<input checked="" type="checkbox"/> Person <input type="checkbox"/> Business
NEW	2005	CHEVROLET COBALT	1G1AL54F357	

Your trade-in is a: Year 1999 Make CHEVROLET Model CAVALIER

JOHN FINNERTY

020-9072-47287 MLS

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 4.60 %	The dollar amount the credit will cost you \$ 2604.08	The amount of credit provided to you or on your behalf \$ 18267.13	The amount you will have paid after you have made all payments as scheduled \$ 20871.21	The total cost of your purchase on credit, including your down payment \$ 25271.21

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
47	\$ 234.86	Monthly beginning 06/08/2005	
AND 1 FINAL PAYMENT OF \$ 5831.85 DUE ON: 05/06/2009			

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 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.

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 \$ N/A

Credit Disability \$ N/A

N/A

(Insurance Company)

N/A

(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. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. 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. 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.

☐ N/A Other Insurance. N/A

☐ N/A Type of Insurance Term

☐ N/A Premium \$ N/A

☐ N/A (Insurance Company)

☐ N/A (Home Office Address)

☐ N/A I want the insurance checked above.

☒ Buyer Signature Date

☒ Co-Buyer Signature Date

☐ N/A

☐ N/A

☐ N/A

☐ N/A

☐ N/A

☐ N/A

☐ N/A

☐ N/A

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☐ N/A

☐ N/A

☐ N/A

☐ N/A

☐ N/A
ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including \$ 1127.42 sales tax)	\$ 21794.63(1)
2 Total downpayment =	
Gross trade-in \$ 2400.00 - payoff by seller \$ N/A	
= net trade-in \$ 2400.00 + cash \$ N/A	
+ other (describe) MFG REBATE \$ 2000.00	\$ 4400.00(2)
3 Unpaid balance of cash price (1 minus 2)	\$ 17394.63(3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of those amounts):	
A Cost of optional credit insurance paid to the insurance company or companies	
Life \$ N/A	\$ N/A
Disability \$ N/A	\$ 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	
REG FEE \$ 242.00	\$ 242.00
F Government certificate of title fees (includes \$ N/A security interest recording fee)	\$ N/A
G Other charges (Seller must identify who is paid and describe purpose.)	
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A
to MULTI CHEVROLET for DOC FEE	\$ 99.00
to EASY CARE GA for GAP CARE	\$ 524.00
to N/A for N/A	\$ N/A
to NJ STATE for VEH TIRE FEES	\$ 7.50
Total other charges and amounts paid to others on your behalf	\$ 872.50(4)
\$ Amount financed (3 + 4)	\$ 18267.13(5)

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 signed by both parties. These changes are binding.

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 entering 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 ask questions. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X

Date 05/06/2005 Co-Buyer Signs X

Co-Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X

MULTI CHEVROLET INC.

Creditor Signs

Date 05/06/2005 By X

Seller assigns its interest in this contract to: ☒ General Motors Acceptance Corporation ☐ GMAC ☐ Other Credit Corporation.

Assigned with recourse

Assigned with recourse

Seller By Title

2109 RA-NJ 1/2005 (For use in the State of New Jersey) (1 of 4) Notice: See Other Side
 Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

ORIGINAL

OTHER IMPORTANT AGREEMENTS

1. FINANCE CHARGE AND PAYMENTS

- How we will figure Finance Charge. The Finance Charge is figured on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed.
- How we will apply payments. We will apply each payment first to the earned and unpaid part of the Finance Charge, and then to the Unpaid part of the Amount Financed.
- How late payments or early payments change what you must pay. We based the Finance Charge, Total of Payments, and Total Sale Price shown on the front on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice, telling you about these changes before the final scheduled payment is due.

2. YOUR OTHER PROMISES TO US

- If the vehicle is damaged, destroyed, or missing. You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.
- Using the vehicle. You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.
- Security Interest. You give us a security interest in:
 - The vehicle and all parts or goods installed in it;
 - All money or goods received (proceeds) for the vehicle;
 - All insurance, maintenance, service, or other contracts we finance for you; and
 - All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds or premiums or charges from the contracts.
 This secures payment of all you owe on this contract. It also secures your other agreements in this contract. You will make sure the title shows our security interest (lien) in the vehicle.
- Insurance you must have on the vehicle. You agree to have physical damage insurance covering loss or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we decide, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium for the insurance and a finance charge at the highest rate the law permits.

If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.

- What happens to returned insurance, maintenance, service, or other contract charges. If we get a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.

3. YOU MAY PREPAY

You may prepay all or part of the unpaid part of the Amount Financed at any time without penalty. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.

4. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES

If you may owe late charges. You will pay a late charge on each late payment as shown on the front. You will not have to pay a late charge if you purchased the vehicle primarily for personal, family, or household use and the cash price of the vehicle is \$10,000 or less. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments. If you pay late, we may also take the steps described below.

- You may have to pay all you owe at once. If you break your promises (default), we may demand that you pay all you owe on this contract at once. Default means:

- You do not pay any payment on time;
- You start a proceeding in bankruptcy or one is started against you or your property; or
- You break any agreements in this contract.

The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.

- You may have to pay collection costs. If we hire an attorney who is not our salaried employee to collect what you owe, you will pay the attorney's reasonable fee and court costs the law permits. If the vehicle is primarily for personal, family, or household use and the cash price is \$10,000 or less, the maximum attorney's fee you will pay will be \$100 plus 10% of the excess over \$500 of the amount due when we hire the attorney.

- We may take the vehicle from you. If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for those items back, we may dispose of them as the law allows.

- How you can get the vehicle back if we take it. If we repossess the vehicle, you may pay to get it back (redeem). We will tell you how much to pay to redeem. Your right to redeem ends when we sell the vehicle.

- We will sell the vehicle if you do not get it back. If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.

We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at the highest lawful rate until you pay.

- What we may do about optional insurance, maintenance, service, or other contracts. This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we repossess the vehicle, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

5. WARRANTIES SELLER DISCLAIMS

Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.

This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

- 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.

Spanish Translation:

Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

7. APPLICABLE LAW

Federal law and New Jersey law apply to this contract.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

The preceding NOTICE applies only to goods or services obtained primarily for personal, family, or household use. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

ROBERT M. SILVERMAN^{1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,21,22,23,24,25,26,27,28,29,30,31,32,33,34,35,36,37,38,39,40,41,42,43,44,45,46,47,48,49,50,51,52,53,54,55,56,57,58,59,60,61,62,63,64,65,66,67,68,69,70,71,72,73,74,75,76,77,78,79,80,81,82,83,84,85,86,87,88,89,90,91,92,93,94,95,96,97,98,99,100}
 CRAIG THOR KIMMEL^{1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,21,22,23,24,25,26,27,28,29,30,31,32,33,34,35,36,37,38,39,40,41,42,43,44,45,46,47,48,49,50,51,52,53,54,55,56,57,58,59,60,61,62,63,64,65,66,67,68,69,70,71,72,73,74,75,76,77,78,79,80,81,82,83,84,85,86,87,88,89,90,91,92,93,94,95,96,97,98,99,100}

¹ Member, PA Bar
² Member, NJ Bar
³ Member, DE Bar
⁴ Member, NY Bar
⁵ Member, MA Bar
⁶ Member, MD Bar
⁷ Member, OH Bar
⁸ Member, DC Bar
⁹ Member, AZ Bar
¹⁰ Member, CO Bar



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

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 Q29, 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. HERRITT¹
 ROBERT A. RAPKIN²
 HY DAVID RUBENSTEIN³
 AMY D. COX⁴
 LOUIS DOBI, JR.⁵
 HILARY WHEATLEY TAYLOR⁶
 THOMAS F. BURNS⁷
 BARRY S. WUNDERMAN⁸
 JACQUELINE BRADFORD PORRO⁹
 MELISSA K. FLALA¹⁰
 IRA P. SMADES¹¹
 DAVID L. LIEBERMAN¹²
 ANGELA K. TROCCOLI¹³
 FRED DAVIS¹⁴
 ANNE WARD¹⁵
 JACQUELYN S. KERNECHEL¹⁶
 RONALD ROWLAND¹⁷

November 30, 2006

Susan Gadberry
 GENERAL MOTORS CORPORATION
 BRC Legal Department – MSX International

RE: [REDACTED] v. General Motors Corporation
 Case No: 06-22962

Dear Susan,

Enclosed please find the executed Settlement Agreement And Release 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. I, [REDACTED] (hereinafter referred to as "Releasor(s)"), as buyer(s) of a certain 2005 Chevrolet Cobalt, bearing Vehicle Identification Number 1G1AL54F357 [REDACTED] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of \$ 23,313.32, said payment to be made as outlined below, does for him and each and all of his 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 attorney(s) 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 Releasor(s).

2. As consideration for the payment described above to be tendered in the form of three checks: the first, in the amount of \$ 15,231.77, made payable to GMAC; the second in the amount of \$ 6,181.55, made payable to John Finnerty; the third in the amount of \$ 1,900.00, made payable to Kimmel & Silverman, P.C.

Note: These checks are subject to change if 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, Releasor(s) 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 after Releasor(s) 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, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of \$ 23,313.32, 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 Releasor(s) of \$ 23,313.32, 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 Releasor(s).

(iv) That the Vehicle shall not exceed 46,000 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

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PR NEWSWIRE

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(8)

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consideration above shall be modified as follows: a reduction of payment of 25 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(s) 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(s);

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

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

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

(h) That Releasor(s) 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(s) does hereby for himself, his 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 Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE
UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 4th DAY OF

November, 2006.

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

CURRENT VEHICLE MILEAGE 15,000

DATE SIGNED: 12/4/06

WITNESS:

[Redacted Signature]

Claimant's Signature

Claimant's Signature

[Redacted Signature]

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Fax Server


Address

Union Bg 07083
City, State Zip Code

Address

City, State, Zip Code

STATE OF NEW JERSEYCOUNTY OF SUSSEX


SABRINA RILES Signature of Notary Public
NOTARY PUBLIC OF NEW JERSEY
Commission Expires FEB 23, 2007
Print, type or stamp Commissioned Name of Notary Public

Personally Known ☒ OR Produced identification ☐

Type of identification _____

My commission expires: JANUARY 23, 2007

CC: File

LG0029
V6302006



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

October 18, 2006

VIA FAX ONLY

Robert Silverman, Esq.
Kimmell & Silverman
30 E Butler Ave
Ambler, PA 19002-4514

RE:

Service Request: 1-437328028
2005 Chevrolet Cobalt
Vehicle Identification Number: 1G1AL54F357
Customer Relationship Specialist: Susan Gadberry

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated October 17, 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



GMC



BUICK





RVDC Case# 108478

BRC Case Number	1437328028	Vehicle is going to:	Auction	Is Vehicle Drivable?	Y	Issue 1099?	Y
Customer Name		Dealer Admin Fee Applies?	Y	Issue Release	N		
Original VIN	1G1AL54F357	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase					
BAC	111242	Retrieve Sales Tax? Y		Title Brand?			
Dealership Name	MULTI CHEVROLET INC	Reason for not Retrieving Sales Tax:					
Dealer Contact/Title	Nevin Seemungal, Service Manager	Original Sales Tax Paid in State: NJ	Repurchased Under Laws of State: NJ				
Dealer Phone	9086862800	Vehicle Meets Presumption of LEMON LAW? Y					
Dealer Fax	9086868677	Closing Schedule:	Established on:				
Delivery Date	2005-04-06	2007-01-08	2006-12-27				
Buyback Mileage	16000	If no, where: BAC is 0					
Transmission	A	Location Site Name:					
UCC Code(s)	J5504	Contact Name:					
MSRP	20065.00	Address 1:					
Est. Auction Value	8732.00	Address 2:					
Case Number	108478	City:		State:		Zip:	
TAC Case Number		Phone ☐:					
Type of Transaction	SL	Fax ☐:					
Replacement VIN		Comment:					
Repurchase Type	Legal-Early Resolution-NISM						
Repurchase Source	Grace Moody	GM Legal Case Number:					
Reason for Repurchase: Rerplaced ignition twice, shifter assembly ☐ excessive days out of service		GM Counsel Name: N/A					
		Gm Counsel Contact Name: N/A					
		Address1:					
		Address2:					
		City:		State:		Zip:	
		Phone ☐:					
		Fax ☐:					

Lien Payoff			
Lien Payoff Amount: 15231.77	Lien Payoff Expires on: 2007-01-24	Per Diem: 1.91	
Customer Due to GM: 0.00	Dealer Due GM: 0.00		

Check Information			
Customer	Lienholder	Plaintiff's Attorney	
Check Amt: 6181.55		Check Amt:	1900.00
Payee1:	Payee1: GMAC	Payee1:	Robert M. Silverman
Payee2:	Payee2: 020907247287	Payee2:	
Address1:	Address1: 600 North Marienfeld, Ste 201	Address1:	30 E. Butler Pike
Address2:	Address2:	Address2:	
City:	City: Union	City:	Ambler
State:	State: NJ	State:	PA
Zip	Zip: 79701	Zip	19002
Phone ☐:	Phone ☐: 800-514-6378	Phone ☐:	215-540-8888
Fax ☐:	Fax ☐:	Fax ☐:	215-540-8817
	Attention: CFS	Attention:	
	Account ☐: 020907247287	Fed Tax ID:	232671027

				Firm Name:	Kimmel <input type="checkbox"/> Silverman
--	--	--	--	------------	---

Case ID: 108478	Initiator: boothe
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Privileged and Confidential Information**CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Susan Gadberry State: NJ

Customer Name: [REDACTED] Service Request: 1-437328028 GM Legal File No.: {Number}

Vehicle ID No.: 1G1AL54F357 [REDACTED] In Service Date: 5/6/05 Vehicle is: New BAC Code: 111242
Year, Make ☐ Model: 2005 Chevrolet Cobalt Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}Lien holder: GMAC ☐ Other ☐**VEHICLE REPAIR HISTORY**

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE N/A ☐ IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.☐ **Body/Trim**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/31/06	028824	1	9,000	C/S gas cap strap broken <input type="checkbox"/> Replaced gas cap

☐ **Electrical**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/15/06	027052	1	7,541	C/S key will not come out of ignition and will not go into off position <input type="checkbox"/> Replaced ignition lock
3/31/06	028824	<input type="checkbox"/>	9,000	C/S key does not come out of ignition <input type="checkbox"/> Replaced shifter assembly
9/28/06	035051		13,877	Vehicle towed in, C/S light came on dash board and vehicle started shaking <input type="checkbox"/> Called TAC (Case #9226542) Ignition switch on national back order and customer in rental

☐ **HVAC**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/15/06	027052	<input type="checkbox"/>	7,541	Recall <input type="checkbox"/> Installed jumper harness

☐ **Wheel/Tires**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/15/06	027052	<input type="checkbox"/>	7,541	C/S left front hub cap loose <input type="checkbox"/> Replaced center cap

THE STATE LEMON LAW READS:

Days out of service: 20

Repairs 3

Time period 18 / 24,000

Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs {# of repair attempts}

Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:	3
Total days out of service during the presumption period:	?
Total days out of service during customer's ownership:	?

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Customer called CAC to complain of dealer not fixing ignition switch.
Date ☐ Offer/Result: Customer in rental from dealer while part on back order.

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) if there are any unrepaired defects, and 2) are the problems alone or cumulatively a ☐substantial impairment☐of the vehicle's use, value or safety.

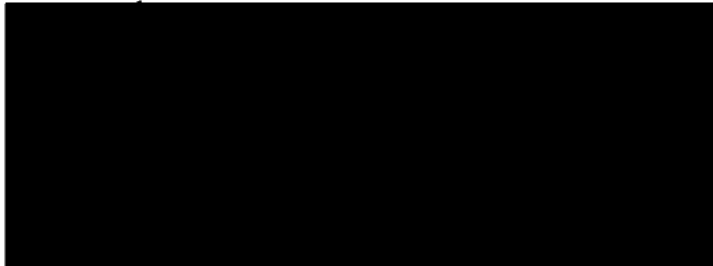
REASON FOR REMOVAL

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, ☐ rear end.
Body/ Trim	All body panels ☐associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth ☐leather fabric, seats ☐associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel ☐key, column, rack and pinion, pump assembly and Quadrateer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic ☐manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

*** SES light is to be captured under affected component above.**

**FACSIMILE TRANSMISSION****FAX #** (410) 584-0412**CONFIDENTIALITY NOTICE**

The information contained in this facsimile is legally privileged and confidential information intended for the sole use of the individual (s) or entity named below. If you are not the intended recipient or the employee/agent responsible for delivering this to the recipient, you are hereby notified that any dissemination, copying, or taking of any action in reliance on the contents of this information is strictly prohibited. If you have received this facsimile in error, please notify us immediately by telephone, and return the entire facsimile to us at the above address via the U. S. Postal Service. Thank you.

TO: Susan**FAX #:** 866-592-1367**FROM:** Tim Henry**DATE:** 11-21-06**RE:** C O C**MESSAGE:****NUMBER OF PAGES TO FOLLOW:**

*If there is a problem with this transmission, please contact Tonia Taylor at (888) 948-4853.
Thank you.*

Program : TT4007R
Report Id : 001592133

Title Administration

***** Program : 00001 - GMAC *****

Page : 44
Run date : 11/20/2006
Run time : 14:16:08
Run by : TDR002

FULFILLED REQUEST

Requester . . . : CRTS / CLIENT REQUEST TRACKING SYSTEM

P00006041664



Account No. . . : [REDACTED]

LOCATION

8287/47/FINNER

PDP Account No. : 021598460

ACCOUNT DETAIL

Purchaser : [REDACTED]

Vin Number . . : 1G1AL54F357 [REDACTED]

Vehicle Year/Make/Model : 2005 / CHEV / COBALT

PULL REQUEST DETAIL

Request No. . . :	6041664	Title >> Original : 0	Copies : 0
Request Date . . :	11/20/2006	Contract >> Original : 0	Copies : 1
Request Type . . :	FOLDR	Other (Ancillary) : 0	
Request Reason :	Please fax copy of sales contract to Susun at 866-592-1367.		
Clerk Comments :			
Pull Source . . :	PDP		

TCH

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

Buyer (and Co-Buyer) - Name and address (include county and zip code)

Creditor (Seller name and address)

MULTI CHEVROLET INC.
2675 RT 22
UNION NJ 07083

MAY 11 2005

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.	Person
NEW	2005	CHEVROLET COBALT	1G1AL54F357	<input checked="" type="checkbox"/> person <input type="checkbox"/> business

JOHN FINNERTY



020-9072-47287 MLS

Your trade-in is a: Year 1999 Make CHEVROLET Model CAVALIER

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. 4.60 %	The dollar amount the credit will cost you. \$ 2604.08	The amount of credit provided to you or on your behalf. \$ 18267.13	The amount you will have paid after you have made all payments as scheduled. \$ 20871.21	The total cost of your purchase on credit, including your down payment of \$ 4400.00 \$ 25271.21

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
47	\$ 234.88	Monthly beginning 06/06/2005	
AND 1 FINAL PAYMENT OF \$ 9831.85 DUE ON: 05/06/2009			

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 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 \$ 1127.47 sales tax)	\$ 21794.63 ⁽¹⁾
2 Total downpayment =	
Gross trade-in \$ 2400.00 -payoff by seller \$ N/A	
= net trade-in \$ 2400.00 + cash \$ N/A	
+ other (describe) MFG REBATE \$ 2000.00	\$ 4400.00 ⁽²⁾
3 Unpaid balance of cash price (1 minus 2)	\$ 17394.63 ⁽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	\$ 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	
REG FEE=\$ 242.00	\$ 242.00
F Government certificate of title fees (includes \$ N/A security interest recording fee)	\$ N/A
G Other charges (Seller must identify who is paid and describe purpose.)	
to N/A for N/A	\$ N/A
N/A	N/A

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: N/A
Credit Life \$ N/A
Credit Disability \$ N/A

(Insurance Company)

N/A

(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. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. 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. 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.

☐ N/A N/A

Type of Insurance

Term

Premium \$ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

I want the insurance checked above.

X

Buyer Signature

Date

2 Total downpayment =

Gross trade-in \$	2400.00	-payoff by seller \$	N/A	
= net trade-in \$	2400.00	+ cash \$	N/A	
+ other (describe)	MFG REBATE	\$	2000.00	\$ 4400.00 ⁽²⁾

3 Unpaid balance of cash price (1 minus 2)\$ 17394.63⁽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	\$ N/A

B Other insurance paid to the insurance company**C Official fees paid to government agencies****D Government taxes not included in cash price****E Government license and/or registration fees**

REG FEE=\$ 242.00 \$ 242.00

F Government certificate of title fees

(includes \$ N/A security interest recording fee) \$ N/A

G Other charges (Seller must identify who is paid and describe purpose.)

to N/A	for N/A	\$	N/A
to N/A	for N/A	\$	N/A
to MULTI CHEVRO	for DOC FEE	\$	99.00
to EASY CARE GA	for GAP CARE	\$	524.00
to N/A	for N/A	\$	N/A
to NJ STATE	for VEH TIRE FEE	\$	7.50

Total other charges and amounts paid to others on your behalf \$ 872.50⁽⁴⁾**5 Amount financed (3 + 4)**\$ 18267.13⁽⁵⁾

you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. 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. 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.

<input type="checkbox"/> N/A		N/A
------------------------------	--	-----

Type of Insurance

Term

Premium \$

N/A

(Insurance Company)

N/A

(Home Office Address)

I want the insurance checked above.

X

Buyer Signature

Date

X

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 and signed by both parties. These terms are binding.

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 review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X

Date 05/06/2005

Co-Buyer Signs X

Date

Co-Buyers and Other

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

Other owner signs here X

Date

Address

MULTI CHEVROLET INC.

Creditor Signs

Date 05/06/2005

By X

Seller assigns its interest in this contract to: ☒ General Motors Acceptance Corp. under the terms of Seller's agreement(s) with assignee.

Assigned with recourse

Seller

By

Title

OTHER IMPORTANT AGREEMENTS

1. FINANCE CHARGE AND PAYMENTS

- a. **How we will figure Finance Charge.** The Finance Charge is figured on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed.
- b. **How we will apply payments.** We will apply each payment first to the earned and unpaid part of the Finance Charge, and then to the unpaid part of the Amount Financed.
- c. **How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on the front on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.

2. YOUR OTHER PROMISES TO US

- a. **If the vehicle is damaged, destroyed, or missing.** You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.
- b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.
- c. **Security interest.** You give us a security interest in:
 1. The vehicle and all parts or goods installed in it;
 2. All money or goods received (proceeds) for the vehicle;
 3. All insurance, maintenance, service, or other contracts we finance for you; and
 4. All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

This secures payment of all you owe on this contract. It also secures your other agreements in this contract. You will make sure the title shows our security interest (lien) in the vehicle.
- d. **Insurance you must have on the vehicle.** You agree to have physical damage insurance covering loss or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we decide, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium for the insurance and a finance charge at the highest rate the law permits.

If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.

- e. **What happens to returned insurance, maintenance, service, or other contract charges.** If we get a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.

3. YOU MAY PREPAY

You may prepay all or part of the unpaid part of the Amount Financed at

- b. **You may have to pay all you owe at once.** If you break your promises (default), we may demand that you pay all you owe on this contract at once. Default means:

1. You do not pay any payment on time;
2. You start a proceeding in bankruptcy or one is started against you or your property; or
3. You break any agreements in this contract.

The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.

- c. **You may have to pay collection costs.** If we hire an attorney who is not our salaried employee to collect what you owe, you will pay the attorney's reasonable fee and court costs the law permits. If the vehicle is primarily for personal, family, or household use and the cash price is \$10,000 or less, the maximum attorney's fee you will pay will be \$100 plus 10% of the excess over \$500 of the amount due when we hire the attorney.

- d. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.

- e. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). We will tell you how much to pay to redeem. Your right to redeem ends when we sell the vehicle.

- f. **We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.

We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at the highest lawful rate until you pay.

- g. **What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we repossess the vehicle, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

5. WARRANTIES SELLER DISCLAIMS

Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.

This provision does not affect any warranties covering the vehicle that the

of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we decide, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium for the insurance and a finance charge at the highest rate the law permits.

If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.

- e. **What happens to returned insurance, maintenance, service, or other contract charges.** If we get a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.

3. YOU MAY PREPAY

You may prepay all or part of the unpaid part of the Amount Financed at any time without penalty. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.

4. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES

- a. **You may owe late charges.** You will pay a late charge on each late payment as shown on the front. You will not have to pay a late charge if you purchased the vehicle primarily for personal, family, or household use and the cash price of the vehicle is \$10,000 or less. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments. If you pay late, we may also take the steps described below.

- g. **What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we repossess the vehicle, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

5. WARRANTIES SELLER DISCLAIMS

Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.

This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

6. **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.

Spanish Translation:

Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

7. APPLICABLE LAW

Federal law and New Jersey law apply to this contract.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

The preceding NOTICE applies only to goods or services obtained primarily for personal, family, or household use. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

2002 J I VAA

ADR File Checklist

SR Number:1-438070536

BBB Case: CHV0665906

Customer [REDACTED]

VIN:1G1AK52FX57 [REDACTED]

Make/Model/Year: Chev/Cobalt/2005

In Service: 5/28/2005 Mileage: 31,000

Received Date: 10/23/06

Day 15 Date: 11/06/06

Goes Active:

Primary Concern: Power Steering

☒ **Case Scan / Acknowledgement (24 hrs) Completion Date/Time:**

☒ **Initial Calls (72 hrs):**

☒ **Customer**

Completion Date/Time: 10/24/06 1:41 pm /

☒ **Dealer Svc Mgr**

Completion Date/Time: 10/23/06 1:19 pm /

☐ **Dealer Sales Mgr**

Completion Date/Time: /

☒ **AVM**

Completion Date/Time: 10/23/06 1:33 pm /

☒ **Repair Orders Requested:**

Received: 10/27/06

☒ **Sales Documents:**

Received: 10/27/06

☐ **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:**

☒ **Closing Activities:**

Settlement

Completion Date/Time: 12/4/06 3:26 pm /

Executive Summary

Completion Date/Time: 12/4/06 3:24 pm /

Close Siebel

Completion Date/Time: 12/4/06 3:52 pm /

AVM: Gerald Wright

Node/Box: 630092 8185

Service Dealer: Voss Chevrolet

Svc Mgr: Kelly Gabbard

Selling Dealer: Voss Chevrolet

Contact: n/a

NOTES:



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

October 23, 2006

James House, Service Adviser
Voss Chevrolet, Inc.
100 Loop Road
CENTERVILLE, OH. 45459

Re: [REDACTED]
Siebel Request: 1-438070536
2005 Chevrolet Cobalt
VIN # 1G1AK52FX57 [REDACTED]

Dear Mr. House:

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,

Patricia Chandler

Patricia Chandler
BRC Customer Relationship Specialist
Ph# 866-790-5600, extension 11552
FAX# 866-893-7511

766 Miamisburg-Centerville Road
Centerville, Ohio 45459
Phone: 937-428-2402
Fax: 937-428-5082
Voicemail: 937-359-0512
grilekl@vossauto.com



Fax

To: Patricia Chandler From: Karina Grile
Fax: 866-893-7511 Pages: 14
Phone: _____ Date: 10-27-06
Re: _____ CC: _____

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

The documents accompanying this telecopy transmission contain confidential or privileged information. The information is intended only for the use of the person(s) named above. If you are not the intended recipient, any disclosure, copying, distribution or taking any action on the contents of the attached information is strictly prohibited. If you have received this telecopy in error, please immediately notify me by telephone at the number listed above to arrange for the immediate return of this information.

Fax Server

10/23/2006 2:01:50 PM

PAGE

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Fax Server



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

5-28-05

October 23, 2006

James House, Service Adviser
Voss Chevrolet, Inc.
100 Loop Road
CENTERVILLE, OH 45459

Re:

Siebel Request: 1-438070536
2005 Chevrolet Cobalt
VIN # 1G1AK52FX57

Dear Mr. House:

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 back 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.

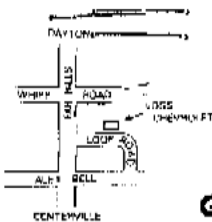
Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Patricia Chandler

Patricia Chandler
BRC Customer Relationship Specialist
Ph# 866-790-5600, extension 11532
FAX# 866-893-7511

*all in Andrea**can you please
copy & forward?**thanks,**Karina*



100 Loop Road DAYTON, OHIO 45459-2197

Phone (937) 433-1444

www.vossauto.com

Chevrolet Service and Parts Hours

Monday thru Thursday
7:00 a.m. - 7:00 p.m.

Friday - 7:00 a.m. - 6:00 p.m.

Saturday 8:00 a.m. - 3:00 p.m.



Voss Collision Center

Monday thru Thursday
7:00 a.m. - 7:00 p.m.

Friday - 7:00 a.m. - 6:00 p.m.

Saturday 8:00 a.m. - Noon

GENERAL MOTORS RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01-1 01-30K 01-12	3,000 Mile Service (Except Cor 30k/60k/90k/120k Mile Service 6k/21k/36k/51k/66k/81k Service		9.00 269.68 90.00		<i>Green Team</i>		

SERVICE HISTORY

88987979

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/05/06	200234	31606	JH	MS	W	E7680*	Column Assembly, Steering - Re
10/05/06	200234	31606	JH	MS	C	01-1*	3,000 Mile Service (Except Cor
10/05/06	200234	31606	JH	MS	W	01-z7900*	voss courtesy vehicle - GM, GM
08/30/06	197303	30000	PR	MS	W	N6620*	Wiring And/Or Connector - Powe
07/19/06	193791	27639	MT	GY	W	Recall*	Recall

27227 Daniel Wilbur

SERVICE

TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD <input checked="" type="checkbox"/> CHARGE	VEHICLE NO. 1G1AK52FX57	YEAR/MAKE/MODEL 2005/Chevrolet/Cobalt/4dr Sdn	PRODUCTION DATE Y1241	LICENSE NO. 200840
OK BY CALL WHEN READY <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	DATE/TIME 07:48 AM 10/13/06 05:00 PM	PRIORITY 5	DELIVERY DATE 05/28/05	DELIVERY MILES 43
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE	LABOR RATE	EXPIRATION DATE 05/28/08	EXPIRATION MILES 45,043
CUSTOMER NO. 181392		SERVICE CONTRACT Gmpp	CONTRACT NO. NO NO	SALES 73
COLOR Ultra Silver Meta		TURNING	MMMC	AIR COND
MILEAGE 31,833		ADVISOR James House		

TERMS: STRICTLY CASH UNIT & A CHARGEMENTS MADE

I hereby authorize the repair work hereinafter 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 delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of repair and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repair charges. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

TOWED-IN

ORIGINAL CUSTOMER ESTIMATE TOTAL: \$112.50 8% OF LABOR CHARGE UP TO A MAXIMUM OF \$15.00 FOR SHOP MATERIALS.

COMPLAINT: towed-in=customer states steering assist became inop while driving=steering wheel is hard to turn. Steering System Diagnosis - All SSD	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.)	ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
	WRITTEN ESTIMATE		INITIAL HERE
	ORAL ESTIMATE		DATE
	I DO NOT REQUEST AN ESTIMATE		TIME
In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be incurred for disassembly, reasonably 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.		RE-PAIRED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE DISCARD Parts replaced under warranty or to be rebuilt or sold by us will not be returned. All other parts will be made available to you.	
Limited Warranty This dealer warrants all new parts and the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or a supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other dealer to assume for it any liability in connection with the sale of sold parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of the repair order must be presented.)		THE GENERAL MOTORS LIMITED WARRANTY DOES NOT (REPEAT) DOES NOT COVER replacement vehicles while your car is being serviced. Insurance limitations PROHIBIT LENDING VOSS CHEVROLET, INC. Demos and Used Cars. Daily rental cars Available by Appointment.	
ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE		Phone (937) 433-1444 200840	



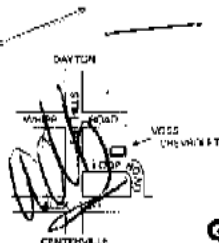
S01S1J200840

PAGE 1 OF 1

Tech Copy

10/13/06 RO 200840 31,833
C TOWED-IN - steering assist inop - steering hard to turn.

13
comback



Goodwrench



100 Loop Road DAYTON, OHIO 45450-2197

Phone (937) 433-1444

www.vossauto.com

Chevrolet Service and Parts Hours

Monday thru Thursday

7:00 a.m. - 7:00 p.m.

Friday - 7:00 a.m. - 6:00 p.m.

Saturday 8:00 a.m. - 1:00 p.m.



Voss Collision Centres

Monday thru Thursday

7:00 a.m. - 7:00 p.m.

Friday - 7:00 a.m. - 6:00 p.m.

Saturday 8:00 a.m. - Noon

GENERAL MOTORS RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01-1	3,000 Mile Service (Except Cor		9.00				
01-30K	30k/60k/90k/120k Mile		269.68				
01-12	Service		90.00				
	6k/21k/36k/51k/66k/81k						
	Service						

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/05/06	200234	31606	JH	MS	W	E7680*	Column Assembly, Steering - Re
10/05/06	200234	31606	JH	MS	C	01-1*	3,000 Mile Service (Except Cor
10/05/06	200234	31606	JH	MS	W	01-z7900*	voss courtesy vehicle - GM, GM
08/30/06	197303	30000	PR	MS	W	N6620*	Wiring And/Or Connector - Powe
07/19/06	193791	27639	MT	GY	W	Recall*	Recall

27227 Daniel Wilbur

SERVICE

DRAC Rental

TERMS	1G1AK52FX57	YEAR/MAKE/MODEL	2005/Chevrolet/Cobalt/4dr Sdn	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
<input type="checkbox"/> CASH		CUSTOMER NO.	181392	SERVICE CONTRACT	Gmp	DELIVERY DATE	05/28/05
<input type="checkbox"/> CREDIT CARD		DELIVERY MILES	43	SELLING DEALER NO.		R.O. DATE	10/10/06
<input type="checkbox"/> CHARGE	Bellbrook, OH	COLOR	Ultra Silver Meta	CONTRACT NO.	NO NO	EXPIRATION DATE	05/28/08
OK BY		TURBO		M/M/C		EXPIRATION MILE	45,043
CALL WHEN READY		AIR COND.		P.S.		ADVISOR NO.	228691
<input type="checkbox"/> Yes		TRANS		MILEAGE	31,821	ADVISOR	James House
<input type="checkbox"/> No							
APPOINTMENT							
<input type="checkbox"/> Yes							
<input checked="" type="checkbox"/> No							

8% OF LABOR CHARGE UP TO A MAXIMUM OF \$15.00 FOR SHOP MATERIALS.

ORIGINAL CUSTOMER ESTIMATE TOTAL \$112.50

COMPLAINT: customer states while turning engine stalled warning chime sounded, vehicle lost power, clicking noise was present from around radio area steering was hard to turn. on restart after sitting for approx 30n min service engine warning light appeared. towed-in.

SSD

Steering System Diagnosis - All

#500 Attached Tow-Bill

PSC

12100

*C. Family Ignition switch and housing
Running for weeks ck all communication
wires for open, short to ground and short
voltage. ck connectors at BCM and PSCm.*

*Case # 9236977 Called TAC. Said Family Ign
switch and housing. Rsk sw
877446 8227 and having OLN time spent diagnosing
and calling TAN.*



S01S1J200631

Tech Copy

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.

*E765011
A
OLH
2-00K
1H*

WRITTEN ESTIMATE
OR
ESTIMATE
I DO NOT REQUEST
ANALYST

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.

Limited Warranty
This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor agrees any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership and its employees are not liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order must be presented.)

ORIGINAL ESTIMATE
CUSTOMER'S ACCEPTANCE
INITIAL HERE
DATE
TIME
BY

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE
DISCARD
Parts replaced under warranty or to be rebuilt or sold by us will not be returned. All other parts will be made available to you

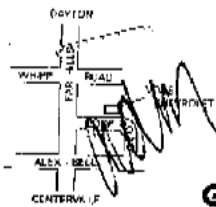
RO #
OF

THE GENERAL MOTORS LIMITED WARRANTY DOES NOT (REPEAT) DOES NOT COVER replacement vehicles while your car is being serviced. Insurance limitations PROHIBIT FINANCING VOSS CHEVROLET, INC. Demos and Used Cars Daily rental cars Available by Appointment.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

Phone (937) 433-1444

200631



100 Loop Road DAYTON, OHIO 45459-2197
Phone (937) 433-1444
www.vossauto.com

Convenient Service and Parts Hours
Monday thru Thursday
7:00 a.m. - 7:00 p.m.
Friday - 7:00 a.m. - 6:00 p.m.
Saturday 8:00 a.m. - 1:00 p.m.



193791
VOSS COLLISION CENTERS
LOOP RD - (937) 428-2828
VILLAGE - (937) 428-2355

Goodwrench

GENERAL MOTORS RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01-1 01-12	3,000 Mile Service (Except Cor 6k/21k/36k/51k/66k/81k Service)		9.00 90.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/14/05	151107	6	WL	DR	I	POI All Models*	Inspect New Vehicles for Deliv

27227 Daniel Wilbur

SERVICE

TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CAR <input type="checkbox"/> CHARGE O.K. BY CALL WHEN READY <input type="checkbox"/> Yes <input type="checkbox"/> No	VEHICLE ID NO. 1G1AK52FX57	YEAR/MAKE/MODEL 2005/Chevrolet/Cobalt/4dr Sdn	PRODUCTION DATE Y1241	STOCK NO. Y1241	LICENSE NO. 193791
	Beaver Creek, OH	CUSTOMER NO. 181392	SERVICE CONTRACT Cmp	DELIVERY DATE 05/28/05	DRIVER'S MILES 43
		COLOR Ultra Silver Meta	CONTRACT NO. NO NO	EXPIRATION DATE 05/28/08	EXPIRATION MILES 45,043
		TURNING M/MC AIR COND P/S TRANS MILEAGE 27,639	ADVISOR NO. 97596	ADVISOR Michael Thornton	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

TIME RECEIVED: 02:10 PM DAY/TIME PROMISED: 07/19/06 05:00 PM PRIORITY: 5

APPOINTMENT: ☒ Yes ☐ No

When finished

ORIGINAL CUSTOMER ESTIMATE TOTAL: \$ 0.00

8% OF LABOR CHARGE UP TO A MAXIMUM OF \$15.00 FOR SHOP MATERIALS.

COMPLAINT: Perform recall#05034 a/c system wiring or dual stage airbag module wiring.

Recall

Recall Implete

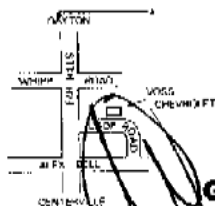
Wine V1361

Wine V1362

Know

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.	ORIGINAL ESTIMATE \$	CUSTOMER'S ACCEPTANCE INITIAL HERE
WRITTEN ESTIMATE ORAL ESTIMATE I DO NOT REQUEST AN ESTIMATE	AUTHORIZED ADDITIONS \$	DATE TIME BY
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 diagnosis, responsibility or partially completed work. Such charge will be deducted from the actual amount of labor or parts involved in the inspection, repair or service.	REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE	DISCARD Parts replaced under warranty or to be rebuilt or sold by us will not be returned. All other parts will be made available to you.
Limited Warranty This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, 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 said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of the repair order must be presented.)	RO #	OF
	THE GENERAL MOTORS LIMITED WARRANTY DOES NOT (REPEAT) DOES NOT COVER replacement vehicles while your car is being serviced. Insurance limitations PROHIBIT LENDING VOSS, CHEVROLET, INC. Demos and Used Cars. Daily rental cars Available by Appointment.	
	ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE	
	Phone (937) 433-1444 193791	





Goodwrench



100 Loop Road DAYTON, OHIO 45459-2197

Phone (937) 433-1444

www.vossauto.com

Chevrolet Service and Parts Hours

Monday thru Thursday
7:00 a.m. - 7:00 p.m.

Friday - 7:00 a.m. - 6:00 p.m.

Saturday 8:00 a.m. - 3:00 p.m.

1973 Voss
AUTO NETWORK

Voss Collision Centers

Monday thru Thursday
7:00 a.m. - 7:00 p.m.

Friday - 7:00 a.m. - 6:00 p.m.

Saturday 8:00 a.m. - Noon

197303

GENERAL MOTORS RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01-1 01-30K 01-12	3,000 Mile Service (Except Cdr 30k/60k/90k/120k Mile Service 6k/21k/36k/51k/66k/81k Service		9.00 269.68 90.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/19/06 03/14/05	193791 151107	27639 6	MT WL	GY DR	W I	Recall* PDI All Models*	Recall Inspect New Vehicles for Deliv

27227 Daniel Wilbur

SERVICE

TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHARGE OK BY CALL WHEN READY <input type="checkbox"/> Yes <input type="checkbox"/> No	VEHICLE ID NO 1G1AK52FX57	YEAR/MAKE/MODEL 2005/Chevrolet/Cobalt/4dr Sdn	PRODUCTION DATE Y1241	STOCK NO. Y1241	LICENSE NO. 197303
		CUSTOMER NO. 181392	SERVICE CONTRACT Gmpp	DELIVERY DATE 05/28/05	DELIVERY MILES 43
	Beaver Creek, OH	COLOR Ultra Silver Meta	CONTRACT NO. NO NO	EXPIRATION DATE 05/28/08	EXPIRATION MILES 45,043
		TURBO M/MC	AIR COND. P.S.	TRANS. MILEAGE 30,000	ADVISOR NO. 161206
		TERMS: STRICTLY CASH WITH NO ARRANGEMENTS MADE			
		I hereby authorize the repair work hereinafter set forth to be done with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the			
		COPY HEREOF			
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED 01:49 PM	DATE/TIME PROMISED 08/30/06 05:00 PM	PRIORITY 5		
JOB	8% OF LABOR CHARGE UP TO A MAXIMUM OF \$15.00 FOR SHOP MATERIALS.				

ORIGINAL CUSTOMER ESTIMATE TOTAL: \$112.50

COMMENTS: drop off nightdrop Call 901-7753

COMPLAINT: Customer states today after 5-10 minutes hot soak there was a warning ding but no messages or light. When customer want to accel it acted like not getting any gas jerking bad. While it was jerking she heard a ding & message said p/steering. Customer tried to restart took longer time to start but it cranked good & seem to run ok for the last several days she has heard a periodic warnign ding but no information displayed. Customer does have a 1/2 tank of gas.

EECD

Electronic Engine Control Diagnosis -
All

Found multiple non-communications
U2100, U2103, U2107, U2105
checked connections at ECM, BCM.
CK30K.
Checked grounds at body, chassis, battery.
Found grounds corroded.
cleaned and reserved grounds.

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 ESTIMATE

ORAL ESTIMATE

DO NOT REQUEST AN ESTIMATE

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, reasonably 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.

Limited Warranty

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective part and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for any reason a warranty on the sale of any parts and/or services. This dealership shall not be liable for any incidental or consequential damages or other losses arising out of such purchase. (A copy of the repair order must be presented.)

ORIGINAL ESTIMATE

CUSTOMER'S ACCEPTANCE

\$

INITIAL HERE

AUTHORIZED ADDITIONS

DATE

TIME

BY

\$

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE

DISCARD

Parts replaced under warranty or to be returned or sold by us will not be returned. All other parts will be made available to you.

RO #

OF

THE GENERAL MOTORS LIMITED WARRANTY DOES NOT (REPEAT) DOES NOT COVER replacement vehicles while your car is being serviced. Insurance limitations PROHIBIT LENDING VOSSE CHEVROLET, INC. DURING ANY REPAIRS. Daily rental charges apply to all equipment.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

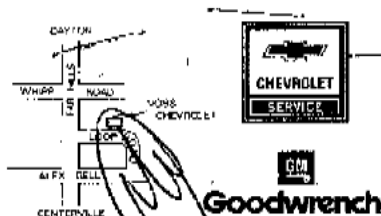
Phone (937) 433-1444

197303



S01S1J197303

Tech Copy



100 Loop Road DAYTON, OHIO 45459-2197

Phone (937) 433-1444

www.vossauto.com

Chevrolet Service and Parts Hours

Monday thru Thursday

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Saturday 8:00 a.m. - 3:00 p.m.



Voss Collision Centers

Monday thru Thursday

7:00 a.m. - 7:00 p.m.

Friday - 7:00 a.m. - 6:00 p.m.

Saturday 8:00 a.m. - Noon

GENERAL MOTORS RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01-30K 01-12	30k/60k/90k/120k Mile Service 6k/21k/36k/51k/66k/81k Service		269.68 90.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/30/06	197303	30000	PR	MS	W	N6620*	Wiring And/OR Connector - Power Recall
07/19/06	193791	27639	MT	GY	W	Recall*	
03/14/05	151107	6	WL	DR	I	PDI All Models*	Inspect New Vehicles for Deliv

27227 Daniel Wilbur

SERVICE

10394224

TERMS	VEHICLE	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO	LICENSE NO	S.E. NO
<input type="checkbox"/> CASH	TG1AK52FX57	2005/Chevrolet/Cobalt/4dr Sdn	05/28/05	Y1241		200234
<input type="checkbox"/> CREDIT CARD		181392 Gmmp	05/28/05	43	SELLING DEALER NO.	10/05/06
<input type="checkbox"/> CHARGE	Beaver Creek, OH	Ultra Silver Meta	CONTRACT NO.	05/28/08	EXPIRATION MILES	34
O.K. BY	Belbrook Sh	BO	MMC	ART/COND	P.S.	TRANS
CALL WHEN READY						
<input type="checkbox"/> Yes						
<input type="checkbox"/> No						
APPOINTMENT						
<input type="checkbox"/> Yes						
<input type="checkbox"/> No						

8% OF LABOR CHARGE UP TO A MAXIMUM OF \$15.00 FOR SHOP MATERIALS.

ORIGINAL CUSTOMER ESTIMATE TOTAL: \$121.50

COMPLAINT: customer states power steering message comes on, chime occurs and dash light go out while driving, intermittently.

SSD also found multiple codes for PSCM - loss of communication
found oil leaking at rotor mount area. Replaced down

COMPLAINT: Change Engine Oil and Oil Filter Lube Grease
Fittings 27 Point Safety Inspection Top Off Fluids
Time In: / Time out:

01-1 3,000 Mile Service (Except Corvette)(VOSS CUST PROTECTION PLAN)
Service Completed

COMPLAINT: voss courtesy vehicle-gm,gmpp,drac program (cust responsible for fuel)

01-z7900 voss courtesy vehicle - GM, GMPP, DRAC program

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.)

WHITTEN ESTIMATE

INITIAL ESTIMATE

I DO NOT REQUEST AN ESTIMATE

In the event the customer requests a repair or service, a charge will be imposed for disassembly, road testing or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

Limited Warranty

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, 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 said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of the repair order must be presented.)

ORIGINAL ESTIMATE

CUSTOMER'S ACCEPTANCE

INITIAL HERE

AUTHORIZED ADDITIONS

DATE

SIGNATURE

BY

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE

DISCARD

Parts replaced under warranty or to be rebuilt or sold by us will not be returned. All other parts will be made available to you.

RCO #

OF

THE GENERAL MOTORS LIMITED WARRANTY DOES NOT (REPAIR) DOES NOT COVER replacement vehicles while your car is being serviced. Insurance limitations PROHIBIT LENDING VOSS CHEVROLET, INC. Demos and Used Cars Daily rental cars Available by Appointment.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

Phone (937) 433-1444

200234



S01S1J200234

GM

General Motors Corporation

CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: _____

VIN: 1 G 1 A K 5 2 F X 5 7 _____ (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)** X 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
HEEC	\$ 1000.00	TJC
RNE	\$ 500.00	RNE
_____	\$ N/A	_____
_____	\$ N/A	_____
_____	\$ N/A	_____
Total Incentive Amount Received	\$ 1500.00	

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 05/28/05. 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: _____

Date: 05/28/2005

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: _____

Date: 05/28/2005

Dealership Name: _____

VOSS CHEVROLET INC

Dealer Code: 09619

*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

GENERAL MOTORS CORPORATION

GM3796 (02/02)

Copy #1 - Dealer Copy

Copy #2 - Customer

Mileage Not To Exceed 500 Miles

Stock#: Y1291

Reynolds and Reynolds 1907:114 Q 1804

DW - Dealer World VPP - Customer Dealer Agreement

Page 1 of 1

General Motors - Vehicle Purchase Program Customer - Dealer Agreement and Pricing Sheet

Eligible Participant: **RICHARD DUGDALE** Relationship to Eligible Participant: **Grandchild**

Purchaser's First Name: [REDACTED] Purchaser's Last Name: [REDACTED]

Purchaser's Date Of Birth: **06/13/1983**Vehicle Identification Number (VIN): **LG1AK53FX57** [REDACTED]Authorization Number: **311930283**Incentive Code: **GMS**Approval Number: **514836923**Approval Date: **05/28/2005**Dealer Name: **VOSS CHEVROLET, INC.**Division: **CHEVROLET**Dealer Code: **09619**Program Name: **GM Employee Purchase**Company Name: **DELPHI CHASSIS SYSTEMS**

Secondary Company Name:

- (1) Amount listed on invoice below caption Employee Price (GMS/GMU) or Supplier Price, as applicable to the program referenced above. Copy of invoice must be shown to customer for verification.

\$ 13,779⁷³

- (2) I have confirmed that the Employee or Supplier price shown on line (1) above is correct.

[REDACTED]
Customer Initials

- (3) I have reviewed the Incentive Acknowledgment and/or Assignment form and confirm that all applicable incentives have been reflected in final purchase price.

[REDACTED]
Customer Initials

- (4) I have reviewed the vehicle price worksheet (Buyer's Order) and understand all additions and deductions that affect the final purchase price.

[REDACTED]
Customer Initials

Customer Agreement and Verification of Delivery

1. By signing this form, the Purchaser acknowledges the following:

- Receipt of the vehicle designated above and a copy of this form
- The Purchaser has read the GM Vehicle Purchase Program Rules and Guidelines for the appropriate program.
- The Purchaser agrees that he/she will not violate any Program provision
- Penalties for violation of Program provisions may include one or more of the following:
 - Termination of Program privileges
 - Requirement that the Purchaser or employee reimburse General Motors for the amount of any dealer allowance paid
 - Disciplinary action up to and including termination of employment (for GM Employees) (1)

- F. In consideration of the discount I receive on the purchase/lease of the vehicle, I will not be able to bring lawsuit for any dispute involving repairs made to that vehicle under GM's Limited Warranty or regarding the extent to which such warranty coverage is provided on that vehicle. Instead, I AGREE to address such disputes through the GM Dispute Resolution Process, which includes mandatory arbitration that is binding on both GM and me. I acknowledge that this Authorization evidences a transaction involving interstate commerce. The Federal Arbitration Act ("FAA") (9 U.S.C. § 2 et. seq.) shall govern the interpretation, enforcement, and proceedings of the arbitration. For matters the FAA does not cover, the laws of the State in which I reside shall govern.

Customer Signature: [REDACTED]

Date: 5/28/05

Dealer Agreement

1. By signing this form, the dealer agrees to the following:

- Assume General Motors's obligation for delivery of the vehicle
 - Collect from the purchaser the amount specified in the Purchase Contract
 - Comply with the Rules and Guidelines of The Program
 - Review the Factory Invoice with the customer
 - Complete this form and provide a copy of it to the purchaser under any GM Discount Program and provide a completed agreement supplement for all SmartLease / SmartBuy transactions
 - Maintain the original copy of this form in the deal jacket
2. General Motors agrees to pay the Dealer the incentive or allowance in effect under the applicable Program. If a Participant does not accept delivery of the vehicle within five working days of notification by the Dealer that the vehicle is available for delivery to the Purchaser, unless otherwise agreed to between the Dealer and the Participant, the Dealer is relieved of all obligations to the Purchaser. The vehicle then becomes the responsibility of the Dealer, and no incentive or allowance will be paid by GM.
3. By signing below, the Dealer acknowledges having read The Program Rules and Guidelines and agrees to the following:
- Comply with the terms and conditions contained in The Program Rules and Guidelines
 - Violation of any Program provision by the Dealer or anyone acting on behalf of the Dealer may result in the Dealer being:
 - Declared ineligible to participate further in the Program
 - Charged back any incentive or allowance paid by General Motors on transactions in which violations occur.

Authorized Dealer Signature: [REDACTED]

Date: 5/28/05

- (1) GM will ask the court to compel mandatory binding arbitration of any lawsuit filed by the eligible purchaser relating to the repairs made to the vehicle. GM, however, will not discipline or terminate the employment of the eligible purchaser because he or she has filed such a lawsuit.

GMAC SMARTLEASE® AGREEMENT — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address (including county)	Gauging address (if different)	LESSOR (Retailer)
Seaver Creek, Greene, OH		VOSS CHEVROLET INC 100 Mason Rd Centerville, OH 45459
Principal driver (if business use)		

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. We "You" and "your" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

☒ If this box is checked, Lessor (Retailer) will assign the lease and sell the vehicle to General Motors Acceptance Corporation (GMAC).

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
New	2005	Chevrolet Cobalt	4dr Sdn	1G1AK52FXA2	42	<input checked="" type="checkbox"/> Personal, Family, or Household <input checked="" type="checkbox"/> Commercial, Business, or Agricultural <input type="checkbox"/> Public Conveyance

Dealer Installed Options:

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)	2. Monthly Payments Your first monthly payment of \$ 225.54 is due on 05/28/2005, followed by 35 payments of \$ 225.54 due on the 26th of each month. The total of your monthly payments is \$ 8159.04	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ -0- N/A Total \$ -0-	4. Total of Payments (The amount you will have paid by the end of the lease) \$ 9387.79
Itemization of Amount Due at Lease Signing or Delivery			
5. Amount Due at Lease Signing or Delivery:	6. How the Amount Due at Lease Signing or Delivery will be paid:		
a. Capitalized cost reduction \$ 1500.00	a. Net trade-in allowance \$ 400.00		
b. First monthly payment \$ 225.54	b. Rebates and non-cash credits \$ 1500.00		
c. Refundable security deposit \$ 5.00	c. Amount to be paid in cash \$ 1.39		
d. Title fees \$ 64.75			
e. Registration fees \$ 105.00			
f. Sales/use tax \$ N/A			
g. \$ N/A			
h. \$ N/A			
i. \$ N/A			
j. Total \$ 1401.39	d. Total \$ 1401.39		
7. Your monthly payment is determined as shown below:			
a. Gross capitalized cost. The agreed-upon value of the vehicle (\$ 13779.73) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance) \$ 13492.92			
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, non-cash credit, or cash you pay that reduces the gross capitalized cost \$ 1500.00			
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment \$ 13992.92			
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment \$ 7852.40			
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term \$ 6181.52			
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts \$ 2027.52			
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge \$ 8159.04			
h. Lease payments. The number of payments in your lease 36			
i. Base monthly payment \$ 225.54			
j. Monthly sales/use tax (estimated) \$ N/A			
k. \$ N/A			
l. Total monthly payment \$ 225.54			
Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.			
8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15000 miles per year at the rate of \$ 0.15 per mile.			
9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 7852.40 plus official fees and taxes.			
10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and assignment responsibilities, warranties, late and default charges, and insurance.			

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed-upon value of the vehicle	\$ 13779.73
b. GMAC administrative fee	\$ 595.00
c. License/registration/title fees	\$ N/A
d. Sales tax	\$ 530.59
e. Other tax (describe)	\$ N/A
f. Optional service contract	\$ 995.00
g. Optional maintenance contract	\$ N/A
h. Optional life insurance	\$ 93.60
i. Optional disability insurance	\$ N/A
j. \$ N/A	\$ 100.00
k. \$ N/A	\$ N/A
l. Gross Capitalized Cost	\$ 15493.92

12. THE VEHICLE YOU ARE TRADING: 1999 Oldsmobile DELTA 80 (year) (make) (model)

Gross trade-in value	\$ 400.00
Payoff	\$ N/A
Net trade-in value	\$ 400.00

13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the trade-in vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 612.84
The actual total of fees and taxes may be higher or lower depending on tax rates in effect on the vehicle value when a fee or tax is assessed.

a. Title fees	\$ 5.00
b. Registration fees/taxes	\$ N/A
c. License fees/taxes	\$ 173.23
d. Sales/use taxes (including tax on capitalized cost reduction)	\$ 693.59
e. Excise taxes	\$ N/A
f. Property taxes	\$ N/A
g. Other (describe)	\$ N/A
h. Other (describe)	\$ N/A
i. Other (describe)	\$ N/A

14. MILEAGE.

Base Mileage Allowance	<input checked="" type="checkbox"/> 15,000 miles/year	<input type="checkbox"/> Low mileage: 12,000 miles/year
	<input type="checkbox"/> Medium-duty truck (gasoline): 21,000 miles/year	
	<input type="checkbox"/> Medium-duty truck (diesel): 35,000 miles/year	

Extra Miles. You are buying N/A extra miles at \$ N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with \$ N/A per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

Total Allowed Mileage on the Odometer at Lease End is 45042 miles.

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end (month) (day) (year) May 27 2008

18. LEASE END DAILY EXTENSION CHARGE. \$ 25.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name	American Family Insurance
Insurance agency name	Todd W Scholz
Agency address	
Agency phone no	(937) 374-0255
Agent's name	Todd W Scholz
Policy no.	
Deductibles: Collision \$ 500.00	<input checked="" type="checkbox"/> Liability <input checked="" type="checkbox"/> Physical damage
	Comprehensive \$ 500.00

Insurance company name	N/A
Insurance agency name	N/A
Agency address	N/A
Agency phone no	N/A
Agent's name	N/A
Policy no.	N/A
Deductibles: Collision \$ N/A	<input type="checkbox"/> Physical damage
	Comprehensive \$ N/A

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name	Financial American Life Insurance Coops
Address	4400 Monona Dr Madison, WI 53716

<input checked="" type="checkbox"/> Life insurance	<input type="checkbox"/> Lessee <input type="checkbox"/> Co-Lessee <input type="checkbox"/> Both	Premium \$ 93.60
		Coverage limit \$ 75000.00
<input type="checkbox"/> Disability insurance (Lessee only)		Premium \$ N/A
		Monthly coverage limit \$ N/A

LESSEE'S SIGNATURE: X	Age 21
CO-LESSEE'S SIGNATURE: X	Age 21

21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

<input checked="" type="checkbox"/> Standard manufacturer's warranty	
<input type="checkbox"/> N/A	

Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease.

THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE

Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction	\$ 1500.00
b. First monthly payment	\$ 226.64
c. Refundable security deposit	\$ N/A
d. Title fees	\$ 5.00
e. Registration fees	\$ 64.75
f. Sales/use tax	\$ 105.99
g. N/A	\$ N/A
h. N/A	\$ N/A
i. N/A	\$ N/A
Total	\$ 1301.09

5. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	\$ 400.00
b. Rebate and non-cash credits	\$ 1500.00
c. Amount to be paid in cash	\$ 1.09

d. Total \$ 1301.09

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ 13779.73) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$ 15492.92
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, non-cash credit, or cash you pay that reduces the gross capitalized cost	\$ 1500.00
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	\$ 13992.92
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	\$ 7852.90
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	\$ 6141.52
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	\$ 226.64
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	\$ 8169.04
h. Lease payments. The number of payments in your lease	36
i. Base monthly payment	\$ 226.64
j. Monthly sales/use tax (estimated)	\$ N/A
k. N/A	\$ N/A
Total monthly payment	\$ 226.64

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. **Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15,000 miles per year at the rate of \$ 0.15 per mile.

9. **Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for \$ 7662.40 plus official fees and taxes.

10. **Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	\$ 13779.73
b. GMAC administrative fee	\$ 595.00
c. License/registration/title fees	\$ N/A
d. Sales tax	\$ 830.59
e. Other tax (describe) N/A	\$ N/A
f. Optional service contract	\$ 395.00
g. Optional maintenance contract	\$ N/A
h. Optional life insurance	\$ 53.60
i. Optional disability insurance	\$ N/A
j. N/A	\$ 100.00
k. N/A	\$ N/A
Total Gross Capitalized Cost	\$ 15492.92

12. THE VEHICLE YOU ARE TRADING: 1999 Oldsmobile DELTA 88

Gross trade-in value	\$ 400.00
Payoff	\$ N/A
Net trade-in value	\$ 400.00

13. **OFFICIAL FEES AND TAXES.** You will pay all government license, title, registration, loading, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 913.64
The actual total of fees and taxes may be higher or lower depending on tax rates in effect on the vehicle value when a fee or tax is assessed.

a. Title/title fees	\$ 5.00
b. Registration fees/taxes	\$ N/A
c. License fees/taxes	\$ 172.25
d. Sales/use taxes (including tax on capitalized cost reduction)	\$ 608.59
e. Excise taxes	\$ N/A
f. Property taxes	\$ N/A
g. Other (describe) N/A	\$ N/A
h. Other (describe) N/A	\$ N/A
i. Other (describe) N/A	\$ N/A

14. MILEAGE.

Base Mileage Allowance ☒ 15,000 miles/year. ☐ Low mileage: 12,000 miles/year.
☐ Medium duty truck (gasoline): 25,000 miles/year
☐ Medium duty truck (diesel): 35,000 miles/year

Extra Miles. You are buying N/A extra miles at \$ N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with \$ N/A per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

Total Allowed Mileage on the Odometer at Lease End is 45000 miles.

Starting odometer mileage	43 miles
Base mileage allowance	45000 miles
Purchased extra miles	N/A miles

Excess Mileage Charge. The excess mileage charge is \$ 0.15 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

15. **LATE CHARGE.** If you do not pay a monthly payment 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.

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding.

LESSEE: X BY: X
We may delay or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE: 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT: Carrollville (city)

LESSEE: X BY: X

LESSOR/VOSS CHEVROLET INC. SIGNATURE AND TITLE: X

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR/VOSS CHEVROLET INC.

BY: X TITLE:

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.



Voss Chevrolet, Inc.

Dealer's Third Party Lease Agreement

100 Loop Road, Centerville, OH 45459
(937) 428-2500

For Internal Use Only

Stock#: Y1241 Date: 5/28/2005Finance Source: GMACCustomer#: 181330 Deal#: 29401

Pursuant to the terms and conditions listed below, the undersigned lessee hereby agrees to lease the listed vehicle from a third party if such can be arranged by Dealer.

Lessee's Name: [REDACTED] / GMACDate: 5/28/2005Street Address: [REDACTED]Home Phone: [REDACTED]City: Beaver Creek State: OHZip: [REDACTED]County: GreenePlease Enter My Order For One: ☒ New or ☐ Used ☐ Car or ☐ Truck ☐ Demonstrator ☐ Rental Vehicle ☐ Factory Official Car As Follows:Year: 2005 Make: Chevrolet Model: Cobalt Body Type: 4dr Sdr: [REDACTED]Color: III Trim: [REDACTED] VIN: 1G1AKS2FX57Stock No: Y1241 Sales Person: Daniel A WilburCash Price of Vehicle: 13779.73

Dealer Installed Factory Accessories

Dealer Installed After-Market Accessories

Doc Fee 100.00Credit Life Insurance: 93.60Credit Disability Insurance: N/AExtended Service Contract: 395.00GAP Product: N/AGross Capitalized Cost: 14368.33Capitalized Use Tax: 530.59First Payment: 226.64Security Deposit: N/ALicense/Title Fees: 69.75Cash Down Payment / Cap Cost Reduction: 1500.00Tax On Cash Down Payment: 105.00Luxury Tax: N/AUse Tax: N/ATOTAL DUE AT DELIVERY: 1901.39

TRADE-IN And OTHER CREDITS

Trade-In Allowance: 400.00Balance Owed On Trade: N/A

Owed To:

Net Equity: 400.00Deposit On Order: N/A

Other:

HBR: 1000.00RNE: 500.00Total Credit: 1900.00TOTAL BALANCE DUE: 1.39

DESCRIPTION OF TRADE-IN #1

Year: 1989 Make: Oldsmobile Model: DELTA 88 Body Type: 4DR SDIColor: Gray Serial No: 1G3HN54C8KWMileage: 158505 Stock No: 05772

Lien Owed To: Quoted By:

DESCRIPTION OF TRADE-IN #2

Year: Make: Model: Body Type:

Color: Trim: Serial No:

Mileage: ACV: Stock No:

Lien Owed To: Quoted By:

NEGATIVE EQUITY

I am aware the balance owed on my trade-in vehicle exceeds the trade-in allowance from (Dealer) and, as a result, I have requested that \$ N/A of negative equity from my trade-in be included in the cash price of the vehicle.

X

DEPOSIT RECEIPT

Dealer hereby acknowledges receipt of the sum of \$ N/A as a Deposit/Partial Payment for the vehicle described above. If this receipt is for a Deposit, Dealer will refrain from selling the described vehicle for 24 hours. This Deposit/Partial Payment ☐ IS ☒ NOT refundable, subject to the following conditions:

Cash deposits refundable the following business day by check. Check deposits refundable 20 days after deposit date by check. Credit card payments refundable by credit card only. This receipt must be presented in the event of a refund.

ODOMETER MILEAGE STATEMENT

The odometer of the above described purchase vehicle now reads: 43 and is accurate unless checked below.

☐ Odometer mileage is not accurate, refer to the Federal Mileage Statement for full disclosure.

REMARKS

GMS/GMO Price: 13779.00

Have any oral statements or promises been made that are not listed on this agreement.

☐ YES ☒ NO X

THE MAJOR TERMS OF THIS AGREEMENT ARE AS FOLLOWS:

1. This is a closed-end lease for 36 months.
2. You may drive 15000 miles per year, and 4500 miles over the entire lease without charge. You will be charged \$ 0.15 mile over that amount.
3. You will be responsible for excessive wear and tear on the vehicle.
4. Your monthly payment will be \$ 226.64

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 OR SERVICE CONTRACT 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 RELATED TO THE ABOVE DESCRIBED MOTOR VEHICLE AND ALL GOODS OR SERVICES SOLD BY DEALER IN CONNECTION WITH THE SALE OF THIS VEHICLE. IN THE EVENT DEALER OFFERS A LIMITED WARRANTY OR SELLS A SERVICE CONTRACT IN CONNECTION WITH THE SALE OF THIS VEHICLE, THEN ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE TERMS OF SUCH LIMITED WARRANTY OR SERVICE CONTRACT.

This Agreement, including all of the terms and conditions on both the front and reverse side hereof and on the Customer Satisfaction Questionnaire constitutes the entire agreement between Dealer and Buyer. This agreement cancels and supersedes any prior agreement. Buyer represents that this Agreement, including the Customer Satisfaction Questionnaire, which shall be integrated with and considered a part of the Agreement, contains all of the statements, representations or promises, oral or written, made by any agent or representative of Dealer upon which the Buyer has relied prior to signing this Agreement. If this Agreement is for a used vehicle see contractual disclosure statement below. I hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as it appears in writing on the face of this Agreement. I have read the matter on the front and reverse side hereof and agree to it as a part of this Agreement as if it were printed above my signature. I certify that I am at least 18 years old, with the legal capacity to contract and hereby acknowledge receipt of a copy of this Agreement.

CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) 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.

THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE

ACCEPTED BY LESSEE

5/28/2005

DATE

5/28/2005

DATE

DEALER OR AUTHORIZED REPRESENTATIVE

SIGNED BY LESSEE/CO-LESSEE

White Copy - Customer, Gray Copy - Accounting, Pink Copy - Deal Jacket, White Card Only - Sales

Voss Chevrolet, Inc. - Third Party Lease Agreement Rev. 4-24-02

Privileged and Confidential Information

Case Assessment By: Patricia Chandler		Siebel/CARS Request #:1-438070536	
Customer Name: [REDACTED]			
Veh year:2005	Make:Chevrolet	Model:Cobalt	Current mileage:31,000
Veh ID #:1G1AK52FX57 [REDACTED]	In Service Date:5/28/05	Purchased:New	If used:n/a
What is the customer seeking?Would like the vehcile replaced			
PRIMARY CONCERN/SYMPTON: Power Steering keeps failing			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date: RO#: Mileage: Days Out: Description of Repair:

June 30/06	197303	30,125	1	PROBLEM WHEN STARTING VEHICLE: Checked all connections <input type="checkbox"/> grounds. Found grounds corroded. Cleaned grounds
Oct.5/06	200234	31,632	1	POWER STEERING MSG COMES ON: Performed steering system diagnosis. Replaced steering column
Oct.10/06	200631	31,821`	1	ENGINE STALLED WHEN TURNING: Performed Steering system diagnosis - checked out okay

OTHER SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:

Team Manager Approval:

Date:

Privileged and Confidential Information

Total Days Out of Service: 3____(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO:XX

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)?

AVM and/or DEALER RECOMMENDATION(s):

DVM Gerald Wright had spoken to the service manager, and reviewed the repair orders. They had both indicated offering a component letter for the steering components.

CRM RECOMMENDATION ☐ RATIONALE (EXPLAIN):

The first problem occurred at 30,000 miles, which put her outside the parameters of the Ohio State Lemon Law guide lines for a replacement. A component letter was offered for steering components which the cust. was going to think about. She never did get back to me

Decision reached by CRM: Arbitrate case: ☐ Settle case: ☐

Team Manager Approval:

Date:



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 23, 2006

Re:m01 CHV0665906 : [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: 10/23/06

Start Date:

Case Number : CHV0665906

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

BELLBROOK, 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: Automatic Number of vehicles owned or leased by the business:

Make: Chevrolet Model: cobalt Model Year: 2005 Current Mileage: 31000

Vehicle Identification Number: _____

Servicing Dealer/City/State : VOSS CHEVROLET INC,

Selling Dealer/City/State : VOSS CHEVROLET INC, CENTERVILLE, 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: 05/28/05 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: _____

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)

The customer would like to have the vehicle replaced.

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:

$$\begin{array}{lcl} \text{Use} & & \text{\# miles attributable to the customer} \\ \text{Deduction/} & \sim & \text{at the time of the arbitration hearing} \\ \text{Payment} & & 100,000 \end{array} \quad \times \quad \begin{array}{l} \text{Vehicle purchase} \\ \text{price or gross} \\ \text{capitalized cost} \end{array}$$

- ♦ 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 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 law¹ 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.

¹ *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 (6th 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 consumer²). 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.

² *Curl v. Volkswagen of America, Inc.*, 2005 Ohio 6420 (Ohio Ct. App. 2005).

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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



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Friday, October 27, 2006

Tom Fontana
Nesenger 112 Chevrolet
2096 Rte 112 Medford Ave
Medford, NY 11763

Re: [REDACTED]
Siebel Request: 1-439897335
2006 Chevrolet Cobalt
VIN # 1G1AL18F267 [REDACTED]

Dear Tom Fontana :

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

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

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

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

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

Sincerely,

Leana Carter
BRC Customer Relationship Manager
Ph# 800-231-1841, {Ext} 21635
FAX# 866-842-9460

PAGE 1

NESENGER 112 CHEVROLET

2096 Route 112

MEDFORD, NY 11783

Sales (516) 758-2200

Service (516) 758-0202

Parts (516) 758-0606

NYS R/S # R 7077850

MEDFORD, NY

SERVICE ADVISOR DEBORAH SERRANO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
02AUG06	03AUG06	CF390	1G1AL18F267		T6		03AUG06	141023
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	LAST PAY LABOR RATE	DELIVERY DATE	REPAIRED BY	SALES
07:58	16:44	06	CHEVROLET COBALT		93.50	21NOV05	790	790
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
20902	20909							

A TOWING

CAUSE:

T2020 TOWING

742 W94 0.00

(N/C)

0

0

TPARTS

TLABOR

B C/S P/S LIGHT CAME ON HEARD BOOM VEHICLE
DIED RESTARTED WOULD NOT MOVE

CAUSE:

N6970 HARNESS, WIRING ENGINE COMPLETE
REPLACE

742 W94 2.00

(N/C)

5784

17950

1 88909754 FUSE KIT

(N/C)

125

175

0

3 88909755 FUSE KIT

(N/C)

381

534

0

1 88909756 FUSE KIT

(N/C)

127

178

0

633

887

TPARTS

5784

17950

TLABOR

C** LUBE, OIL AND FILTER CHANGE. CHECK ALL
FLUID LEVELS AND TIRE PRESSURES.
LOF LUBE, OIL AND FILTER CHANGE. CHECK
ALL FLUID LEVELS AND TIRE PRESSURES.

742 CPC 0.40

10.52

10.52

1157

1052

5 OIL 05W30

2.60

2.60

13.00

760

1300

0

1 25010792 OIL FLTR

6.25

6.25

6.25

250

625

0

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

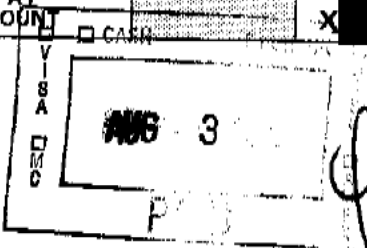
PLEASE PAY
THIS AMOUNT

CASH

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

POSTED



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 AN ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION A) THE SERVICING DEALER (B) OR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

SIGNED: FILE COPY DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

PAGE 1

NESENGER 112 CHEVROLET

2098 Route 112

MEDFORD, NY 11763

Sales (516) 758-2200

Service (516) 758-0202

Parts (516) 758-0605

NYS R/S # R 7077850

SERVICE ADVISOR DEBORAH SERRANO

05SEP06	06SEP06	CF390	1G1AL18F267			T330		06SEP06	142129
TIME IN	TIME READY	YEAR	MAKE & MODEL	VEHICLE NO.	LABOR RATE	DELIVERY DATE	PREPARED BY	S/A	
12:16	15:44	06	CHEVROLET COBALT		93.50	21NOV05	790	790	
MILEAGE IN	MILEAGE OUT	LICENSE NO.							
23956	23960								
A C/S NO POWER STEERING INTERMITTANT 99 SEE LINE B FOR REPAIR 742 CPC 0.00 0.00 0.00 0									
B C/S WHEN SHIFTING GEARS VEHICLE JERKING CAUSE: N6630 FOUND VARIOUS CODES IN SYSTEM TEST CONTROLLER LOSS OF TCMAT TIMES CHECK WIRING FOUND LOOSE CONNECTION AT TCM TIGHTEN PIN CONNECTORS CLEAR 742 W94 0.50 (N/C) 1446 4488									
C C/S CLICKING NOISE FROM SHIFTER WHEN IDLING AT STOPS CAUSE: DF 99 SEE LINE B FOR REPAIR 742 CPC 0.00 0.00 0.00 0									
D C/S ALL LIGHTS ON DASH COME ON THEFT LOCK TO LIGHT CHECK ENGINE LIGHT ALL STAY ON CAUSE: REPROGRAM J6354 POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS 742 W94 0.70 (N/C) 2024 6283									
				DESCRIPTION	TOTALS				
				LABOR AMOUNT					
				PARTS AMOUNT					
				GAS, OIL, LUBE					
				SUBLET AMOUNT					
				MISC. CHARGES					
				TOTAL CHARGES					
				LESS INSURANCE					
				SALES TAX					
				PLEASE PAY THIS AMOUNT					
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.									
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 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 SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.									
(SIGNED) FILE COPY DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE									

POSTED

Paid
AE
9/6/06

PAGE 1

NESENGER 112 CHEVROLET

2096 Route 112

MEDFORD, NY 11763

Sales (516) 758-2200

Service (516) 758-0202

Parts (516) 758-0505

NYS R/S # R 7077850

MEDFORD, NY

SERVICE ADVISOR DEBORAH SERRANO

DATE WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.D. NO.	INVOICE NO.
11SEP06	12SEP06	CF390	1G1AL18F267		T509		12SEP06 142293
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COST, PAY LABOR RATE	DELIVERY DATE	PREPARED BY
09:48	14:23	06	CHEVROLET COBALT		93.50	21NOV05	500 790
MILEAGE IN	MILEAGE OUT	LICENSE NO.					
24407	24443						

DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL	COST	SALE	COMMENTS
A C/S NO POWER STEERING INTERMITTANTLY						
99 SEE LINE B FOR REPAIR						
225 CPC	0.00	0.00	0.00	0	0	
B C/S VEHICLE STALLED AFTER 1ST GEAR RESTARTED						
HAPPENED 4 TIMES WOULD NOT GO OVER 20MPH						
WITHOUT STALLING						
CAUSE: PCM NO GOOD INTERNAL FAILURE						
J6360 POWERTRAIN CONTROL MODULE						
REPLACEMENT						
225 W94	1.00	(N/C)	2904	8975		
1 12599714 ECM		(N/C)	15681	21953		0
			15681	21953		TPARTS
			2904	8975		TLABOR
FOUND ECM INTERMITTANTLY DROPS OFFLINE,						
REPLACED AND PROGRAMMED PCM RECHECK OK ROAD						
TEST VEHICLE 36 MILES PERATING AS DESIGNED BY						
MANUFACTURER						
C C/S CHECK ENGINE LIGHT ON						
99 SEE LINE B FOR REPAIR						
225 CPC	0.00	0.00	0.00	0	0	
D C/S TICKING NOISE FROM SHIFTER						
99 CHECKED TICKING NOISE IN SHIFTER BTST						
SOLENOID NORMAL NOISE VEHICLE						
OPERATING AS DEWSIGNED						
DESCRIPTION			TOTALS			
LABOR AMOUNT						
PARTS AMOUNT						
GAS,OIL, LUBE						
SUBLET AMOUNT						
MISC. CHARGES						
TOTAL CHARGES						
LESS INSURANCE						
SALES TAX						
PLEASE PAY THIS AMOUNT						

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

LIBRARY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

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 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 SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) **FILE COPY** DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

Privileged and Confidential Information

Case Assessment By: Leana Carter		Siebel/CARS Request #: 1-439897335	
Customer Name: [REDACTED]			
Veh year: 2006	Make: Chevrolet	Model: Cobalt	Current mileage: 30000
Veh ID #: 1G1AL18F267 [REDACTED]	In Service Date: 11/22/2005	Purchased: New	If used:
What is the customer seeking? Customer would like the vehicle replaced.			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date: RO#: Mileage: Days Out: Description of Repair:

08/02/06	141023	20902	2	Cust sts P/S light came on heard boom vehicle died restarted would not move, N6970 harness, wiring engine complete replace.
09/05/06	142129	23956	2	No power steering intermittent, when shifting gears vehicle jerking, found various codes in system test controller loss of TCMAT times check wiring found loose connection at TCM tighten pin connectors clear
09/11/06	142293	24407	2	No power steering intermittently, vehicle stalled after first gear restarted happened four times would not go over 20mph without stalling, pcm no good internal failure, powertrain control module replacement// found ecm intermittently drops offline, replace and programmed pcm recheck ok road test vehicle 36 miles operating as designed by manufacturer// Check engine light on, related to powertrain control module replacement, ticking noise from shifter, checked ticking noise in shifter btsi solenoid normal noise vehicle operating as designed.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date: RO#: Mileage: Days Out: Description of Repair:

Team Lead Approval:

Date:

Privileged and Confidential Information

OTHER SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:

Total Days Out of Service: 6____(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO:X

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)?
Customer is eligible based on guidelines for New York State Lemon Law but does not meet requirements for presumption.

DVM and/or DEALER RECOMMENDATION(s):No recommendation was given by the DVM. CRS received a message from him saying that he would follow up with the dlr and let CRS know what happened. CRS received no further communication from the DVM.

CRS RECOMMENDATION ☐ RATIONALE (EXPLAIN):CRS recommends to close the case, CRS left a message for the customer to follow up on Nov 9/06 but customer still did not respond as of the preparation of this assessment on 12/29/06.

Decision reached by CRS: Arbitrate case: ☐ Settle case: ☐

Team Lead Approval:

Date:



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 26, 2006

Re:m01 CHV0666257 [REDACTED] vs Chevrolet Motor Division

CRISTA ATKINS
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,

John Ryan at Extension 529

Customer Claim Form

Contact Date: 10/26/06

Start Date:

Case Number : CHV0666257

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

MEDFORD, NY

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: 2

Make: Chevrolet Model: Cobalt Model Year: 2006 Current Mileage: 30000

Vehicle Identification Number: _____

Servicing Dealer/City/State : _____

Selling Dealer/City/State : _____

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: _____ Mileage at purchase: _____

Lease Date: 11/22/05 Mileage at lease: 6

Purchased As : ☐ New ☐ Used ☐ Demo

Leased As : ☒ New ☐ Used ☐ Demo

Is the vehicle in your possession?

Is the vehicle in your possession? yes

Lienholder's Name: _____

Leasing Company's Name: GMAC

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 has brought many re-occurring problems, leading me to the fear for my life when I'm behind the wheel of this particular vehicle. I would like the vehicle to be replaced, I no longer wish to drive it, and I am willing to upgrade my lease, but I will not drive another cobalt.

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]

[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:

$$\begin{array}{lcl} \text{Use} & & \\ \text{Deduction/} & = & \frac{\text{\# miles attributable to the customer}}{100,000} \times \text{Vehicle purchase} \\ \text{Payment} & & \text{at the time of the arbitration hearing} \quad \text{price or gross} \\ & & \text{capitalized cost} \end{array}$$

- ♦ 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 NEW YORK LEMON LAW

New Car Lemon Law

The following is an brief explanation of most relevant provisions of the New York lemon law. The complete text of the lemon law can be found at N.Y. Gen. Bus. Law Section 198-a.

VEHICLES COVERED BY THE NEW YORK LEMON LAW

The New York lemon law applies to motor vehicles that are subject to a manufacturer's express warranty at the time of original delivery and are either:

1. Purchased, leased or transferred in New York within the first 18,000 miles of operation or two years from date of original delivery, whichever is earlier; or
2. Registered in New York.

The lemon law does not cover motorcycles or off-road vehicles.

CONSUMERS COVERED BY THE NEW YORK LEMON LAW

The New York lemon law covers the following "consumers":

1. The purchaser, lessee or transferee, other than for purposes of resale, of a motor vehicle used primarily for personal, family or household purposes; and
2. Any other person entitled by the terms of the manufacturer's warranty to enforce its obligations.

The lemon law also covers the subsequent transferee.

PROBLEMS COVERED BY THE NEW YORK LEMON LAW

The New York lemon law covers any defect or condition that substantially impairs the value of the motor vehicle to the consumer. This is referred to as a *nonconformity*. The lemon law does not cover a defect or condition that is the result of abuse, neglect or unauthorized modifications or alterations of the motor vehicle.

COVERAGE PERIOD OF THE NEW YORK LEMON LAW

The New York lemon law covers vehicles during the first 18,000 miles of operation or during the period of 2 years following the date of original delivery of the motor vehicle, whichever is the earlier date.

MANUFACTURER'S DUTY TO REPAIR A VEHICLE

The manufacturer's obligation to repair is limited to a covered vehicle also meeting both of the following:

1. The vehicle was sold, leased or transferred to a consumer in New York; **and**
2. The vehicle is registered in New York at the time of the requested repair.

If a motor vehicle that is sold and registered in New York does not conform to all express warranties, the consumer must report the nonconformity to the manufacturer, its agent or its authorized dealer during the first 18,000 miles of operation or during the period of two years following the date of the motor vehicle's original delivery to a consumer, whichever is earlier. The manufacturer, its agent or its authorized dealer must correct the nonconformity at no charge to the consumer, even if the 18,000 miles/two years period has expired.

If the notification is received by the manufacturer's agent or authorized dealer, the agent or dealer must forward the written notice within 7 days to the manufacturer by certified mail, return receipt requested, and must include in the notice a statement indicating whether repairs have been undertaken.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

The New York lemon law provides that a manufacturer must replace or repurchase a vehicle if either of the following occurs:

1. REFUSAL TO REPAIR

If a motor vehicle that is sold and registered in New York does not conform to all express warranties, the consumer must report the nonconformity to the manufacturer, its agent or its authorized dealer during the first 18,000 miles of operation or during the period of two years following the date of the motor vehicle's original delivery to a consumer, whichever is earlier.

If the notification is received by the manufacturer's agent or authorized dealer, the agent or dealer must forward the written notice within 7 days to the manufacturer by certified mail, return receipt requested, and must include in the notice a statement indicating whether repairs have been undertaken.

If an authorized dealer refuses to undertake repairs within 7 days of receipt of the consumer's notice, the consumer may send written notice of this refusal to the manufacturer by certified mail, return receipt requested. The manufacturer has 20 days from receipt of this notice to commence the repairs. If within the 20 day period the manufacturer or its agent fails to commence repairs, then the manufacturer must, at the consumer's option either replace or repurchase the motor vehicle.

OR

2. INABILITY TO REPAIR

If the manufacturer or its authorized dealers are unable after a reasonable number of attempts to repair or correct any nonconformity after a reasonable number of attempts during the first 18,000 miles of operation or during the period of two years following the date of the motor vehicle's original delivery to a consumer, whichever is earlier, the manufacturer must, at the consumer's option, either replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

In determining whether the manufacturer has had a reasonable number of attempts to repair or correct a nonconformity, the New York lemon law creates a *presumption* that a reasonable number of attempts have been made if, during the first 18,000 miles of operation or during the period of two years following the date of the motor vehicle's original delivery to a consumer, whichever is earlier, either of the following occurs:

1. The same nonconformity has been subject to repair four or more times by the manufacturer or its agents or authorized dealers, but the nonconformity, defect or condition continues to exist; or
2. The vehicle is out of service by reason of repair of one or more nonconformities for a cumulative total of thirty or more calendar days.

ADDITIONAL NOTICE PROVISIONS APPLYING TO A MOTOR HOME

If, during the first 18,000 miles of operation or during the period of two years following the date of the motor home's original delivery to a consumer, whichever is earlier, the same nonconformity has been subject to repair three times or the motor home has been out of service by reason of repair for 21 days, the consumer must report this to the motor home manufacturer or its authorized dealer by certified mail, return receipt requested, before the consumer may institute any proceeding under the lemon law. This special notification requirement will apply only if the manufacturer or its authorized dealer provides a copy of this requirement to the consumer and the consumer acknowledges receipt in writing.

If the consumer has received notice and fails to comply with the special notification requirements, then additional repair attempts or days out of service will not be taken into account in determining whether the consumer is entitled to replacement or repurchase. But any additional repair attempts or days out of service that occur after the consumer complies with the special notification requirements will be taken into account.

DISPUTE RESOLUTION

If a manufacturer has established an informal dispute settlement mechanism, the mechanism must comply with the provisions of the lemon law. The lemon law provisions requiring repurchase or replacement after an inability to repair do not apply to a consumer who has not first resorted to the mechanism.

The consumer has the option of submitting any dispute under the lemon law to an alternate arbitration mechanism administered by the New York Attorney General's Office.

TIME PERIOD FOR FILING CLAIMS

An action must be commenced within 4 years of the date of the motor vehicle's original delivery to the consumer.

REMEDIES UNDER THE NEW YORK LEMON LAW

REPURCHASE OF OWNED VEHICLES

The New York lemon law sets out the following amounts that a manufacturer must pay when it repurchases an owned vehicle under the lemon law:

1. The full purchase price (cash plus any trade-in allowance); and
2. Fees and charges, including but not limited to all license fees, registration fees and any similar governmental charges;
3. Less an allowance for the consumer's use of the vehicle in excess of the first 12,000 miles;
4. Less a reasonable allowance for any damage not attributable to normal wear and tear or improvements.

The manufacturer is not required to refund any sales tax paid by the consumer. The lemon law provides that the consumer may receive a refund of such sales tax by applying to the Commissioner of Taxation and Finance.

The allowance for the consumer's use of the vehicle is to be determined in accordance with the "mileage deduction formula", defined as:

$$\text{Deduction} = \frac{\text{Mileage in excess of 12,000 miles}}{100,000} \times \text{purchase price}$$

Refunds are made to the consumer and lienholder, if any, as their interests may appear on the records of ownership kept by the Department of Motor Vehicles.

REPURCHASE OF LEASED VEHICLES

The New York lemon law sets out the following amounts that a manufacturer must pay when it repurchases a leased vehicle under the lemon law:

To the lessor –

1. The lease price, consisting of (a) the lessor's actual purchase cost, (b) the freight cost (if applicable), (c) the cost for accessories (if applicable), (d) any fee paid to obtain the lease, and (d) an amount equal to 5% of the actual purchase cost;
2. Less the aggregate deposit and rental payments paid to the lessor for the leased vehicle.

To the lessee –

1. The aggregate deposit and rental payments paid to the lessor;
2. Any trade-in allowance; and
3. Fees and charges, including but not limited to all license fees, registration fees and any similar governmental charges;

4. Less "service fees" (defined below);
5. Less an allowance for the consumer's use of the vehicle in excess of the first 12,000 miles;
6. Less a reasonable allowance for any damage not attributable to normal wear and tear or improvements.

"Service fees" are defined as that portion of the lease payments attributable to:

1. Interest on the rental payments previously paid at an annual rate equal to two points above the prime rate in effect on the date of the lease execution; and
2. Any insurance or other costs paid by the lessor for the benefit of the lessee.

The allowance for the consumer's use of the vehicle is to be determined in accordance with the "mileage deduction formula", defined as:

$$\text{Deduction} = \frac{\text{Mileage in excess of 12,000 miles}}{100,000} \times \text{lease price}$$

The terms of the lease are deemed terminated contemporaneously with the date of the arbitrator's decision, and no penalty for early termination is assessed.

REPLACEMENT

When replacing a vehicle under the New York lemon law, the manufacturer must replace the vehicle with a comparable motor vehicle. The reasonable allowance for use does not apply to a replacement.

The following notice must be given to consumers and arbitrators by informal dispute settlement mechanisms in New York:

NEW CAR LEMON LAW BILL OF RIGHTS

(1) IN ADDITION TO ANY WARRANTIES OFFERED BY THE MANUFACTURER, YOUR NEW CAR, IF PURCHASED AND REGISTERED IN NEW YORK STATE, IS WARRANTED AGAINST ALL MATERIAL DEFECTS FOR EIGHTEEN THOUSAND MILES OR TWO YEARS, WHICHEVER COMES FIRST.

(2) YOU MUST REPORT ANY PROBLEMS TO THE MANUFACTURER, ITS AGENT, OR AUTHORIZED DEALER.

(3) UPON NOTIFICATION, THE PROBLEM MUST BE CORRECTED FREE OF CHARGE.

(4) IF THE SAME PROBLEM CANNOT BE REPAIRED AFTER FOUR OR MORE ATTEMPTS; OR IF YOUR CAR IS OUT OF SERVICE TO REPAIR A PROBLEM FOR A TOTAL OF THIRTY DAYS DURING THE WARRANTY PERIOD; OR IF THE MANUFACTURER OR ITS AGENT REFUSES TO REPAIR A SUBSTANTIAL DEFECT OR CONDITION WITHIN TWENTY DAYS OF RECEIPT OF NOTICE SENT BY YOU TO THE MANUFACTURER BY CERTIFIED MAIL, RETURN RECEIPT REQUESTED; THEN YOU MAY BE ENTITLED TO EITHER A COMPARABLE CAR OR A REFUND OF YOUR PURCHASE PRICE, PLUS LICENSE AND REGISTRATION FEES, MINUS A MILEAGE ALLOWANCE ONLY IF THE VEHICLE HAS BEEN DRIVEN MORE THAN 12,000 MILES. SPECIAL NOTIFICATION REQUIREMENTS MAY APPLY TO MOTOR HOMES.

(5) A MANUFACTURER MAY DENY LIABILITY IF THE PROBLEM IS CAUSED BY ABUSE, NEGLECT, OR UNAUTHORIZED MODIFICATIONS OF THE CAR.

(6) A MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE CAR OR REFUND YOUR PURCHASE PRICE IF THE PROBLEM DOES NOT SUBSTANTIALLY IMPAIR THE VALUE OF YOUR CAR.

(7) IF A MANUFACTURER HAS ESTABLISHED AN ARBITRATION PROCEDURE, THE MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE CAR OR REFUND YOUR PURCHASE PRICE UNTIL YOU FIRST RESORT TO THE PROCEDURE.

(8) IF THE MANUFACTURER DOES NOT HAVE AN ARBITRATION PROCEDURE, YOU MAY RESORT TO ANY REMEDY BY LAW AND MAY BE ENTITLED TO YOUR ATTORNEYS FEES IF YOU PREVAIL.

(9) NO CONTRACT OR AGREEMENT CAN VOID ANY OF THESE RIGHTS.

(10) AS AN ALTERNATIVE TO THE ARBITRATION PROCEDURE MADE AVAILABLE THROUGH THE MANUFACTURER, YOU MAY INSTEAD CHOOSE TO SUBMIT YOUR CLAIM TO AN INDEPENDENT ARBITRATOR, APPROVED BY THE ATTORNEY GENERAL. YOU MAY HAVE TO PAY A FEE FOR SUCH AN ARBITRATION. CONTACT YOUR LOCAL CONSUMER OFFICE OR ATTORNEY GENERAL'S OFFICE TO FIND OUT HOW TO ARRANGE FOR INDEPENDENT ARBITRATION.



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Friday, October 27, 2006

Tom Fontana
Nesenger 112 Chevrolet
2096 Rte 112 Medford Ave
Medford, NY 11763

Re: [REDACTED]
Siebel Request: 1-439897335
2006 Chevrolet Cobalt
VIN # 1G1AL18F267 [REDACTED]

Dear Tom Fontana :

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

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

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

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

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

Sincerely,

Leana Carter
BRC Customer Relationship Manager
Ph# 800-231-1841, {Ext} 21635
FAX# 866-842-9460

ADR File Checklist

SR Number: 1-439897335

BBB Case: CHV0666257

Customer: [REDACTED]

VIN: 1G1AL18F267 [REDACTED]

Make/Model/Year: Chevrolet/Cobalt/2006
30000

In Service: 11/22/2005

Mileage:

Received Date: 10/26/06

Day 15 Date: 12/11/06

Goes Active:

Primary Concern: Customer would like the vehicle replaced.

☒ **Case Scan / Acknowledgement (24 hrs) Completion Date/Time:**

☒ **Initial Calls (72 hrs):**

☒ **Customer**

Completion Date/Time: 10/27/06 / 9:10am

☒ **Dealer Svc Mgr**

Completion Date/Time: 10/27/06 / 9:37am

☐ **Dealer Finance Mgr**

Completion Date/Time: /

☒ **AVM**

Completion Date/Time: 10/27/06 / 9:56am

☒ **Repair Orders Requested:**

Received: 11/22/06

☒ **Sales Documents:**

Received: 10/27/06

☒ **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:**

☒ **Closing Activities:**

Settlement

Completion Date/Time: 12/29/06 / 4:26pm

Executive Summary

Completion Date/Time: 12/29/06 / 4:22pm

Close Siebel

Completion Date/Time: 12/29/06 / 4:40pm

AVM: Todd Yorlano

Node/Box: 914055/8063

Service Dealer: Nesenger 112

Svc Mgr: Tom Fontana

Selling Dealer: Nesenger 112

Contact: Tom Fontana

NOTES:

2006 COBALT 2-DOOR LT COUPE		CHEVROLET MOTOR DIVISION
50U SUMMIT WHITE	/L4G	GENERAL MOTORS CORPORATION
19C EBONY		100 RENAISSANCE CENTER
ORDER NO. JPFFQ1/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G1AL18F267		VEHICLE INVOICE 1AD76121341
*****		*****13*02111S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
1AL37 COBALT 2-DOOR LT COUPE	16200.00	15147.00 INVOICE 10/28/05
ASF AIRBAGS, SIDE HEAD-CURTAIN	395.00	347.60 SHIPPED 10/28/05
CF5 ELECTRIC SUNROOF W/MAP LIGHTS	750.00	660.00 EXP I/T 11/03/05
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C INT COM 11/03/05
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	748.00 PRC EFF 10/28/05
NE1 MA/ME/NY/VT EMISSIONS	N/C	N/C KEYS G2270 G2270
2LT 2LT SPORT PACKAGE INCLUDES:	695.00	611.60 WFP-S QTR OPT-1
*REAR DECKLID SPOILER		BANK: GMAC - 103
*16" ALUMINUM WHEELS		CHG-TO 02-111
(REPLACES STD/OPT WHEELS)		
*P205/55R16 TOURING TIRES		SHIP WT: 2804
*CHROME EXHAUST TIP		HP: 18.4
*LEATHER WRAPPED SHIFT LEVER		GMS: 17612.50
*LEATHER WRAPPED STEERING WHEEL		SUPPLR: 18401.69
*WHITE FACED SPORT GAUGES		MRM: 19480.00
		MEMO 869.50

TOTAL MODEL & OPTIONS	18890.00	17514.20	ACT 231	17537.50
DESTINATION CHARGE	590.00	590.00	H/B 261	566.70
LAM DEALER CONTRIBUTION		188.90	ADV 261	188.90
LAM GROUP CONTRIBUTION		188.90	EXP 65A	188.90
TOTAL	19480.00	18482.00	PAY 310	18482.00
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		17672.30		

 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.

 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

NESENGER 112 CHEVROLET	REMIT TO GMAC NO. 103
	VIN 1G1AL18F267
	\$ 18482.00 INV 1AD76121341
	DUE 11/03/05 DEALER 02-111

Cars Unlimited of Suffolk LLC

dba



2096 Rte. 112 • Medford, New York 11763
Chevrolet 631-758-2200 • Mazda 631-758-2200

FAX COVER SHEET

DATE: 10/27/06

TO: Leana Carter

FROM: Tom Fontana

TOTAL PAGES 10 INCLUDING COVER SHEET

COMMENTS:

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Friday, October 27, 2006

Tom Fontana
Nesenger 112 Chevrolet
2006 Rte 112 Medford Ave
Medford, NY 11763

Re: [REDACTED]

Siebel Request: 1-439897335
2006 Chevrolet Cobalt
VIN # 1G1AL10F2G7 [REDACTED]

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Sincerely,

Leana Carter
BRC Customer Relationship Manager
Ph# 800-231-1841, (Ext) 21635
FAX# 866-842-9460

General Motors Corp. - CARS - Legal, c/o MSX International, MC 336-105-000
1426 Pacific Drive, Auburn Hills, MI 48326



TRUCK & VAN CENTER
135 SUNRISE HIGHWAY
PATCHOGUE, NY 11772
631-654-1400

2096 Rte. 112 • Medford, New York 11763
Chevrolet 831-758-2200 • Business Dept. Fax 631-758-5561 • Mazda 631-758-2200

VEHICLE AGREEMENT

CUSTOMER NAME [REDACTED]

STREET [REDACTED]

CITY [REDACTED] STATE [REDACTED] ZIP [REDACTED]

HOME [REDACTED] BUSINESS [REDACTED]

CO-LESSEE: (PERSONAL GUARANTOR) [REDACTED]

NAME [REDACTED]

STREET [REDACTED]

CITY [REDACTED] STATE [REDACTED] ZIP [REDACTED]

VEHICLE DESCRIPTION STOCK # CF390YEAR 2006 MAKE ChevyMODEL Cobalt 2DLT BODY TYPE 2DRCOLOR WhiteVIN 1G1AL18F267 [REDACTED]

FACTORY INSTALLED OPTIONS

DEALER INSTALLED OPTIONS

SUBJECT TO APPROVAL BY PRIMARY FUNDING SERVICE

I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. I certify that I am 18 years of age or older, hereby acknowledge receipt of a copy of this order. I understand this is a firm and binding order. It is non-cancelable. Deposit is non-refundable.

*THE OPTIONAL DEALER REGISTRATION OR TITLE APPLICATION PROCESSING FEE (\$45.00 MAXIMUM) AND SPECIAL PLATE PROCESSING FEE (\$5.00 MAXIMUM) ARE NOT NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEES. UNLESS A LENS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES, YOU MAY SUBMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE OR FOR A SPECIAL OR DISTINCTIVE PLATE TO ANY MOTOR VEHICLE ISSUING OFFICE.

VALID IF DELIVERED ON OR BEFORE

PURCHASER'S SIGNATURE [REDACTED]

DEALERSHIP APPROVAL [REDACTED]

To be delivered upon notification by the seller that the car is available for delivery. No promises, express or implied, have been made regarding the delivery date of the car hereby ordered and no promise or representation has been made regarding the manner by which car orders will be filled by the seller. It is understood that no such promises or representations thereafter made shall bind the seller unless made in writing and signed by a sales manager.

IF THE MOTOR VEHICLE HAS NOT BEEN DELIVERED IN ACCORDANCE WITH THIS CONTRACT WITHIN 30 DAYS FOLLOWING THE ESTIMATED DELIVERY DATE, THE CONSUMER HAS THE RIGHT TO CANCEL THE CONTRACT AND RECEIVE A FULL REFUND, UNLESS THE DELAY IN DELIVERY IS ATTRIBUTABLE TO THE CONSUMER.

DATE 4/19/05 SLSP. Jim G.TERM 48 MOS. 12,000 MILES PER YEAR1. Base Monthly Payment \$ 252.

2. Payment, Inclusive of Taxes \$

3. Up Front Sales Tax \$ 1595.

4. Cap Cost Reduction \$

5. Acquisition Fee \$

6. Tax on 4, 5 & 6 \$

7. Security Dep. or Last Payment(s) ... \$

8. Other Charges \$

TOTAL DUE AT INCEPTION \$

REGISTRATION FEE ADDITIONAL

LESS PARTIAL PAYMENT

☐ Cash ☒ Credit Card ☐ Check \$ 200.

DUE ON DELIVERY BANK CHECK

or CASH or CERTIFIED CHECK \$ 1395.

PLUS

Please bring Personal Check or Cash for Registration Fee as follows:

NYS Required Tire Recycling Fee (\$2.50 per tire) ... \$ 12.50NYS Inspection \$ 10.00

"Dealer's optional fee for processing application

for registration and/or certificate of title, and for

securing special or distinctive plates (if appli-

cable). THIS IS NOT A DMV FEE *\$45.00." \$ 45.00

Plate Charges \$

TOTAL \$

New Plates: ☒ Re-Reg. ☐ Plate #

TRADE DESCRIPTION

YEAR _____ MAKE _____

MODEL _____ COLOR _____

VIN # _____

LIEN OWED TO _____

ALLOWANCE \$ _____

BALANCE OWED \$ _____

NET ALLOWANCE: _____

☐ A. Please apply this amount to my C.O.D. \$ _____☐ B. This will be given to me when I pass

Title along to you. \$ _____

DATE 4/19/05

DEAL# 89206

TRUCK & VAN CENTER
135 SUNRISE HIGHWAY
PATCHOGUE, NY 11772
631-654-14002096 Rte. 112, Medford, New York 11763
631-758-2200

SOLD TO

ADDRESS MEDFORD, SUFFOLK, NY

DATE 22 NOV 2005

SALESMAN
GRANT, JAMES

25836

INVOICE

NEW OR USED	YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.	KEY NO.	STOCK NO.	CUST NO.	DEAL NO.
NEW	2006	CHEVROLET	COBALT	1G1AL18F267	G2270	CF390		89206

OPTIONAL EQUIPMENT AND ACCESSORIES

DESCRIPTION

ACCT NO.

SALE

K

DEALER INSTALLED EQUIPMENT & SERVICES:

ETCH

MILEAGE: 6

I hereby certify that on 11-22-05 CARS UNLIMITED OF SUFFOLK delivered the within described automobile with the price label intact as required by P.L. 85-506, listing all factory installed options and fuel economy label intact as required by P.L. 94-163. All warranties on this vehicle are the manufacturer's. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty 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 the vehicle. This disclaimer by the seller in no way affects the terms of the manufacturer's warranty.

INSPECTED AND ACCEPTED BY:

CUSTOMER:

DATE 11-22-05

Any warranties on the products sold hereby are those 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DEALER FACILITY NO. 7077850

"IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE, DEALER NAMED ABOVE CERTIFIES THAT THE ENTIRE VEHICLE IS IN CONDITION AND REPAIR TO RENDER UNDER NORMAL USE, SATISFACTORY AND ADEQUATE SERVICE UPON THE PUBLIC HIGHWAY AT THE TIME OF DELIVERY."

*The optional dealer registration or title application processing fee (\$45.00 maximum) and special plate processing fee (\$5.00 maximum) are not New York State or Department of Motor Vehicles fees. Unless a lien is being recorded or the dealer issued number plates, you may submit your own application for registration and/or certificate of title or for a special or distinctive plate to any motor vehicle issuing office.

DESCRIPTION OF TRADE IN

YEAR	MAKE	MODEL
VIN:		
		STOCK NO:

NEW VEHICLE		19751.69	-
USED VEHICLE			-
EXT. WARRANTY			-
SALES TAX	SUFFOLK 8.6250	324	1703.58
INSPECTION FEE		90501	10.00
NYS Required Tire Recycling Fee (\$2.50 per tire)		32550	12.50
DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE AND FOR SECURING SPECIAL OR DISTINCTIVE PLATES (IF APPLICABLE). THIS IS NOT A DMV FEE *\$45.00		13	45.00
PLATE FEE	DLH7924	30501	120.00
TOTAL CASH PRICE			21642.77
DEPOSIT		30403	200.00
CASH ON DELIVERY		21001	2187.50
CUSTOMER REBATES			500.00
TRADE		2400	
PAY OFF OWED		30100	
FINANCE CONTRACT	GMAC	205	18755.27
TOTAL			21642.77
		11	
		32103	
		32103	
		12	
		32103	
		32103	

RETAIL INSTALMENT CONTRACT

THIS CONTRACT INCLUDES THE ATTACHED RIDER LABELED "GMAC SMARTBUY RIDER"
GMAC FLEXIBLE FINANCE PLAN

DEAL# 89206
CUST# C87268

Dealer Number

Contract Number

Buyer (and Co-Buyer) Name and address (include county and zip code)	Creditor (Seller name and address)
MEDFORD, SUFFOLK, NY	CARS UNLIMITED OF SUFFOLK LLC 2096 ROUTE 112 MEDFORD, NY 11763

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	2006	CHEVROLET COBALT	1G1AL18F267	<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 N.A. Make N.A. Model N.A.

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 downpayment of \$ 2887.50 is
5.50 %	\$143.88	\$18755.27	\$21899.15	\$24786.65

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
47	262.85	Monthly beginning 22 DEC 2005	
1	9545.20	DUE ON: 22 NOV 2009	

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, with a minimum charge of \$1.

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.

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 N.A.

Credit Disability N.A.

N.A.

(Insurance Company)

N.A.

(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:

N.A. Type of insurance N.A. Term

Premium N.A.

N.A.

(Insurance Company)

N.A.

(Home Office Address)

I want the insurance checked above.

☒ Buyer Signature Date

☒ Co-Buyer Signature Date

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes)	\$21500.27 (1)
2 Total downpayment = (If negative enter "0" and see line 4H below)	
Gross trade-in <u>N.A.</u> -payoff by seller <u>N.A.</u>	
= net trade-in <u>N.A.</u> + cash <u>2387.50</u>	
+ other (describe) <u>Consumer Rebate \$500.00</u>	\$2887.50 (2)
3 Unpaid balance of cash price (1 minus 2)	\$18612.77 (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 <u>N.A.</u>	
Disability <u>N.A.</u>	<u>N.A.</u>
B Other insurance paid to the insurance company	<u>N.A.</u>
C Official fees paid to government agencies	<u>N.A.</u>
D Government taxes not included in cash price	<u>N.A.</u>
E Government license and/or registration fees	<u>\$130.00</u>
F Government certificate of title fees	<u>N.A.</u>
G Other charges (Seller must identify who is paid and describe purpose.)	
to for <u>N.A.</u>	
to for <u>N.A.</u>	
GOV Waste Tire Mt <u>\$12.50</u>	
to for <u>N.A.</u>	
to for <u>N.A.</u>	
to for <u>N.A.</u>	
H Net trade-in payoff to	<u>N.A.</u>
Total other charges and amounts paid to others on your behalf	\$42.50 (4)
5 Amount financed (3 + 4)	\$18755.27 (5)

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 we must sign it. No oral changes are binding.

Buyer Signs

Co-Buyer Signs ☒

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.

NOTICE TO BUYER: 1. Do not sign this agreement before you read it or if it contains any blank space. 2. You are entitled to a completely filled-in copy of this agreement. 3. Under no circumstances, you have a right to pay off in advance the full amount due. If you do so, you may, depending on the nature of the credit service charge, either (a) prepay without penalty, or (b) under certain circumstances, obtain a rebate of the credit service charge. 4. According to law, you have the privilege of purchasing the insurance on the motor vehicle provided for in this contract from an agent or broker of your own selection.

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.

RETAIL INSTALMENT CONTRACT

Buyer Signs	Date <u>1-22-05</u>	Co-Buyer Signs <input checked="" type="checkbox"/>	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 signs here <input checked="" type="checkbox"/>	Date	Address	
Creditor Signs	Date <u>1-22-05</u>	By <input checked="" type="checkbox"/>	Title
Seller assigns its interest in this contract to: <input checked="" type="checkbox"/> General Motors Acceptance Corporation (GMAC) <input type="checkbox"/> GMACAB <input type="checkbox"/> Nuvel Credit Corporation, under the terms of Seller's agreement(s) with assignee.			
Assigned with recourse		Assigned without recourse or with limited recourse	
CARS UNLIMITED OF SUFFOLK LLC			
Seller	By	Title	

DEAL# 89206

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC HUMMER



(excludes Saturn)

CUSTOMER NAME: CAROLINA M RIZZO

VIN: 1G1AL18F267

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 be issued in my name by Dealer named below:

<u>Incentive Program Reference</u>	<u>Amount</u>	<u>GM Incentive Code</u>
	\$ 500 —	
	\$ _____	
	\$ _____	
	\$ _____	
	\$ _____	
	\$ _____	
	\$ _____	
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 FOR INCENTIVES AND ONSTAR SERVICE -

- a. Vehicle Incentive 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 on 11/22/05 acknowledge receipt of incentive(s) as described in Item _____ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? ☐ Yes ☐ No

- b.  Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: _____

Date: 11 22 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 _____ and the Onstar Terms and Conditions 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 or Saab Cars USA.

Authorized Dealer Signature:

Dealership Name:

CARS UNLIMITED OF SUPFOLK LLC

Date: 11/22/05

Dealer Code: **02111**

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

GM3795-OS 9/05

DEAL# 89206

CUST# C87268


GREAT AMERICAN.
INSURANCE GROUP

GREAT AMERICAN INSURANCE COMPANY
580 Walnut Street, Cincinnati, OH 45202

— CERTIFICATE OF COVERAGE —

PREMIER SELECT THEFT DETERRENT SYSTEM

CERTIFICATE HOLDER NAME(S) [REDACTED]			SYSTEM REGISTRATION CODE	
ADDRESS [REDACTED]			PS0059782	
CITY	STATE	ZIP	CERTIFICATE NOT VALID WITHOUT AUTHORIZED REGISTRATION CODE	
MEDFORD	NY	[REDACTED]		
YEAR	MAKE	MODEL		
06	CHEVROLET	COBALT		
VIN 1G1AL19F26 [REDACTED]				
CERTIFICATE PURCHASE DATE		VEHICLE PURCHASE PRICE		
11-22-05		18501.69		
AMOUNT FINANCED		SYSTEM SALES PRICE		
18844.30				
<input checked="" type="checkbox"/> NEW VEHICLE <input type="checkbox"/> USED VEHICLE		COVERAGE PERIOD: 60 Months		REPLACEMENT BENEFIT: \$5,000.00
DEALER NAME CARS UNLIMITED OF SUFFOLK LLC 096 ROUTE 112				
CITY	STATE	ZIP		
MEDFORD	NY	11763		
CONTACT		PHONE 631-758-2200		

THIS CERTIFICATE OF COVERAGE SHALL NOT DUPLICATE COVERAGE AFFORDED BY YOUR COMPREHENSIVE PHYSICAL DAMAGE POLICY FROM YOUR PRIMARY INSURANCE CARRIER.

CLAIMS PROCEDURES

In the event of theft, You must contact Us to establish a claim file by calling 1-888-677-4743 within five days of the Date of Theft. Within sixty (60) days of the Date of Theft, You must provide Us or Our Agent with proof of claim to include a copy of:

1. This Certificate of Coverage;
2. Primary Insurance documents clearly identifying the Vehicle and specifying insurance coverage;
3. Primary Insurance claim settlement check(s) showing final payment as applicable;
4. Police report;
5. Purchase/lease agreement for Replacement Vehicle as applicable;
6. Such other documents as may be reasonably requested by Us or Our Agent listed below.

PREMIER SELECT
P O BOX 23850
SAN DIEGO, CA 92193-3850
888-677-4743

CERTIFICATE HOLDER (s) SIGNATURE

DATE

11-22-05

This certifies that a Theft Deterrent System has been installed on the Vehicle listed above.

DEALER AUTHORIZED SIGNATURE

DATE

CARS UNLIMITED OF SUFFOLK LLC

11-22-05

WHAT WE WILL PAY

We will pay You up to the Maximum Replacement Benefit amount if the Stolen Vehicle is not recovered or, if recovered, deemed a total loss by the Primary Carrier and You purchase a Replacement Vehicle equal to or greater than the Vehicle Purchase Price.



(excludes Saturn)

VIN: 1 0 1 X L 1 8 8 2 6 7

Reynolds and Reynolds GM-3795-DS TO ORDER: www.reynolds.com; 1-800-344-0996; fax 1-800-531-9055

1518

GM

DATE

10/28/05

VEHICLE IDENTIFICATION NO.

1G1AL18F267

YEAR

2006

RBLPD019

INVOICE NO.

1AD76121341

MAKE

CHEVROLET

BODY TYPE

2 DOOR

SHIPPING WEIGHT

2804

H.P. (S.A.E.)

18.4

G.V.W.

3790

NO. CYLS.

04

SERIES OR MODEL

1AL37

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number Indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

NESENGER 112 CHEVROLET
2096 RTE 112 MEDFORD AVE
MEDFORD NY 11763

02111 JPFF01

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

* THIS VEHICLE *

* HAS A *

* CALIFORNIA *

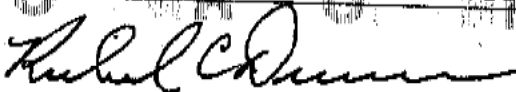
* EMISSION *

* SYSTEM *

G43171539

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION

BY



(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

DETROIT

MI 48243-1114

CITY STATE

GM 521 REV 7-91

(Creditor), _____ (Buyer) and _____
 (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 Payment. THIS CONTRACT IS NOT PAYABLE IN INSTALMENTS OF EQUAL AMOUNTS.

AN INSTALMENT OF \$ 9545.20 **WILL BE DUE ON** 22 NOV 2009
 (Mo.) (Day) (Yr.)

if you make every payment on the date it is due and the Annual Percentage Rate does not change. As your Contract explains, the amount of the payment due at the end of the Contract term may be more or less than the amount of the last payment shown in the Payment Schedule. You may meet your obligation to pay the payment due at the end of the Contract term by choosing one of the following options:

1. You may pay the payment due at the end of the Contract term 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 payment due at the end of the Contract term; and,
 - b. pay the Creditor any excess of the payment due at the end of the Contract term over the Sale Price.

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 as shown in the Payment Schedule: (A) less a \$250 disposition fee; (B) less any Excess Wear and Tear Deduction; and, (C) less any Excess Mileage Deduction. (Note: The last scheduled payment is the payment shown in the original payment schedule. This payment may be different from the payment due at the end of the contract term.) You have the option to sell only if each of the following conditions is met:

1. 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;
 2. You have paid the Creditor all amounts owing under the Contract except for the amount of the payment due at the end of the Contract term;
 3. 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;
 4. You pay the Creditor on the due date of the last scheduled payment any excess of the payment due at the end of the Contract term over the Sale Price;
 5. 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
 6. 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 spare; 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 value. The appraiser must be an independent third party acceptable to both you and the Creditor. If you choose to obtain a professional appraisal, the Sale Price will be the lesser of: (1) the amount of the last scheduled payment as shown in the payment schedule, minus the \$250 disposition fee; or (2) the appraised value of the vehicle minus the \$250 disposition fee.

Excess Mileage Deduction. The Excess Mileage Deduction used to figure the Sale Price will be 20 ¢ per mile for each mile the vehicle is driven over 48000 miles.

Buyer Signs _____

Co-Buyer Signs _____

Other owner signs _____

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



6601 Ritchie Highway, N.E.
Glen Burnie, Maryland 21062

REGISTRATION CERTIFICATE

TAG NUMBER		UNIT #		STICKER NUMBER	
36143600					
TITLE NUMBER			MAKE AND BODY STYLE OF VEHICLE		
36143600			CHEV 2S		
YEAR	CLASS	EXCEPT.	VEHICLE IDENTIFICATION NUMBER		
06	A	N/A	1G1AP14PX67		
GR. VEH. WT.	GR. COMB. WT.	FEE	EXPIRATION DATE		
-3700	00N/A	\$128.00	09/30/11		
OWNER'S LICENSE SOUNDINDEX NO.			CO-OWNER'S LICENSE SOUNDINDEX NO.		
NAME(S) AND ADDRESS OF REGISTERED OWNER(S)					
SEVERN MD					

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.



Case #

71-750461392

July 8, 2011

[REDACTED]
Severn, MD [REDACTED]

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2006 Chevrolet Cobalt, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$397.64. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request 71-750461392

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GM

CHECK No. 50-8-21

DATE
10/07/09

*****397 DOLLARS

AMOUNT
*****64 CENTS *****397.64

PAY
TO THE
ORDER
OF

SEVERN MD

North American Operations
General Motors Corporation
Disbursement Account

Brian D. Albee
SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

PAYMENT
DATE 10/07/09

VENDOR
IDUN NO. BB 000000056

VENDOR NAME

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
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1G1AP14PX67	10/06/09 71-750461392	1-CLVZED 1-CLVZED	00.0000	397.64	.00	397.64
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ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

M3

TOTAL

397.64

.00

397.64

866-962-2868

ATTN:

CASE NO.

71-750461392

2 PAGES follow

FROM:

[REDACTED]

301-420-3700 x7907

Road Service (888) 578-0808

NEL

535 North Crain Highway
Glen Burnie, MD 21061
(410) 768-7860

NEXTCAR
All Vehicle Rentals

G 857695

CREDIT IDENTIFICATION OR BILLING INSTRUCTIONS

CREDIT CARD	DIRECT BILL NO.	P.O. NO.	EXP. DATE	DEPOSITS
VISA			05/31/2012	
REFFERED BY	RES #	CUST #	EXTEND TO	ALL IS BY
PHONE	7444076	515915		
RENTER NAME • HOME ADDRESS • PHONE				
Seyern, MD MD 04/28/2013 04/28/1987				
DRIVERS LICENSE NUMBER • STATE • EXPIRATION DATE • D.O.B.				
ADDITIONAL RENTER NAME • HOME ADDRESS • PHONE				
DRIVERS LICENSE NUMBER • STATE • EXPIRATION DATE • D.O.B.				
RENTER COMPANY NAME • COMPANY ADDRESS • COMPANY PHONE				
M & T BANK 118 MARKET LANE GAMBRILLS, MD 21054 (410) 451-9726 (443) 798-6312				
LOCAL CONTACT NAME • ADDRESS • PHONE				
REPLACEMENT CAR X				

RETURN LOCATION		RENTAL AGREEMENT	
		857695	
REPLACEMENT CAR		ORIGINAL CAR	
TIME OUT		OWNING LOC.	
		VEHICLE NO.	48761
		LICENSE NO.	2EXD61 MD
		MAKE MODEL	KIA 14.44 AMANTI
MLN IN		TIME IN	
MLN OUT	376	TIME OUT	08/19/2009 15.50
MLN DRVN	1	PLAN B RATES ONLY FOR SPECIFIED PERIOD	
RATE PLAN B Requires 5 day minimum and 17 day maximum rental. Associate			
Hours	18.33		
Days	54.99		
Weeks	269.99		
RATE PLAN A Requires 1 day minimum & 28 day maximum rental. Eligible for 10% off total and coupons. 269.99			
Hours	19.34		
Days	57.99		
Weeks	322.95		
UNDER 25 RENTS 12.00/day 0.00			
VEHICLE LICENS 0.42/day 0.00			
Loss Damage Wa 21.99/day 0.00			
Personal Accid Supplementali 3.00/day 0.00			
SALES TAX 11.500%			
Prepaid Gas Y/N? No			
Renter agrees to pay fuel service charge if vehicle is returned with less than a full tank. 397.64			
TOTAL CHARGE 158.36			
BILLING AMOUNTS			
RE# 5075			
CONTRACT CLOSED SUBJECT TO FINAL ADJUST			

I agree to return the vehicle on or before the indicated due back date to the same location at which it was rented or to the office specified in the space below, a service fee and rate change may apply if car is returned to other than renting location. This vehicle cannot be driven by anyone other than those named herein. Renter agrees to bear all financial responsibility for any actions of additional renter(s) including unauthorized actions. **LOSS DAMAGE WAIVER (LDW):** Renter initials to accept or decline the optional LDW at the rate shown for each day or fraction thereof. If Renter declines LDW, Renter will be responsible for the FULL VALUE of any loss of or damage to the vehicle, including loss of use, interest, and related expenses, regardless of fault. If Renter accepts LDW, Renter will not be responsible for such loss or damage that is less than the dollar amount written in the box at right, except as provided in paragraph 8 and 2 on the reverse side. **LDW is not insurance. LDW does not cover theft, overhead or roof damage.** Renter initials to accept or decline at the rate shown: **LDW** for loss damage waiver, **PAC** for personal accident and cargo insurance, **PAE** for personal accident and effects insurance, and **SLI** for supplemental liability insurance. Renter also acknowledges at the time of rental, that he/she understands the conditions and limitations of each coverage described in brochure.

DUE BACK DATE	AUTHORIZED RETURN LOCATION	LDW LOSS LIMIT
08/26/09 15.50	535 North Crain Highway, MD 21061 (410) 768-7860	FULL VALUE
Renter Declines All Optional Insurance and Loss Damage Waiver. Renter	Renter Declines Loss Damage Waiver	NO RENTER LDW
		NO
	Renter Declines Personal Accident & Cargo Insurance	NO RENTER PAC
		NO
	Renter Declines Personal Accident & Effects Insurance	NO RENTER PAE
		NO
	Renter Declines Optional Supplemental Liability Insurance	NO RENTER SLI
		NO
	Renter Accepts Optional Loss Damage Waiver (LDW) At Daily Fee Shown. See Reverse. LDW Is Not Insurance.	YES RENTER LDW
		X
	Renter Accepts Optional Personal Accident & Cargo Insurance At Daily Fee Shown And Has Read Brochure.	YES RENTER PAC
		X
	Renter Accepts Optional Personal Accident & Effects Insurance At Daily Fee Shown And Has Read Brochure.	YES RENTER PAE
		X
	Renter Accepts Optional Supplemental Liability Insurance At Daily Fee Shown And Has Read Brochure.	YES RENTER SLI
		X

NOTICE: This contract offers, for an additional charge, a loss damage waiver to cover your responsibility for damage to the vehicle. Before deciding whether to purchase the loss damage waiver, you may wish to determine whether your own automobile insurance affords you coverage for damage to the rental vehicle and the amount of the deductible under your own insurance coverage. LDW does not cover theft. The purchase of this loss damage waiver is not mandatory and may be waived. Maryland law requires that all Maryland resident's insurance policies with collision coverage automatically extend that coverage to passenger cars rented by the insureds named in the policy for a period of 30 days or less. All insurance coverage or other security maintained on Renter's vehicle or otherwise applicable to Renter's vehicle shall be primary for a replacement vehicle rental. The required security maintained by replacement vehicle owner shall be secondary up to the minimum financial security limits required in Maryland. Where state law permits, the insurance maintained by vehicle owner shall always be excess.

I have read and agree to the terms and conditions on both sides of this agreement. My signature below is considered to have been made on any applicable document. This voucher for advance deposits and charges incurred,

RENTER'S SIGNATURE

No. 3695

Aug. 27, 2009 - 2:48 PM

Contract 6857695

Severn, MD

Rental Summary

	Date	Time	Odom	Gas	Loc.
1. Unit #: 48701					
Rented Class: FullSize	Lic: [REDACTED]	Out: 08/19/09	15.50	26544	3
2008 KIA AMANTI	VIN: KNALD125385 [REDACTED]	In: 08/26/09	14.44	26920	3
					NGL
					NGL

Charge Summary

Description	Rate	Charge	Free Mls
DL: Weekly	1 @ 269.99	269.99	0
Net T&M Charges		269.99	
Misc Chg: LICENSE	7 @ 0.42 /day	2.94	
Misc Chg: UNDER 25	7 @ 12.00 /day	84.00	
Tax: TAX-CAR	11.500%	40.71	
Total Charges		397.64	
Deposit VISA	08/19	548.00	
Payment VISA	08/26	150.36	
Total Payments		397.64	
Balance Due		0.00	

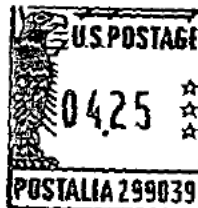


Amesgle W

482325170 BOSE



0000027726



7006 0810 0005 3460 3618

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL™



7006 0810 0005 3460 3618

JAN 18 2007

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

Dear Sir/Madam 1-16-07

Re 06 Chevy cobalt

1 G1AK55F567 [REDACTED]

9-2-05

Lewis Chevrolet, Beckley WV 25801

Your authorized dealer and repair facility have been unable to repair my vehicle under the warranty after they have been given a reasonable opportunity to make repairs. I am experiencing the following difficulties with my vehicle.

1. shaking when I brake
2. rattling noise at the steering column.
3. vibration
4. noise when I turn the wheel

I believe all of these problems substantially impair the use or market value of my vehicle.

The purpose of this letter is to give the manufacturer one last chance to repair my vehicle under the warranty. If you wish to take advantage of this opportunity, please contact me. My address is [REDACTED] Ameyle, [REDACTED] WV. [REDACTED]

My phone no. [REDACTED]

This letter is a written notice and a chance to fix the defects in the vehicle under the written warranty as set forth in the W.V.A. Lemon Law (W.V.A. code 46A-6A-1) awaiting your reply, Ginger Wakman

Privileged and Confidential Information

Case Assessment By: Shawntelle Weaver		Siebel/CARS Request #:71-430557225	
Customer Name: [REDACTED]			
Veh year:2006	Make:Chevrolet	Model:Cobalt	Current mileage: 10016
Veh ID #:1G1AK55F567 [REDACTED]	In Service Date:08/22/05	Purchased:New	If used:
What is the customer seeking?Replacement			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date: RO#: Mileage: Days Out: Description of Repair:

06/07/06	389789	5827	1	Replaced both lower control arm assys and aligned ft end
06/12/06	390052	5932	8	Installed chassis ears on steering column and steering gear
10/23/06	400376	9720	1	Replaced steering column

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date: RO#: Mileage: Days Out: Description of Repair:

OTHER SYMPTOM/CONCERN:

Date: RO#: Mileage: Days Out: Description of Repair:

Team Lead Approval:

Date:

Privileged and Confidential Information

Total Days Out of Service: 10 _____ (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES:X NO:

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)?
Cust is eligible and also meets presumption with 3 repair attempts on the steering column.

DVM and/or DEALER RECOMMENDATION(s):

Service Manager-Kenny Mador

No maintenance at dlr. Fairly good condition.

-Pushed Onstar button and won the car. GM presented her with the car. Was a new car. She has had a couple of problems, I drive new ones, she comes back and says that there is still a noise. The small amount of noise that is has when it leaves here that same noise in the new cars. She has had it be very loud before. Normal characteristic to have a little bit of noise. SHe has verified that some noise is normal.

crs adv:

So the cust has stated that she admits when she was in a newer model that some noise was apparant?

dlr sts:

Yes she did, when she was here in October she has not been back since.

Service manager-Kenny Mador

dlr sts:

Some noise in the suspension is normal, from what I herd the last time she was here is normal. She has not been back here.

CRS RECOMMENDATION ☐ RATIONALE (EXPLAIN):

CRS offered cust a CCL for the steering suspension 60/60 he cust declined. TE report noted that no abnormal noise was coming from the steering but there was a noise aparent regarding the suspension. However dlr has advised that he went over with the cust and test drove vehicles and advised that some noise coming from the suspension is a normal characteristic of the vehicle.

Decision reached by CRS: Arbitrate case: ☐

Settle case: ☐

Team Lead Approval:

Date:

ARB SPECIALIST FORM

ARBITRATION DATE: 01/09/2007

ARB SPECIALIST: Tamara Hall

REVIEW DATE: 01/04/2007

CUSTOMER: [REDACTED]

COREPOINT/SIEBEL#: 71-430557225

BBB CASE#: CHV0667241

STATE: WV

CRM: Shawntelle Weaver

REQUIRED DOCUMENTS:

COMPLETED DOCUMENTS

- | | |
|--|--------------------------|
| <input checked="" type="checkbox"/> CCF | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> REPAIR ORDERS | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> CASE ASSESSMENT | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> GMVIS | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> ATA (COMPLETED) | <input type="checkbox"/> |
| <input type="checkbox"/> ACV | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> SALES DOCUMENTS | <input type="checkbox"/> |
| <input type="checkbox"/> NEGATIVE EQUITY/OVERALLOWANCE | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> GM POSITION | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> GOODWILL OFFERED | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> CASE SCAN | <input type="checkbox"/> |
| <input type="checkbox"/> TSB (IF PERTAINS) | <input type="checkbox"/> |

☒ SHOULD FILE BE ARBITRATED? (Circle)

BRC NO

AVM NO

AVM NAME: Mike Harris

SUGGESTIONS/NOTES (IF BOX CHECKED-ACTION REQUIRED):

- ☐ REVIEW POSSIBLE OUTCOMES OF ARB WITH CUSTOMERS
(I.E. MILEAGE/USAGE OR NEGATIVE EQUITY)
- ☐ NEW GOODWILL OFFER

Cust won her vehicle at a hot button even at the dlr.

☐ RETURNED TO CRM - ARB CRM's RECOMMENDATION: ☐ DATE ☐

☐ NOTES ☐

RETURN TO ARB SPECIALIST BY: ☐ DATE ☐

ADR File Checklist

SR Number: 71-430557225

BBB Case: CHV0667241

Customer: [REDACTED]

VIN: 1G1AK55F567 [REDACTED]

Make/Model/Year: 2005/Chevrolet/Cobalt
10016

In Service: 08/22/2005

Mileage:

Received Date: 11/03/2006

Day 15 Date: 11/18/2006

Goes Active: 12/06/2006

Primary Concern: Steering column rattles/makes noise

☒ **Case Scan / Acknowledgement (24 hrs) Completion Date/Time:**

☒ **Initial Calls (72 hrs):**

☒ **Customer**

Completion Date/Time: 11/08 / 2006

☒ **Dealer Svc Mgr**

Completion Date/Time: 11/08 / 2006

☐ **Dealer Finance Mgr**

Completion Date/Time: /

☒ **AVM**

Completion Date/Time: 11/09 / 2006

☒ **Repair Orders Requested:**

Received:

☒ **Sales Documents:**

Received:

☒ **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: 01/09/2007**

☐ **Closing Activities:**

Settlement

Completion Date/Time: /

Executive Summary

Completion Date/Time: /

Close Siebel

Completion Date/Time: /

AVM: Mike Harris

Node/Box: 404082 8211

Service Dealer: Lewis Chevrolet

Svc Mgr: Kenny Mador

Selling Dealer: Lewis Chevrolet

Contact: Kenny Mador

NOTES:

TO: Shawntelle Weaver COMPANY:

FACSIMILE TRANSMISSION



BBB AUTO LINE
Council of Better Business Bureaus
4200 Wilson Blvd. Suite 800
Arlington, Va. 22203

FROM:	Name:	Amanda Roberts
	Fax Number:	(703) 247-9700
TO:	Name:	Shawntelle Weaver
	Fax Number:	18668502193

MESSAGES:

Date and time of transmission: Monday, December 18, 2006 3:47:06 PM
Number of pages including this cover sheet: 04

TO: Shawntelle Weaver COMPANY:

Inspection Report

Page 1 of 2

NATIONWIDE ARBITRATIONS & INSPECTIONS			
8027 West McNab Road		Tamarac, FL 33321	
800-849-3005		or our Web site www.autoinspections.net	
		Start Date: 12/06/06	Arb. Date:
Bureau:	CBBB	Case Number:	CHV0667241
Staff Contact & Extension #:		Amanda Roberts, ext. 557	Fax: 954-539-3225
Customer: [REDACTED]			
Address: [REDACTED] Ameagle, WV [REDACTED]			
Telephone:	Day: [REDACTED]	Evening: [REDACTED]	
Alternate Phone - Contact Information: [REDACTED]			
Vehicle Location:		Call consumer	

Vehicle Information

Make:	Chevrolet	Model:	Cobalt	Year:	2006
Mileage:	10,016	V.I.N.:	1G1AK55F567 [REDACTED]		
Request Date:	2006-12-14 15:15:15	Complete By:	ASAP		
Any Special Instructions:					
Completion Date/Time:	12-17-06 @ 11:44AM		Inspector:	Dan White	

Odometer at Start: 11400 After Road Test: 11410
Miles Driven: 10 Date/Time Inspected: 12-17-06@11:47AM

Reminders to Technical Expert: Do not deviate from below reference procedures! If malfunction, noise or condition is not evident during road test - make sure you have driven the vehicle at least 10 miles to give subject component(s) a sufficient window of opportunity to malfunction.
Call Nationwide Arbitrations & Inspections at 800-849-3005 with any problems or delays in handling of this assignment!

IMPORTANT:

1. It is critically important that you have no communication with the customer, manufacturer or dealer other than scheduling an appointment and obtaining the keys from the customer at the time of the inspection.
2. The customer, manufacturer or dealer is **NOT** to accompany you on the test drive. If for any reason you cannot test drive the vehicle alone, cancel the inspection and you will be paid for your services.
3. If the customer, manufacturer or dealer tries to engage you in conversation, please

TO: Shawntelle Weaver COMPANY:

Inspection Report

Page 2 of 2

advise them that you are not permitted to discuss the case with them. You may refer them to call their **BBB AUTO LINE** case specialist if they have any questions.

Technical Inspection Request

Problem:	Steering column rattles/makes noise.
Does Problem Exist:	Steering column rattles/makes noise-No, Noise from front suspension - Yes
Probable Cause(s):	Suspect a problem with one or more components in the front suspension
Test, Evaluation and Basis for Conclusion(s):	The inspector road tested the subject vehicle for 10 miles and verified while driving on paved roads no unusual noises or steering problems were noted. When driving on a gravel road, there was a rattling noise audible emanating from one or more of the front suspension components at all speeds. At no time during the road test or inspection did the steering column shake or make any unusual noises.

Technical Expert's Biography

Technical Expert:	Daniel F White
Years of Experience:	35+
Certified By:	ASE
ASE Identification #:	304464635WHITE

Areas of Certification

Electrical / Electronic Systems:	12/06	Auto Trans / Transaxle:	12/06
Engine Performance:	12/06	Manual Drive Train & Axles:	12/06

See Images:

CHV0667241_1862_8430.jpg | CHV0667241_1862_4748.jpg | CHV0667241_1862_6970.jpg | CHV0667241_1862_3313.jpg
 | CHV0667241_1862_9767.jpg | CHV0667241_1862_7788.jpg | CHV0667241_1862_6529.jpg |

Nationwide Inspections, Inc., reserves the right to review any additional information, evidence, etc. as it becomes available and to amend this report and its findings further, should it become necessary.

TO: Shawntelle Weaver COMPANY:

**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.

December 18, 2006

Re: m12 CHV0667241 [REDACTED] vs Chevrolet Motor Division 1G1AK55F567 [REDACTED]

SHAWNTELLE WEAVER
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Dear Madam/Sir:

Enclosed is the technical expert's report. The enclosed report is provided to you and the other party as additional information for your consideration.

Should the case not be resolved by a voluntary settlement, the technical expert's findings will be provided to the arbitrator as part of the case file. You should be prepared to comment on the expert's findings and credentials at the arbitration hearing if one is held in your case. Please call the BBB at 800.334.2406 if you have any questions.

Sincerely,

Amanda Roberts at Extension 557

May 23, 2011

[REDACTED]
Wheeling, WV [REDACTED]

Service Request: 71-444646027

Customer Relationship Specialist: Shawntelle Weaver

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 Major Guard plan for your 2006 Chevrolet Cobalt, Vehicle Identification Number 1G1AK15F267 [REDACTED] is for the following:

- 48 months or 60,000 miles, whichever occurs first, beginning on 04/17/2007 and ending on 04/17/2011 and begins with 16500 and ends with 76500 odometer miles
- Standard rental
- A \$0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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



GMC

HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

01/02/2007

John Welty
Bob Robinson Chevrolet
69 16th St
Wheeling, WV, 26003

Re:

Siebel Request: 71-444646027
2006 Chevrolet Cobalt
VIN # 1G1AK15F267

Dear Mr. John Welty:

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

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

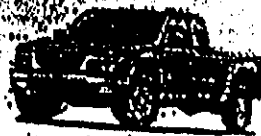
- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include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

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

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

Sincerely,

Shawntelle Weaver
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 21598
FAX# 866-850-2193

**BOB ROBINSON CHEVROLET OLDSMOBILE CADILLAC INC**

69 16TH STREET
WHEELING WV 26003
304-233-8000

To: SHAWNTILLE Weaver

Company: _____

Phone: _____

Fax: 800-850-2193

From: DAV CRAWLEY

Company: BOB ROBINSON CO

Phone: _____

Fax: _____

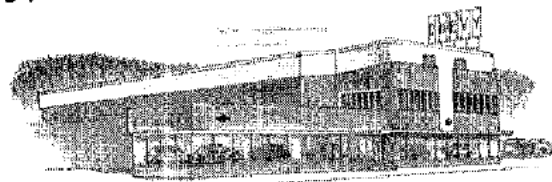
Date: 2-13-07

Pages including this
cover page: 6

Comments:

BOB ROBINSON CHEVROLET • CADILLAC, INC.69 - 16th Street • WHEELING, WV 26003

(304) 233-8003 • (304) 233-8004



CUSTOMER NO. 39110	ADVISOR SHAWN MCLAUGHLIN	TAG NO. 440	INVOICE DATE 01/02/07	INVOICE NO. CVCS209693
[REDACTED] WHEELING, WV	LABOR RATE	LICENSE NO.	MILEAGE 13,738	COLOR 7
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/2DR CPE			DELIVERY DATE 12/22/05
	VEHICLE I.D. NO. 1 G 1 A K 1 5 F 2 6 7			DELIVERY MILES 184
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
	R.O. DATE 01/02/07			
COMMENTS				

LABOR & PARTS
J# 1 03CVZ STEERING HOURS: TECH(S):158 0.00
 STEERING NO ASSIST AT TIMES CUST STATES
 OPERATING AS DESIGNED AT THIS TIME SEE BULLETIN 1860020
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 49CVZ SQUEAKS & RATTLES HOURS: TECH(S):158 0.00
 NOISE LF 20 MPH
 123 ORDERED STEERING COLUMN
 JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

 * NEXT RECOMMENDED SERVICE: *
 * 12/18/2035 / 395088 MI 04CVZBALANCE4 BALANCE 4 TIRES *

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

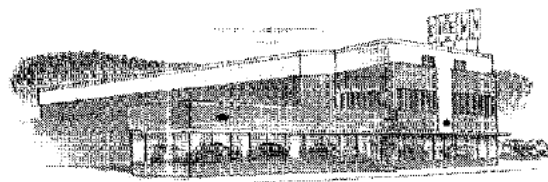
CUSTOMER SIGNATURE

DUPLICATE INVOICE

Thank You!

BOB ROBINSON CHEVROLET • CADILLAC, INC.69 – 16th Street • WHEELING, WV 26003

(304) 233-8003 • (304) 233-8004



CUSTOMER NO.	39110	ADVISOR	SHAWN MCLAUGHLIN	TAG NO.	440	INVOICE DATE	12/18/06	INVOICE NO.	CVCS209000
		LABOR RATE		LICENSE NO.		MILEAGE	13,448	COLOR	7
		YEAR / MAKE / MODEL	06/CHEVROLET/COBALT/2DR CPE			DELIVERY DATE	12/22/05	STOCK NO.	6182A
		VEHICLE I.D. NO.	1 G 1 A K 1 5 F 2 6 7			SELLING DEALER NO.		DELIVERY MILES	184
		F.T.E. NO.		P.O. NO.		R.G. DATE	12/18/06	PRODUCTION DATE	
		COMMENTS							

LABOR & PARTS
 # 1 26CVZIR INSPECT & REPORT HOURS: 0.90 TECH(S):268 WARRANTY
 AIR BAG LIGHT IS ON,268 ORDERED RF SEAT BELT ASSEM
 OPEN
 REPLACE SEAT BELT ASSEM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	89026253	BELT KIT 14.875		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
TOTALS					
				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

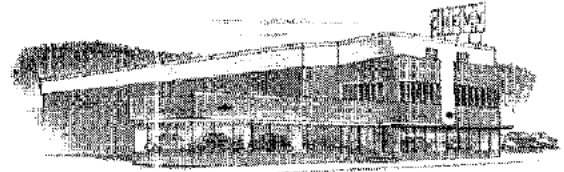
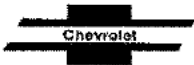
CUSTOMER SIGNATURE

DUPLICATE INVOICE

Thank You!

BOB ROBINSON CHEVROLET • CADILLAC, INC.69 - 16th Street • WHEELING, WV 26003

(304) 233-8003 • (304) 233-8004



CUSTOMER NO.	39110		ADVISOR	LINDA WEESE	TAG NO	110	INVOICE DATE	11/24/06	INVOICE NO.	CVCS207797
WHEELING, WV	LABOR RATE	LICENSE NO.	MILEAGE	12,454	COLOR	7	STOCK NO.	6182A		
	YEAR / MAKE / MODEL						DELIVERY DATE	DELIVERY MILES		
	06/CHEVROLET/COBALT/2DR CPE						12/22/05	184		
	VEHICLE I.D. NO.						SELLING DEALER NO.	PRODUCTION DATE		
1 G I A K 1 5 F 2 6 7										
R.T.E. NO.	P.O. NO.			R.O. DATE		11/24/06				
RE	COMMENTS									

LABOR & PARTS

J# 1 03CVZ STEERING HOURS: 1.70 TECH(S): 398 WARRANTY

NOISE IN STEERING, PART IS IN
GEAR IS LOOSE
REPLACED STEERING GEAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15816429	GEAR KIT 6.508		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 26CVZ ELECTRICAL SYSTEM HOURS: 1.00 TECH(S): 398 WARRANTY

SERVICE AIR BAG LIGHT IS ON
CONNECTOR IS LOOSE
TRACED AND REPAIRED CONNECTOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

TOTALS

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

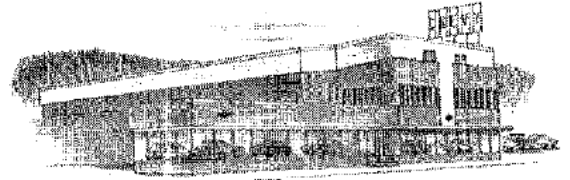
CUSTOMER SIGNATURE

DUPLICATE INVOICE

Thank You!

BOB ROBINSON CHEVROLET • CADILLAC, INC.

69 - 16th Street • WHEELING, WV 26003
(304) 233-8003 • (304) 233-8004



CUSTOMER NO.	39110	ADVISOR	DALE HOLMES	TAG NO.	113 487	INVOICE DATE	11/20/06	INVOICE NO.	CVCS207607
[REDACTED] WHEELING, WV	LABOR RATE	LICENSE NO.	MILEAGE	12,308	COLOR	7	STOCK NO.	6182A	
	YEAR / MAKE / MODEL					DELIVERY DATE	DELIVERY MILES	184	
	06/CHEVROLET/COBALT/2DR CPE					12/22/05			
	VEHICLE I.D. NO.					SELLING DEALER NO.	PRODUCTION DATE		
	1 G I A K 1 5 F 2 6 7								
	F.T.E. NO.	P.O. NO.	R.O. DATE		11/20/06				
COMMENTS									

LABOR & PARTS
J# 1 01CVZLOF LUBE/OIL&FILTER CHAN HOURS: TECH(S):158 9.46
LUBRICATION, REPLACE OIL FILTER & OIL, WITH UP TO 5 QTS. OF
OIL.
REPLACE OIL FILTER, OIL, AND LUBRICATION OF CHASSIS.
CHECK ALL FLUID LEVELS AND TOP OFF AS NECESSARY.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12605566	FILTER 1.836	6.99	6.99
				JOB # 1 TOTAL PARTS	6.99
				JOB # 1 TOTAL LABOR & PARTS	16.45

J# 2 03CVZIR INSPECT & REPORT HOURS: TECH(S):158 0.00
CUSTOMER STATES, "STEERING IS NOISY & HARD TO TURN!"
TECH 105 ORDERED NEW STEERING GEAR-LATER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3 16CVZ TRANSMISSION AUTO HOURS: TECH(S):158 0.00
CUSTOMER STATES, "TRANSMISSION SHIFTS HARD. ESP. UPSHIFTING!"
TRANSAKLE IS OPERATING AS DESIGNED AT THIS TIME.

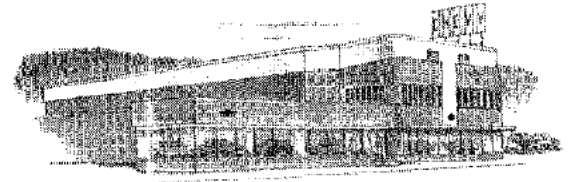
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

G.O.G. & SUPPLIES					
JOB # 1	5.0	OIL	@ 2.500	/UNIT	12.50
				TOTAL - GOG	12.50

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # 1	LOF	WASTE REMOVAL		1.00
				TOTAL - MISC

COMMENTS
C.W.D.

Thank You!

BOB ROBINSON CHEVROLET • CADILLAC, INC.69 - 16th Street • WHEELING, WV 26003
(304) 233-8003 • (304) 233-8004

CUSTOMER NO.	39110	ADVISOR	CASMER J RYBKOSKI	TAG NO.	274	INVOICE DATE	05/24/06	INVOICE NO.	CVCB199630
[REDACTED] WHEELING, WV	LABOR RATE	LICENSE NO.	MILEAGE	4,744	COLOR	7	STOCK NO.	6182A	
	YEAR / MAKE / MODEL				DELIVERY DATE		DELIVERY MILES		
	06/CHEVROLET/COBALT/2DR CPE				12/22/05		184		
	VEHICLE I.D. NO.				SELLING DEALER NO.		PRODUCTION DATE		
1 G T A K 1 5 F 2 6 7				[REDACTED]					
R.T.E. NO.				P.O. NO.		R.O. DATE			
						05/24/06			
COMMENTS									

LABOR & PARTS
J# 1 70CVZ BODY SHOP HOURS: 0.50 TECH(S): 332 WARRANTY

FRT BUMPER COVER OVERLAPS RT HEADLAMP
PRIOR DENT IN LEFT FRT FENDER
REPAIR TO SI DOCUMENT #1788817

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS--

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

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Thank You!

ADR File Checklist

SR Number: 71-444646027

BBB Case: CHV0733672

Customer: [REDACTED]

VIN: 1G1AK15F267 [REDACTED]

Make/Model/Year: 2006/Chevrolet/Cobalt

In Service: 12/22/05 Mileage: 12000

Received Date: 02/07/07

Day 15 Date: 02/21/07

Goes Active: 02/21/07

Primary Concern: Engine seal/Steering

☒ **Case Scan / Acknowledgement (24 hrs) Completion Date/Time:**

☒ **Initial Calls (72 hrs):**

☒ **Customer**

Completion Date/Time: 12/28 / 2007

☒ **Dealer Svc Mgr**

Completion Date/Time: 12/28 / 2007

☐ **Dealer Finance Mgr**

Completion Date/Time: /

☒ **AVM**

Completion Date/Time: 12/28 / 2007

☒ **Repair Orders Requested:**

Received: 01/08/07

☒ **Sales Documents:**

Received: 01/08/07

☒ **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:**

☐ **Closing Activities:**

Settlement

Completion Date/Time: /

Executive Summary

Completion Date/Time: /

Close Siebel

Completion Date/Time: /

DVM: Richard Volpe

Node/Box: 914055 8873

Service Dealer: Bob Robinson Chevrolet

Svc Mgr: John Welty

Selling Dealer: Bob Robinson Chevrolet

Contact: John Welty

NOTES:

Overallowance/Incentives/Negative Equity Form (non-Florida)**Customer:** [REDACTED]**Request #:** 71-444646027**BBB#:** CHV0733672

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)	\$15918.50
MSRP (from BARS Invoice)	\$15990.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$-71.50

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

<u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB</u>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$15918.50
Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)	\$1500.00

Overallowance and/or Negative Equity minus	\$0.00
Actual price of Vehicle that should be presented to BBB for ATA	\$14418.50

2006 COBALT 2-DOOR LS COUPE
74U VICTORY RED /L4G
14B GRAY
ORDER NO. JMHJ1C/TDC STOCK NO.
VIN 1G1 AK15 F2 67

MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
1AK37 COBALT 2-DOOR LS COUPE 13900.00 12996.50 INVOICE 10/14/05
B84 BODY COLOR BODYSIDE MOLDINGS 100.00 88.00 SHIPPED 10/14/05
FE9 FEDERAL EMISSIONS N/C N/C EXP I/T 10/16/05
K34 CRUISE CONTROL 275.00 242.00 INT COM 10/17/05
L61 2.2L DOHC 4 CYL ENGINE N/C N/C PRC EFF 10/14/05
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE 850.00 748.00 KEYS G1381 G1381
T43 REAR DECK-LID SPOILER 275.00 242.00 WFP-S QTR OPT-1
BANK: GMAC - 004
CHG-TO 13-286
SHIP WT: 2705
HP: 18.4
GMS: 14519.50
SUPPLR: 15169.50
MRM: 15990.00
MEMO 695.00

TOTAL MODEL & OPTIONS 15400.00 14316.50 ACT 231 14444.50
DESTINATION CHARGE 590.00 590.00 H/B 261 462.00
TOTAL 15990.00 14906.50 PAY 310 14906.50
MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 14236.00

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.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

REMIT TO GMAC NO. 004
TYGART VALLEY MOTOR CO. INC. VIN 1G1AK15F267
\$ 14906.50 INV 1AD75040021
DUE 10/17/05 DEALER 13-286

Privileged and Confidential Information

Case Assessment By: Shawntelle Weaver		Siebel/CARS Request #:71-444646027	
Customer Name: [REDACTED]			
Veh year:2006	Make:Chevrolet	Model:Cobalt	Current mileage:12000
Veh ID #:1G1AK15F267 [REDACTED]	In Service Date:12/22/05	Purchased:New	If used:
What is the customer seeking?Replacement			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date: RO#: Mileage: Days Out: Description of Repair:

11/24/06	207797	12454	1	Steering part in.
11/20/06	207607	12308		SOP
05/18/06	199372	4604	1	Replaced Steering Shaft
05/11/06	199059	4368		SOP

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date: RO#: Mileage: Days Out: Description of Repair:

05/24/06	199630	4744	1	FRT bumper overlaps RT headlamp/Prior dent in left FRT fender.
----------	--------	------	---	--

Total Days Out of Service: 3 _____ (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO:X

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)?
Cust is eligible and does not meet presumption.

DVM and/or DEALER RECOMMENDATION(s):

CRS RECOMMENDATION ☐ RATIONALE (EXPLAIN):

Dir repairing cust vehicle. CRS settled with repairs and if cust is satisfied with repairs GM will provide cust with GMPP Major Guard.

Decision reached by CRS: Arbitrate case: ☐ Settle case: ☐

Team Lead Approval:

Date:

**GMC****HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

01/02/2007

John Welty
Bob Robinson Chevrolet
69 16th St
Wheeling, WV, 26003

Re:

Siebel Request: 71-444646027
2006 Chevrolet Cobalt
VIN # 1G1AK15F267

Dear Mr. John Welty:

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

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

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

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

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

Sincerely,

Shawntelle Weaver
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 21598
FAX# 866-850-2193

Return FAX1-8-07

61B2A

CUSTOMER'S NAME

STOCK NO.

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, **BOB ROBINSON CHEV OLDS-CAD INC** (transferor's name, Print)

state that the odometer now reads **184** (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	MODEL	BODY TYPE
CHEVROLET	COBALT	2DR CPE
VEHICLE IDENTIFICATION NUMBER		YEAR
1G1AK15F267 [REDACTED]		2006

X

TRANSFEROR'S SIGNATURE

PRINTED NAME

69 16TH STREET

TRANSFEROR'S ADDRESS (STREET)

WHEELING

WV

26003

CITY

STATE

ZIP CODE

12/22/2005

TRANSFeree'S SIGNATURE

PRINTED NAME

TRANSFeree'S NAME

TRANSFeree'S ADDRESS (STREET)

WHEELING

WV

CITY

STATE

ZIP CODE

and the Gap Card Waiver. This agreement contains 4 pages, including all riders. The front and back of GMAC's retail contract would be considered pages 1 and 2.

RETAIL INSTALLMENT SALE CONTRACT GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

Buyer (and Co-Buyer) - Name and address (include county and zip code)

Creditor (Seller name and address)

WHEELING WV

BOB ROBINSON CHEV OLDS-CAD INC
59 16TH STREET
WHEELING WV 26003

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	2006	CHEVROLET COBALT	1G1AK15F267	<input 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.	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 downpayment of \$ 3500.00
14.45 %	\$ 5992.25	\$ 13958.43	\$ 20951.28	\$ 24451.28

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	\$ 290.99	Monthly beginning 01/22/2006	

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. The charge will not exceed \$15 if you bought the vehicle primarily for personal, family, household, or agricultural use.

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.

Complete the following ONLY if any scheduled payment, other than the downpayment, is at least twice as large as the smallest earlier scheduled payment, other than the downpayment: THIS CONTRACT IS NOT PAYABLE IN INSTALLMENTS OF EQUAL AMOUNTS. AN INSTALLMENT OF \$ _____ WILL BE DUE ON _____ LARGER INSTALLMENTS WILL BE DUE AS FOLLOWS:

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, taxes, N/A \$ N/A, N/A \$ N/A, N/A \$ N/A, and N/A \$ N/A)	\$ 15918.50(1)
2 Total downpayment = (If negative enter "0" and see line 4H below)	
Gross trade-in \$ N/A --payoff by seller \$ N/A	
= net trade-in \$ N/A + cash \$ 2000.00	
+ other (describe) REBATE \$ 1500.00	\$ 3500.00(2)
3 Unpaid balance of cash price (1 minus 2)	\$ 12418.50(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	\$ N/A
B Other insurance paid to the insurance company	\$ N/A
C Official fees paid to government agencies	\$ 5.00
D Government taxes not included in cash price	\$ 834.33
E Government license and/or registration fees	
LIC/TEMP \$ 40.00	
F Government certificate of title fees (includes \$ security interest recording fee)	\$ 10.00
G Other charges (Seller must identify who is paid and describe purpose.)	
to N/A for N/A \$ N/A	
to BOB ROBINSON for DOC FEE \$ 50.00	
to EQUITY PROTECT for GAP PROTECTION \$ 500.00	
to N/A for N/A \$ N/A	
to N/A for N/A \$ N/A	
to N/A for N/A \$ N/A	
H Net trade-in payoff to \$ N/A	
Total other charges and amounts paid to others on your behalf	\$ 1539.44(4)
Amount financed (3 + 4)	\$ 13958.43(5)

* If blank or "0", any indebtedness on the trade-in is to be paid by you.

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 we must sign it. All changes are binding.

Co-Buyer Signs X

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.

back for other important agreements.

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 \$ N/A

Credit Disability \$ N/A

N/A

(Insurance Company)

N/A

(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.

☐ N/A N/A
Type of Insurance Term

Premium \$ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

I want the insurance checked above.

X

Buyer Signature

Date

X

Co-Buyer Signature

Date

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

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC

HUMMER



(excludes Saturn)

CUSTOMER NAME:

VIN: 1 / G / 1 / A / K / 1 / S / F / 2 / 6 / 7 /

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) xx 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 be issued in my name by Dealer named below:

<u>Incentive Program Reference</u>	<u>Amount</u>	<u>GM Incentive Code</u>
REBATE	\$ 1000.00	CNE
INSTANT VALUE <i>Bonus Cash</i>	\$ 500.00	BCD
	\$ N/A	
	\$ N/A	
	\$ N/A	
Total Incentive Amount Received	\$ 1500.00	

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 _____

- b. I elect to receive _____

— CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE —

- a. Vehicle Incentive 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 on 12/22/05 I acknowledge receipt of incentive(s) as described in Item ____ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? Yes XX No

- b. ☒ **Terms and Conditions Acknowledgment.** I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled. [REDACTED]

Purchaser/Lessee Signature: _____

Date: 12/ 22 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 _____ and the Onstar Terms and Conditions 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 or Saab Cars USA.

Authorized Dealer Signature:

Dealership Name:

Date: 12/ 22 05

Dealer Code: 13460

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

VEHICLE INVOICE



BOB ROBINSON
CHEVROLET • OLDSMOBILE • CADILLAC, Inc.
 69 16th Street Telephone 233-8000
 WHEELING, W. VA. 26003

020245 *

SOLD TO:

DATE 10/27/2006

ADDRESS:

SALESMAN

TIMOTHY C. SHATTER

JIMMY L. BROWN

MAKE	MODEL	NEW OR USED	VIN	YEAR	KEY NO.	STOCK #, CURR #	
CHEV	IMPALA	NEW	1G1AE15H2G0000000			PRICE OF VEHICLE	16910.00
						OPTIONAL EQUIP. & ACCESS.	11510.50
						CAP. INSURANCE	600.00
						SALES TAX	334.83
						LICENSE AND TITLE	100.00
						TOTAL CASH PRICE	17455.33
						FINANCING INSURANCE	100.00
						TOTAL TIME PRICE	17555.33
						SETTLEMENT:	
						DEPOSIT	100.00
						CASH ON DELIVERY	2000.00
						TRADE-IN	100.00
						LESS LIEN	100.00
						TYPE	
						VIN	
						PAYMENTS	1755.33
						RECALL	100.00
						TOTAL	17455.33

MOBILE: 304-233-7093
 FAX: 304-233-7093
 E-MAIL: RBL@WR 72023

FORM SA-131N-WPC (1-97)

Revised and Reprinted: 01/01/00, 01/01/01, 01/01/02, 01/01/03, 01/01/04, 01/01/05, 01/01/06, 01/01/07, 01/01/08, 01/01/09, 01/01/10, 01/01/11, 01/01/12, 01/01/13, 01/01/14, 01/01/15, 01/01/16, 01/01/17, 01/01/18, 01/01/19, 01/01/20, 01/01/21, 01/01/22, 01/01/23, 01/01/24, 01/01/25, 01/01/26, 01/01/27, 01/01/28, 01/01/29, 01/01/30, 01/01/31, 01/01/32, 01/01/33, 01/01/34, 01/01/35, 01/01/36, 01/01/37, 01/01/38, 01/01/39, 01/01/40, 01/01/41, 01/01/42, 01/01/43, 01/01/44, 01/01/45, 01/01/46, 01/01/47, 01/01/48, 01/01/49, 01/01/50, 01/01/51, 01/01/52, 01/01/53, 01/01/54, 01/01/55, 01/01/56, 01/01/57, 01/01/58, 01/01/59, 01/01/60, 01/01/61, 01/01/62, 01/01/63, 01/01/64, 01/01/65, 01/01/66, 01/01/67, 01/01/68, 01/01/69, 01/01/70, 01/01/71, 01/01/72, 01/01/73, 01/01/74, 01/01/75, 01/01/76, 01/01/77, 01/01/78, 01/01/79, 01/01/80, 01/01/81, 01/01/82, 01/01/83, 01/01/84, 01/01/85, 01/01/86, 01/01/87, 01/01/88, 01/01/89, 01/01/90, 01/01/91, 01/01/92, 01/01/93, 01/01/94, 01/01/95, 01/01/96, 01/01/97, 01/01/98, 01/01/99, 01/01/00

BOB ROBINSON CHEVROLET • CADILLAC, INC.

69 - 16th Street • WHEELING, WV 26003
(304) 233-8003 • (304) 233-8004



248

RECOMMENDED SERVICES

RECOMMENDED SERVICES							
OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

SERVICE HISTORY							OPERATION DESCRIPTION
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	
11/24/06	207797	12454	110	398	W	03CVZ	STEERING
				398	W	26CVZ	ELECTRICAL SYSTEM
11/20/06	207607	12308	113	158	C	01CVZLOF	LUBE/OIL/FILTER CHAN
				158	C	03CVZIR	INSPECT & REPORT
				158	C	16CVZ	TRANSMISSION AUTO.
08/16/06	203313	8736	440	684	C	01CVZLOF	LUBE/OIL/FILTER CHAN

STATE REG# 0

ALESPERSON NO. 590

S E R V I C E

STATE REG# 0

A/ESP/PERSON NO. 590		YEAR/MAKE/MODEL		PRODUCTION DATE		STOCK NO		LICENSE NO.		P.O. NO.					
TERMS		VEHICLE ID NO.		06/CHEVROLET/COBALT/2DR CPE		6182A				209000					
ASH <input type="checkbox"/>		1G1AK15F267		CUSTOMER NO.		DELIVERY DATE		DELIVERY MILES		SELLING DEALER NO.					
P/ENT CARD <input type="checkbox"/>				39110		12/22/05		184		P.O. DATE					
CHECK <input type="checkbox"/>				COLOR		CONTRACT NO.		EXPIRATION DATE		EXPIRATION MILES					
P/ROR APPROVAL <input type="checkbox"/>										TAG NO.					
THER <input type="checkbox"/>		WHEELING, WV		TURBO		M/MC		AIR COND.		P.S.					
CALL WHEN <input type="checkbox"/>				CVZZ		TRANS		MILEAGE		ADV/SOR NO.					
READY <input type="checkbox"/>								13.448		440					
<input type="checkbox"/> YES <input type="checkbox"/> NO										SHAWN MCLAUGHLIN					
GAVE REMOVED <input type="checkbox"/>		BUSINESS PHONE		<p>I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control, that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees, agents or clerks are hereby authorized for the purpose of testing and/or inspecting such vehicle.</p>											
PARTS FOR <input type="checkbox"/>		TIME RECEIVED										DATE/TIME PROMISED		PRIORITY	
CUSTOMER <input type="checkbox"/>		08:17am										12/18/06		09:00pm	
<input type="checkbox"/> YES <input type="checkbox"/> NO															
APPOINTMENT <input type="checkbox"/>				LABOR RATE						WARRANTY CLAIM NO.					
<input type="checkbox"/> Yes															
<input checked="" type="checkbox"/> No															

1 W * 26CVZIR INSPECT & REPORT
AIR BAG LIGHT IS ON, 268 ORDERED RF SEAT BELT ASSEM

268

WARRANTY PART

RETURNED

RECEIVED
JOB # 1 DATE 12/18 BY KSI

MILEAGE OUT

<p>ESTIMATE (UNDER PA 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.</p> <p>_____ WRITTEN ESTIMATE</p> <p>_____ ORAL ESTIMATE</p> <p>_____ I DO NOT REQUEST AN ESTIMATE</p>		<p>ORIGINAL ESTIMATE</p> <p>\$ _____</p> <p>AUTHORIZED ADDITIONS</p> <p>\$ _____</p>	<p>CUSTOMER ACCEPTANCE</p> <p>_____ INITIAL HERE</p> <p>DATE _____</p> <p>TIME _____</p> <p>BY _____</p>
<p>TERMS: STRICTLY CASH, UNLESS ARRANGEMENTS MADE</p>		<p>ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE</p>	
<p>REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE</p> <p><input type="checkbox"/> DISCARD</p>		<p>RO# _____</p> <p>OF _____</p>	

MEMO

Thank You!

209000

RF
RF
RF
RF

248

Sir Limp on
R F Seat Belt Road oper
Replace R F Seat Belt ASIA

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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/20/06	207607	12308	113	158	C	01CVZLOF	LUBE/OIL&FILTER CHAN
				158	C	03CVZIR	INSPECT & REPORT
				158	C	16CVZ	TRANSMISSION AUTO.
08/16/06	203313	8736	440	684	C	01CVZLOF	LUBE/OIL&FILTER CHAN
06/28/06	201194	6022	440	642	C	01CVZLOF	LUBE/OIL&FILTER CHAN
				642	C	04CVZROT	ROTATE TIRES

SALESPERSON NO. 590 LANGSTON SHAFFER **S E R V I C E** STATE REG# 0

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> OTHER <input type="checkbox"/>	VEHICLE I.D. NO. 1G1AK15F267	YEAR/MAKE/MODEL 06/CHEVROLET/COBALT/2DR CPE	PRODUCTION DATE 12/22/05	STOCK NO. 6182A	LICENSE NO. 20779
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	RESIDENCE ADDRESS WHEELING, WV	CUSTOMER NO. 39110	DELIVERY DATE 12/22/05	DELIVERY MILES 184	SELLING DEALER NO. 11/24/06
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	BUSINESS PHONE 11/24/06	COLOR CVZZ	CONTRACT NO. 12-475	EXPIRATION DATE 12.454	EXPIRATION MILES 110
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	TIME RECEIVED 09:00am	DATE/TIME PROMISED 11/24/06 09:00pm	TURBO <input type="checkbox"/>	M/MC <input type="checkbox"/>	AIR COND. <input type="checkbox"/>
			P.S. <input type="checkbox"/>	TRANS <input type="checkbox"/>	ADVISOR NO. 110
					ADVISOR LINDA WEESE

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

LABOR RATE _____ WARRANTY CLAIM NO. _____

WARRANTY PART RETURNED

1 W * 03CVZ STEERING NOISE IN STEERING, PART IS IN

2 W 26CVZ ELECTRICAL SYSTEM SERVICE AIR BAG LIGHT IS ON

11-27-06 AIR BAG LIGHT STAYS ON 5 TIMES

5 OLT E 11/24/06

extra time for testing & diagnosing loose connection.

Thank You!

398

Noise in starting
 Install SOP
 Starting gear worn
 Align front end.

SIR light
 B0081

Repair loose connection
 RF passenger passenger sensor
 Bullittm PIC 3799 B

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BOB ROBINSON CHEVROLET • CADILLAC, INC.69 - 16th Street • WHEELING, WV 26003
(304) 233-8003 • (304) 233-8004**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/16/06	203313	8736	440	684	C	01CVZLOF	LUBE/OIL&FILTER CHAN
06/28/06	201194	6022	440	642	C	01CVZLOF	LUBE/OIL&FILTER CHAN
				642	C	04CVZROT	ROTATE TIRES
06/09/06	200389	5205	440	540	W	04CVZCAM	WHEEL COVERS
05/24/06	199630	4744	274	332	W	70CVZ	BODY SHOP
05/18/06	199372	4604	440	123	W	03CVZ	STEERING

ALSPERSON NO. 590 LANGSTON SHAFFER SERVICE STATE REG# 0

TERMS	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
ASH <input type="checkbox"/>	1G1AK15F267	06/CHEVROLET/COBALT/2DR CPE	12/22/05	6182A		207607
REDIT CARD <input type="checkbox"/>		CUSTOMER NO.	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
CHECK <input type="checkbox"/>		39110	12/22/05	184		11/20/06
NO APPROVAL <input type="checkbox"/>		COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
THIR <input type="checkbox"/>						487
CALL WHEN READY <input type="checkbox"/>	WHEELING, WV	URBO	MMO	AIR COND.	P.S.	TRANS
YES <input type="checkbox"/> NO <input type="checkbox"/>		CVZZ				
AVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/>						
YES <input type="checkbox"/> NO <input type="checkbox"/>						
APPOINTMENT <input type="checkbox"/>						
YES <input type="checkbox"/> NO <input type="checkbox"/>						

TIME RECEIVED: 10:53am DATE/TIME PROMISED: 11/20/06 05:00pm PRIORITY:

LABOR RATE:

WARRANTY D. AND NO.

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

X

COMMENTS : C.W.D.

1 C * 01CVZLOF **LUBE/OIL&FILTER CHAN**
LUBRICATION, REPLACE OIL FILTER & OIL, WITH UP TO 5 QTS. OF OIL.
Reset oil light
Tire Press. 50

2 W 03CVZIR **INSPECT & REPORT**
CUSTOMER STATES, "STEERING IS NOISY & HARD TO TURN!!"

3 W 16CVZ **TRANSMISSION AUTO.**
CUSTOMER STATES, "TRANSMISSION SHIFTS HARD, ESP. UPSHIFTING!"

MILEAGE OUT

ESTIMATE (UNDER PA 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.	ORIGINAL ESTIMATE	CUSTOMER ACCEPTANCE
WRITTEN ESTIMATE		
ORAL ESTIMATE		
I DO NOT REQUEST AN ESTIMATE		

TERMS: STRICTLY CASH, UNLESS ARRANGEMENTS MADE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE

☐ DISCARD

MEMO:

Thank You!

BOB ROBINSON CHEVROLET • CADILLAC, INC.69 - 16th Street • WHEELING, WV 26003
(304) 233-8003 • (304) 233-8004**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ6M5	6 MONTH SERVICE	MI	23.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/28/06	201194	6022	440	642	C	01CVZLOF	LUBE/OIL&FILTER CHAN
06/09/06	200389	5205	440	642	C	04CVZROT	ROTATE TIRES
05/24/06	199630	4744	274	540	W	04CVZCAM	WHEEL COVERS
05/18/06	199372	4604	440	332	W	70CVZ	BODY SHOP
				123	W	03CVZ	STEERING
				642	C	46CVZ	SOFT TRIM

SALESPERSON NO. 590 LANGSTON SHAFFER **S E R V I C E** STATE REG# 0

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/>	VEHICLE I.D. NO. 1G1AK15F267	YEAR/MAKE/MODEL 06/CHEVROLET/COBALT/2DR CPE	PRODUCTION DATE 12/22/05	STOCK NO. 6182A	LICENSE NO. 2033
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	WHEELING, WV	CUSTOMER NO. 39110	SERVICE CONTRACT 12/22/05	DELIVERY MILES 184	SELLING DEALER NO. 08/16
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 07:01am	DATE/TIME PROMISED 08/16/06 09:00pm	PRIORITY 09:00pm	EXPIRATION DATE 08/16	EXPIRATION MILES 08/16
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE		TURBO CVZZ	ADVISOR NO. 440	ADVISOR SHAWN MCLAUGH

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

WARRANTY CLAIM NO. _____

1 C* 01CVZLOF LUBE/OIL&FILTER CHAN LUBRICATION, REPLACE OIL FILTER & OIL, WITH UP TO 5 QTS. OF OIL. 684	MILEAGE OUT ESTIMATE (UNDER PA 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 ESTIMATE _____ ORAL ESTIMATE _____ I DO NOT REQUEST AN ESTIMATE _____	ORIGINAL ESTIMATE \$ _____ CUSTOMER ACCEPTANCE: _____ INITIAL HERE: _____ AUTHORIZED ADDITIONS: _____ DATE: _____ TIME: _____ BY: _____
TERMS: STRICTLY CASH, UNLESS ARRANGEMENTS MADE	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	
REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> DISCARD	RO# _____ OF _____	

MEMO:

WAT

Thank You!

BOB ROBINSON CHEVROLET • CADILLAC, INC.69 - 16th Street • WHEELING, WV 26003
(304) 233-7003 • (304) 233-8004**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ6MS	6 MONTH SERVICE	MO	23.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/09/06	200389	5205	440	540	W	04CVZCAM	WHEEL COVERS
05/24/06	199630	4744	274	332	W	70CVZ	BODY SHOP
05/18/06	199372	4604	440	123	W	03CVZ	STEERING
				642	C	46CVZ	SOFT TRIM
				123	W	21CVZ	COOLING SYSTEM
05/11/06	199059	4368	440	642	C	03CVZ	STEERING

SALESPERSON NO. 590 LANGSTON C SHAFFER SERVICE STATE REG# 0

TERMS: ☐ CASH ☐ CREDIT CARD ☐ CHECK ☐ HONOR APPROVAL ☐ OTHER ☐

VEHICLE I.D. NO. **1G1AK15F267** YEAR/MAKE/MODEL **06/CHEVROLET/COBALT/2DR CPE** PRODUCTION DATE **6182A** STOCK NO. **201194**

CUSTOMER NO. **39110** SERVICE CONTRACT **12/22/05** DELIVERY DATE **12/22/05** DELIVERY MILES **184** SELLING DEALER NO. **06/28/06**

COLOR **WHEELING, WV** CONTRACT NO. **6.022** EXPIRATION DATE **440** EXPIRATION MILES **SHAWN MCLAUGHLIN**

TURBO **CVZZ** AIR COND. **P.S.** TRANS. **6.022** ADVISOR NO. **440** ADVISOR **SHAWN MCLAUGHLIN**

TIME RECEIVED **08:19am** DATE/TIME PROMISED **06/28/06 09:00pm** PRIORITY **X**

APPOINTMENT ☐ Yes ☒ No

WARRANTY CLAIM NO.

JOB

1 **C * 01CVZLOF LUBE/OIL&FILTER CHAN**
LUBRICATION, REPLACE OIL FILTER & OIL, WITH UP TO 5 QTS. OF OIL.

2 **C * 04CVZROT ROTATE TIRES**
ROTATE TIRES

MILEAGE OUT

ESTIMATE (UNDER PA 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 ESTIMATE _____
ORAL ESTIMATE _____
I DO NOT REQUEST AN ESTIMATE _____

ORIGINAL ESTIMATE \$ _____
AUTHORIZED ADDITIONS \$ _____

CUSTOMER ACCEPTANCE
INITIAL HERE _____
DATE _____
TIME _____
BY _____

TERMS: STRICTLY CASH, UNLESS ARRANGEMENTS MADE

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE
☐ DISCARD

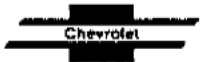
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

MEMO:

No Coupon
CPN EXP 6/22/06
CPN 2
Thank You!

BOB ROBINSON CHEVROLET • CADILLAC, INC.69 - 16th Street • WHEELING, WV 26003

(304) 233-8003 / (304) 233-8004



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ6MS	6 MONTH SERVICE	MO	23.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/24/06	199630	4744	274	332	W	70CVZ	BODY SHOP
05/18/06	199372	4604	440	123	W	03CVZ	STEERING
				642	C	46CVZ	SOFT TRIM
05/11/06	199059	4368	440	123	W	21CVZ	COOLING SYSTEM
				642	C	03CVZ	STEERING
				123	W	02CVZ84-173	SQUAWKING NOISE

SALESPERSON NO. 590

LANGSTON C SHAFFER

SERVICE

STATE REG# 0

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> OTHER <input type="checkbox"/>	VEHICLE I.D. NO. 1G1AK15F267	YEAR/MAKE/MODEL 06/CHEVROLET/COBALT/2DR CPE	PRODUCTION DATE 12/22/05	STOCK NO. 6182A	LICENSE NO.	R.O. NO. 200389
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	WHEELING, WV	CUSTOMER NO. 39110	SERVICE CONTRACT	DELIVERY DATE 12/22/05	DELIVERY MILES 184	SELLING DEALER NO. 06/09/06
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO		COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		TURBO	M/MC	AIR COND	P.S.	TRANS
			CVZZ			
				MILEAGE 5,205	ADVISOR NO. 440	ADVISOR SHAWN MCLAUGHLIN

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any damage caused by such repair, that you use beyond your control, and that your employees shall be held responsible for such damage.

WARRANTY CLAIM NO.

JOB	1	W 04CVZCAM WHEEL COVERS ARE NOISEY 540 WARRANTY PART RETURNED JOB #1 DATE 6/2/06	WHEEL COVERS	MILEAGE OUT
				ESTIMATE (UNDER PA 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.
				ORIGINAL ESTIMATE
				CUSTOMER ACCEPTANCE
				INITIAL HERE
				DATE
				TIME
				BY
				TERMS: STRICTLY CASH, UNLESS ARRANGEMENTS MADE
				ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
				REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE
				FOR
				OF
				DISCARD
				MEMO:

Thank You!

BOB ROBINSON CHEVROLET • CADILLAC, INC.69 - 16th Street • WHEELING, WV 26003

(304) 233-8003 • (304) 233-8004

**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ6MS	6 MONTH SERVICE	MO	23.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/24/06	199630	4744	274	332	W	70CVZ	BODY SHOP
05/18/06	199372	4604	440	123	W	03CVZ	STEERING
				642	C	46CVZ	SOFT TRIM
05/11/06	199059	4368	440	123	W	21CVZ	COOLING SYSTEM
				642	C	03CVZ	STEERING
				123	W	02CVZ84-173	SQUAWKING NOISE

SALESPERSON NO. 590

LANGSTON C SHAFFER

S E R V I C E

STATE REG# 0

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> OTHER <input type="checkbox"/>	VEHICLE I.D. NO. 1G1AK15F267	YEAR/MAKE/MODEL 06/CHEVROLET/COBALT/2DR CPE	PRODUCTION DATE 6182A	STOCK NO. 6182A	LICENSE NO. 199953
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	WHEELING, WV	CUSTOMER NO. 39110	SERVICE CONTRACT 12/22/05	DELIVERY DATE 184	SELLING DEALER NO. 06/01/06
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	RESIDENCE PHONE	TURBO	MM/C	AIR COND	P.S.
APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	TIME RECEIVED 09:11am	DATE/TIME PROMISED 06/01/06 09:00pm	PRIORITY	LABOR RATE	

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss of or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; the amount of repairs thereto, that your employees are and/or inspecting such vehicle.

WARRANTY CLAIM NO.

1 <i>W</i> 04CVZ WHEEL COVERS SQUEAK <i>5x</i> 2 <i>W</i> 37CVZ LEFT WINDOW WONT OPEN AT TIMES GOES OFF TRACK? <div style="text-align: center; font-size: 2em; transform: rotate(-15deg);">VOID</div>	WHEELS AND TIRES		MILEAGE OUT	
	ESTIMATE (UNDER PA 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.		ORIGINAL ESTIMATE \$ _____	CUSTOMER ACCEPTANCE INITIAL HERE _____
	WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ I DO NOT REQUEST AN ESTIMATE _____		AUTHORIZED ADDITIONS \$ _____	DATE _____ TIME _____ BY _____
	TERMS: STRICTLY CASH, UNLESS ARRANGEMENTS MADE		ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	
REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> DISCARD		ROR _____ OF _____		MEMO:

Thank You!

wheel covers squeak
already had insulators put on

ordered 4 new covers
window stick
Lubed Truck

AL

1/16

BOB ROBINSON CHEVROLET • CADILLAC, INC.

69 - 16th Street • WHEELING, WV 26003
(304) 233-8003 • (304) 233-0004



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ6MS	6 MONTH SERVICE	MO	23.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/18/06	199372	4604	440	123	W	03CVZ	STEERING
				642	C	46CVZ	SOFT TRIM
05/11/06	199059	4368	440	123	W	21CVZ	COOLING SYSTEM
				642	C	03CVZ	STEERING
				123	W	02CVZ84-173	SQUAWKING NOISE
04/06/06	197600	3000	440	638	C	01CVZLOF	LUBE/OIL/FILTER CHAN

SALESPERSON NO. 590 LANGSTON C SHAFFER

B O D Y

STATE REG# 0

VEHICLE I.D. NO. 1G1AK15F267		YEAR/MAKE/MODEL 06/CHEVROLET/COBALT/2DR CPE		PRODUCTION DATE 6182A	STOCK NO. 199630	LICENSE NO.	R.O. NO.
CASH <input type="checkbox"/>		CUSTOMER NO. 39110		DELIVERY DATE 12/22/05	DELIVERY MILES 184	SELLING DEALER NO.	R.O. DATE 05/24/06
CREDIT CARD <input type="checkbox"/>		COLOR		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
CHECK <input type="checkbox"/>		TURBO <input type="checkbox"/>		MMG <input type="checkbox"/>	AIR COND <input type="checkbox"/>	P.S. <input type="checkbox"/>	TRANS <input type="checkbox"/>
OTHER <input type="checkbox"/>		MILEAGE 4,744		ADVISOR NO. 274	ADVISOR CASMER J RYBKOSKI		
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO		RESIDENCE PHONE		BUSINESS PHONE		I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control, that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the vehicle for the purpose of testing and/or inspecting such vehicle.	
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO		TIME RECEIVED 09:58am		DATE/TIME PROMISED 05/24/06 06:00pm		PRIORITY	
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		LABOR RATE		WARRANTY CLAIM NO.			

1 **W 70CVZ BODY SHOP**
FRT BUMPER COVER OVERLAPS RT HEADLAMP
PRIOR DENT IN LEFT FRT FENDER

B0260 .5 UK 24

MILEAGE OUT

ESTIMATE (UNDER PA 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.	ORIGINAL ESTIMATE	CUSTOMER ACCEPTANCE
	\$	INITIAL HERE
	WRITTEN ESTIMATE	AUTHORIZED ADDITIONS
ORAL ESTIMATE	DATE	TIME
I DO NOT REQUEST AN ESTIMATE	\$	BY
TERMS: STRICTLY CASH, UNLESS ARRANGEMENTS MADE		ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE		RO#
<input type="checkbox"/> DISCARD		OF

MEMO:

Thank You!

199630

BOB ROBINSON CHEVROLET / CADILLAC, INC.69 - 16th Street • WHEELING, WV 26003

(304) 233-8003 • (304) 233-8004

**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/11/06	199059	4368	440	123	W	21CVZ	COOLING SYSTEM
				642	C	03CVZ	STEERING
				123	W	02CVZ84-173	SQUAWKING NOISE
04/06/06	197600	3000	440	638	C	01CVZLOF	LUBE/OIL&FILTER CHAN
03/01/06	196208	1987	440	105	W	11CVZ	ENGINE
01/02/06	194087	400	440	320	I	20CVRUST	RUST ONLY

SALESPERSON NO. 590 LANGSTON C SHAFFER **S E R V I C E** STATE REG# 0

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> FROM APPROVAL <input type="checkbox"/> OTHER <input type="checkbox"/>	VEHICLE I.D. NO. 1G1AK15F267	YEAR/MAKE/MODEL 06/CHEVROLET/COBALT/2DR CPE	PRODUCTION DATE 12/22/05	STOCK NO. 6182A	LICENSE NO. 199372
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	CUSTOMER NO. 39110	SERVICE CONTRACT 12/22/05	DELIVERY DATE 12/22/05	DELIVERY MILES 184	SELLING DEALER NO. 05/18/06
WHEELING, WV	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
TRANS CVZZ	MAC	AIR COND	P.S.	TRANS	MILEAGE 4,604
ADVISOR NO. 440	ADVISOR SHAWN MCLAUGHLIN	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control. That an express mechanic lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto, that your employees may test and/or inspecting such vehicle.			
TIME RECEIVED 09:44am	DATE/TIME PROMISED 05/18/06 09:00pm	PRIORITY	LABOR RATE		
APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	WARRANTY CLAIM NO.				

- 1 **W * 03CVZ STEERING**
STEERING INTERMEDIATE SHAFT NOISEY PART IS IN

- 2 **W 46CVZ SOFT TRIM**
RF BUMPER COVER POOR FIT UNDER RF HEAD LIGHT

**WARRANTY PART
RETURNED**
JOB #1 DATE 5/18 BY: W5

MILEAGE OUT

ESTIMATE (UNDER PA 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.	ORIGINAL ESTIMATE	CUSTOMER ACCEPTANCE
	\$ _____	INITIAL HERE _____
	WRITTEN ESTIMATE	AUTHORIZED ADDITIONS
ORAL ESTIMATE	DATE _____	
I DO NOT REQUEST AN ESTIMATE	TIME _____	
\$ _____	BY _____	

TERMS:
STRICTLY CASH, UNLESS ARRANGEMENTS MADE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE

☐ DISCARD

MEMO:

2pm

Thank You!

123

DATE	TIME	DESCRIPTION	STATUS	REMARKS
01/08/2007	01:27	Rattle INSPECTION	FLAG	
01/08/2007	01:27	Replace steering shaft	FLAG	
01/08/2007	01:27		FLAG	
01/08/2007	01:27		FLAG	
01/08/2007	01:27		FLAG	

BOB ROBINSON CHEVROLET • CADILLAC, INC.69 - 16th Street • WHEELING, WV 26003
(304) 233-8003 • (304) 233-8004**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/06/06	197600	3000	440	638	C	01CVZLOF	LUBE/OIL&FILTER CHAN
03/01/06	196208	1987	440	105	W	11CVZ	ENGINE
01/02/06	194087	400	440	320	I	20CVRUST	RUST ONLY
11/22/05	192549	184	273	642	I	01CVZSI	STATE INSPECTION

SALESPERSON NO. 590 LANGSTON C SHAFFER **S E R V I C E** STATE REG# 0

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK (PRIOR APPROVAL) <input type="checkbox"/> OTHER <input type="checkbox"/>	VEHICLE I.D. NO. 1G1AK15F267	YEAR/MAKE/MODEL 06/CHEVROLET/COBALT/2DR CPE	PRODUCTION DATE 6182A	STOCK NO. 6182A	LICENSE NO. 199059
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	RESIDENCE PHONE WHEELING, WV	BUSINESS PHONE CVZZ	DELIVERY DATE 12/22/05	DELIVERY MILES 184	SELLING DEALER NO. 05/1
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 09:28am	DATE/TIME PROMISED 05/11/06 09:00pm	PRIORITY X	CONTRACT NO. 4368	EXPIRATION DATE 440
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control the amount of repairs thereto; that your amount and/or inspecting such vehicle.			
WARRANTY CLAIM		WARRANTY CLAIM			

1 **W 21CVZ** **COOLING SYSTEM**
COOLANT LEAK2 **W 03CVZ** **STEERING**
CLICKING NOISE IN FRONT END ON TURNS3 **W 02CVZ84-173** **SQUAWKING NOISE**
SQUEAKING NOISE IN WHEELS**MILEAGE OUT**ESTIMATE
(UNDER PA 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 ESTIMATE
ORAL ESTIMATE
I DO NOT REQUEST AN ESTIMATE

ORIGINAL ESTIMATE

AUTHORIZED ADDITIONS

CUSTOMER ACCEPTANCE

INITIAL HERE

DATE

TIME

BY

TERMS:
STRICTLY CASH, UNLESS ARRANGEMENTS MADE**ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE**

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE

RO#

OF

☐ DISCARD

MEMO:

Thank You!

123

COOLANT leak?
INSPECT

NO leak FOUND - WORKS AS DESIGNED

Order steering shaft

Squeek in wheels
INSPECT

Install wheel cover insulators # 05-03-10-006A

J9994 .3

E0027
Add .5 for installing
wheel cover insulators
$$\begin{array}{r} .5 \\ .5 \\ \hline 1.0 \end{array}$$

FLAG

FLAG

FLAG

FLAG

FLAG

FLAG

BOB ROBINSON CHEVROLET • CADILLAC, INC.69 - 16th Street • WHEELING, WV 26003

(304) 233-8003 • (304) 233-8004

**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZLOF	LUBE/OIL&FILTER CHAN	MI	25.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/01/06	196208	1987	440	105	W	11CVZ	ENGINE
01/02/06	194087	400	440	320	I	20CVRUST	RUST ONLY
11/22/05	192549	184	273	642	I	01CVZSI	STATE INSPECTION

SALESPERSON NO. 590

LANGSTON C SHAFFER

S E R V I C E

STATE REG# 0

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/>	VEHICLE I.D. NO. 1G1AK15F267	YEAR/MAKE/MODEL 06/CHEVROLET/COBALT/2DR CPE	PRODUCTION DATE 12/22/05	STOCK NO. 6182A	LICENSE NO.	R.O. NO. 197600
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	RESIDENCE PHONE	BUSINESS PHONE	CUSTOMER NO. 39110	SERVICE CONTRACT	DELIVERY DATE 12/22/05	DELIVERY MILES 184
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 08:48am	DATE/TIME PROMISED 04/06/06	PRIORITY	COLOR	CONTRACT NO.	EXPIRATION DATE
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE		TURBO	MMG CVZZ	AIR COND.	P.B.
JOB			TRANS	MILEAGE 3,000	ADVISOR NO. 440	ADVISOR SHAWN MCLAUGHLIN

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

WARRANTY CLAIM NO. _____

1 C * 01CVZLOF **LUBE/OIL&FILTER CHAN**
LUBRICATION, REPLACE OIL FILTER & OIL, WITH UP TO 5 QTS. OF OIL.

*NO
carp*

MILEAGE OUT

ESTIMATE (UNDER PA 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.	ORIGINAL ESTIMATE	CUSTOMER ACCEPTANCE
	INITIAL HERE	INITIAL HERE
WRITTEN ESTIMATE	AUTHORIZED ADDITIONS	DATE
ORAL ESTIMATE		TIME
I DO NOT REQUEST AN ESTIMATE		

TERMS:
STRICTLY CASH, UNLESS ARRANGEMENTS MADE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE

☐ DISCARD

RO# _____
OF _____

MEMO:

WAL

Thank You!

BOB ROBINSON CHEVROLET • CADILLAC, INC.69 - 16th Street • WHEELING, WV 26003
(304) 233-8003 • (304) 233-8004

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/02/06 11/22/05	194087 192549	400 184	440 273	320 642	I I	20CVRUST 01CVZSI	RUST ONLY STATE INSPECTION

SALESPERSON NO. 590

LANGSTON C SHAFFER

S E R V I C E

STATE REG# 0

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/>	VEHICLE I.D. NO. 1G1AK15F267	YEAR/MAKE/MODEL 06/CHEVROLET/COBALT/2DR CPE	PRODUCTION DATE 12/22/05	STOCK NO. 6182A	LICENSE NO. 196208
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	RESIDENCE ADDRESS WHEELING, WV	CUSTOMER NO. 39110	SERVICE CONTRACT 12/22/05	DELIVERY MILES 184	SELLING DEALER NO. 03/01/06
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 09:21am	DATE/TIME PROMISED 03/01/06 09:00pm	PRIORITY LABOR RATE	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto, that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.	
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE		TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> AIR COND. <input type="checkbox"/> P.S. <input type="checkbox"/> TRANS <input type="checkbox"/> MILEAGE 1.987 ADVISOR NO. 440 ADVISOR SHAWN MCLAUGHLIN CVZZ		

X Michelle A. Shaffer

1 W 11CVZ ENG OIL LEAK ENGINE 642 WARRANTY NOT RETURNED JOB # 1 DATE 3-3 BY: [Signature] 2 days Enterprise 79695 542051	MILEAGE OUT <table border="1"> <tr> <td>ESTIMATE (UNDER PA 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.</td> <td>ORIGINAL ESTIMATE</td> <td>CUSTOMER ACCEPTANCE</td> </tr> <tr> <td> WRITTEN ESTIMATE CHAL ESTIMATE I DO NOT REQUEST AN ESTIMATE </td> <td> AUTHORIZED ADDITIONS \$ _____ </td> <td> INITIAL HERE DATE _____ TIME _____ BY _____ </td> </tr> </table> <table border="1"> <tr> <td>TERMS: STRICTLY CASH, UNLESS ARRANGEMENTS MADE</td> <td>ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE</td> </tr> <tr> <td>REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> DISCARD</td> <td>RC# _____ OF _____</td> </tr> </table> <p>MEMO:</p> <p><i>Thank You!</i></p>	ESTIMATE (UNDER PA 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.	ORIGINAL ESTIMATE	CUSTOMER ACCEPTANCE	WRITTEN ESTIMATE CHAL ESTIMATE I DO NOT REQUEST AN ESTIMATE	AUTHORIZED ADDITIONS \$ _____	INITIAL HERE DATE _____ TIME _____ BY _____	TERMS: STRICTLY CASH, UNLESS ARRANGEMENTS MADE	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> DISCARD	RC# _____ OF _____
ESTIMATE (UNDER PA 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.	ORIGINAL ESTIMATE	CUSTOMER ACCEPTANCE									
WRITTEN ESTIMATE CHAL ESTIMATE I DO NOT REQUEST AN ESTIMATE	AUTHORIZED ADDITIONS \$ _____	INITIAL HERE DATE _____ TIME _____ BY _____									
TERMS: STRICTLY CASH, UNLESS ARRANGEMENTS MADE	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE										
REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> DISCARD	RC# _____ OF _____										

ADDITIONAL INFORMATION

IF	IF
RF	RF
IR	IR
RR	RR

612

Eng Oil Leak.
Rear Main Seal Leaking

DATE TIME IN PART

90298408

ADDITIONAL INFORMATION
 CASE

COMPLAINT
 CASE

CORRECTION
 COMPLAINT
 CASE

CORRECTION

FLAG

FLAG

FLAG

FLAG

FLAG

FLAG

BOB ROBINSON CHEVROLET • CADILLAC, INC.69 - 16th Street • WHEELING, WV 26003
(304) 233-8003 • (304) 233-8004**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/22/05	192549	184	273	642	I	01CVZSI	STATE INSPECTION

SALESPERSON NO. 590 LANGSTON C SHAFFER **S E R V I C E** STATE REG# 0

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> MOTOR APPROVAL <input type="checkbox"/> OTHER <input type="checkbox"/>		VEHICLE ID NO. 1G1AK15F267	YEAR/MAKE/MODEL 06/CHEVROLET/COBALT/2DR CPE	PRODUCTION DATE 12/22/05	STOCK NO. 6182A	LICENSE NO.	R.O. NO. 194087
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO		CUSTOMER NO. 39110	SERVICE CONTRACT	DELIVERY DATE 12/22/05	DELIVERY MILES 184	SELLING DEALER NO.	R.O. DATE 01/02/06
BUSINESS PHONE		COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO		TURBO	MMG	AIR COND	P.S.	TRANS	MILEAGE
TIME RECEIVED 09:18am		DATE/TIME PROMISED 01/02/06 09:00pm		PRIORITY		LABOR RATE	
APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.		WARRANTY CLAIM NO.			

JOB 1 20CVRUST RUST ONLY COMPLETE RUST PROOF PKG 320		MILEAGE OUT	
ESTIMATE (UNDER PA 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.		ORIGINAL ESTIMATE	CUSTOMER ACCEPTANCE
WRITTEN ESTIMATE		AUTHORIZED ADDITIONS	DATE
ORAL ESTIMATE		TIME	BY
I DO NOT REQUEST AN ESTIMATE		BY	
TERMS: STRICTLY CASH, UNLESS ARRANGEMENTS MADE		ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	
REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> DISCARD		RO# OF	
MEMO:			

Thank You!

BOB ROBINSON CHEVROLET • CADILLAC, INC.69 - 16th Street • WHEELING, WV 26003
(304) 233-8003 • (304) 233-8004**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZSI	STATE INSPECTION	MI	12.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# 0

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> OTHER <input type="checkbox"/>	VEHICLE I.D. NO. 1G1AK15F267	YEAR/MAKE/MODEL 06/CHEVROLET/COBALT/2DR CPE	PRODUCTION DATE 6182A	STOCK NO. 6182A	LICENSE NO. 192549
CALL WHEN READY <input type="checkbox"/> YPA <input type="checkbox"/> NO	CUSTOMER NO. 100 BOB ROBINSON CHEVY OLDS CAD 69 16TH STREET WHEELING, WV 26003		DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	RESIDENCE PHONE 304-233-8000		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	TIME RECEIVED 09:01am	DATE/TIME PROMISED 11/22/05 09:00pm	PRIORITY	TURBO	M/MC
				AIR COND.	P.S.
				TRANS	MILEAGE
				ADVISOR NO.	ADVISOR
				184	273
				ROBERT L ETCHISON	

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

WARRANTY CLAIM NO. _____

JOB

1

01CVZSI
STATE INSPECTION.**STATE INSPECTION***0624211*

MILEAGE OUT

ESTIMATE (UNDER PA 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 ESTIMATE _____ ORAL ESTIMATE _____ I DO NOT REQUEST AN ESTIMATE _____	ORIGINAL ESTIMATE \$ _____	CUSTOMER ACCEPTANCE INITIAL HERE _____
	AUTHORIZED ADDITIONS \$ _____	DATE _____ TIME _____ BY _____

TERMS:
STRICTLY CASH, UNLESS
ARRANGEMENTS MADE**ALL PARTS ARE NEW**
UNLESS SPECIFIED
OTHERWISE**REPLACED PARTS WILL BE**
MADE AVAILABLE UNLESS
SPECIFIED
OTHERWISE☐ DISCARDRO# _____
OF _____

MEMO:

Thank You!

May 23, 2011

David Gorberg, Esq.
David Gorberg □ Associates
1234 Market St Ste 2040
Philadelphia, PA 19107-3720

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-445109014
2005 Chevrolet Cobalt
Vehicle Identification Number: 1G1AL52F257 [REDACTED]
Customer Relationship Specialist: Carmen Shelton

Dear Mr. Gorberg:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$2,500.00 made payable to [REDACTED]. The second is in the amount of \$1,750.00 made payable to David Gorberg □ Associates.

A 60 month/ 60,000 mile (whichever comes first) Steering Component Letter will be sent directly to April Stefan after processing.

If you have further questions, please contact our Business Resource Center at 1-866-790-5600 ext 11328 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

LG0008
V10192006

May 23, 2011

[REDACTED]
Schuylkill Haven, PA [REDACTED]

Service Request: 71-445109014

Customer Relationship Specialist: Chaps Anderson

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

May 23, 2011

[REDACTED]
[REDACTED]
Schuylkill Haven, PA [REDACTED]

Service Request: 71-445109014
Customer Relationship Specialist: Catherine Dickinson

Dear [REDACTED]:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

May 23, 2011

[REDACTED]
Schuylkill Haven, PA [REDACTED]

Service Request: 71-445109014
Customer Relationship Specialist: Rhonda Anderson

Dear [REDACTED]:

Thank you for your recent comments regarding your 2005 Chevrolet Cobalt. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our Chevrolet Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Chevrolet Customer Assistance Center

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GM

CHECK

No. [REDACTED]50-937
213

DATE

05/17/07

*****2,500 DOLLARS

AMOUNT

****00 CENTS

*****2,500.00

PAY
TO THE
ORDER
OF[REDACTED]
SCHUYLKILL HAVEN

PA [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO. BB 000000115

VENDOR NAME [REDACTED]

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

05/17/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161A152F257 [REDACTED]	05/16/07 71-445109014	VM 1-8KDUJF 1-8KDUJF	00.0000	2,500.00	.00	2,500.00
TOTAL				2,500.00	.00	2,500.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT. FOR QUESTIONS CALL 800-462-8782

W3

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GM

CHECK

No. [REDACTED]

50-837
213

DATE

05/17/07

*****1,750 DOLLARS

AMOUNT

*****00 CENTS *****1,750.00

PAY
TO THE
ORDER
OF

DAVID GORBERG & ASSOCIATES
306 SAINT JOHN ST
SCHUYLKILL HAVEN PA 17972-1618

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO. BB 000000116

VENDOR NAME DAVID GORBERG & ASSOCIATES

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE 05/17/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161A152F257 [REDACTED]	05/16/07 71-445109014.1-8KDUJI	VM 1-8KDUJI	00.0000	1,750.00	.00	1,750.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT. FOR QUESTIONS CALL 800-462-8782				W3		
TOTAL				1,750.00	.00	1,750.00

About Your Service Consultant/Advisor - continued

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|--------------------------|--------------------------|-------------------------------------|-------------------------------------|--------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|--------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| - The ease of getting your vehicle? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Yes | No | | | |
| 12. Were ALL of your service concerns corrected on this service visit? | <input type="checkbox"/> | <input type="checkbox"/> | | | |

IF NO, why not? (check all that apply)

- ☐ Condition explained - repair not necessary
☒ Work performed did not correct the problem
☒ Service Department could not duplicate problem
☐ Service Department was too busy

☐ Parts not available

☐ I declined repair

☒ Other (please specify)

☐ Don't know

1st problem wasn't fixed
steering wheel was out of alignment

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|-------------------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Yes | No | | | |
| 14. Were you given a copy of the completed repair order/invoice? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | |
| | Yes | No | Don't Know/ Not Sure | | |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |

Summing Up Your Experience

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| 16. Based on this service visit, overall, how satisfied are you with Outten Chevrolet? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Definitely Would | Probably Would | Might/ Might Not | Probably Not | Definitely Not |
| 17. Would you recommend this dealership for service? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 18. Overall, how satisfied are you with your 2005 Cobalt? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

19. Are you ... ☐ Male ☒ Female

20. Your age ... ☐ Under 25 ☒ 25 - 34 ☐ 35 - 44 ☐ 45 - 54 ☐ 55 - 64 ☐ 65 or older

21. May we include your name when providing this survey information to your dealership? ☒ Yes ☐ No

22. Do you have any other comments/recommendations about Outten Chevrolet?

I do not like my car, I always have something wrong with it. MC I + sounds like it's going to fall apart. Everything I take it to Outten either the problem is not fixed or I have to go back in for them to fix what was originally wrong with it. I will not take my car to Outten anymore, and I definitely will not get another car from there.

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to: my lease is up. CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054

1G1AL52F257 15168

021640157950 6105625495 086383

0582



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

VIA FAX ONLY

April 11, 2007

Joe Stoudt
Service Manager
Outten Buick-Pontiac
1080 South Fourth Street
Hamburg, PA 19526-9208

RE:

Service Request: 71-445109014
2005 Chevrolet Cobalt
Vehicle Identification Number: 1G1AL52F257
Customer Relationship Specialist: Stephanie Seuser

Dear Joe Stoudt:

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





LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.
SUITE 2040
1234 MARKET STREET
PHILADELPHIA, PA 19107



Master

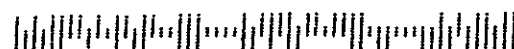
012422510349
\$00.870
04/05/2007
Mailed From 19107
US POSTAGE

First Class Mail

APR 09 2007



GENERAL MOTORS CORPORATION
CUSTOMER ASSISTANCE & RELATIONSHIP SERVICES
C/O MSX INTERNATIONAL
1919 CONCEPT DRIVE
WARREN, MI 48091



LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.

1234 MARKET STREET

SUITE 2040

PHILADELPHIA, PA 19107-3789

1 (800) MY-LEMON

1 (800) 695-3666

(215) 665-7660

FAX (215) 563-8738

www.MyLemon.com

NEW JERSEY OFFICE

100 CENTURY PARKWAY
SUITE 305

MT. LAUREL, NJ 08054

(856) 797-0703

FAX (856) 983-6123

PITTSBURGH OFFICE

2325 GRANT BLDG.

330 GRANT STREET

PITTSBURGH, PA 15219

(412) 894-9970

FAX (412) 894-9983

DAVID J. GORBERG†
DOMINIQUE GRENIER*
DANA LYNN TARQUINI*
TAMMY J. SCHMITT
KIMBERLY A. HOEHING*
LAURA L. APPEGATE
MARGARET D. ARSENLIS*

*MEMBER OF PA AND NJ BARS

†MEMBER OF PA AND NY BARS

April 5, 2007

**GENERAL MOTORS CORPORATION
CUSTOMER ASSISTANCE
& RELATIONSHIP SERVICES
C/O MSX INTERNATIONAL
1919 CONCEPT DRIVE
WARREN, MI 48091**

RE: Our Client: [REDACTED]
Vehicle: 2005 Chevrolet Cobalt
Vin #: 1G1AL52F257 [REDACTED]

Dear Legal Department:

Please be advised this office represents the above individual under any and all of the following claims:

Pennsylvania's Automobile Lemon Law Act, Magnuson-Moss Act, Uniform Commercial Code and Unfair Trade Practices Act.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office.

The Primary non-conformities for which relief is sought include the following:

Steering/suspension

Kindly confirm receipt of this letter, and have a representative contact our office to discuss this matter at your first convenience.

Very truly yours,

DAVID J. GORBERG

DJG/jc

#9

Outter



H A M B U R G BUICK PONTIAC CHEVROLET CREDIT TRUCKS

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COPY

CUSTOMER NO.	17203	ADVISOR	LAURA	YAC NO.	20	INVOICE DATE	10/13/05	INVOICE NO.	BUCS71156
		LABOR RATE		RELEASE	6,017	COLOR	SUNBURST OR	STOCK NO.	A6096
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/4DR SDN LS			DELIVERY DATE	06/03/05	DELIVERY MILES	79
		VEHICLE LG. NO.	1 G 1 A L 5 2 F 2 5 7			CALLING DEALER NO.		PRODUCTION DATE	
		P.T.E. NO.		P.O. NO.		DATE	10/13/05		
RESIDENCE PHONE	570-385-4264	BUSINESS PHONE		COMMENTS					
									MO: 6017

JOB# 1 CHARGES

LABOR

JOB# 1 45BUZ01

STEERING CONCERN
C/S WHEN TRAVELING AT SLOW SPEEDS AND TURNING TO THE RIGHT
VEHICLE MAKES GRUNTING NOISE FROM FRONT END OF VEHICLE
C/S CAN FEEL GRUNTING NOISE ON STEERING WHEEL PLEASE
CHECK AND ADVISE
ROAD TEST CHECK STEERING NO BULLETS STEERING
NORMAL UNABLE TO DUPLICATE COMPLAINT

JOB# 1 TOTALS

JOB# 2 CHARGES

LABOR

JOB# 2 61BUZ

EXTERIOR TRIM
C/S GAS CAP TETHER BROKEN CAP WILL NOT STAY ATTACHED TO THE
DOOR PLEASE CHECK AND ADVISE
CLIP MISSING
REATTACH FUEL DOOR

JOB# 2 TOTALS

COMMENTS

DROP MON NIGHT SEE HISTORY JOB2 LAURA

TOTALS

Payment Method
[] Cash [] Check #
[] Visa [] MC [] Discover
[] A/R [] Gift Certificate
Payment received by JPL
Payment received date 10/14/05

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www.outtencars.com

TOTAL LABOR 0.00
TOTAL PARTS 0.00
TOTAL SUBLET 0.00
TOTAL TO G.C. 0.00
TOTAL WISC CHG 0.00
TOTAL WISC DISC 0.00
TOTAL TAX 0.00
TOTAL INVOICE \$ 0.00

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed 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) 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 profits or income, or any other incidental damages.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY, TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.

TIRE WEAR REMAINING			
LF	RF	LR	RR
BRAKE LINING/OSC. REMAINING			
LF	RF	LR	RR

0002/014

03/28/2007 WED 8:41 FAX 570 385 4063 MILLER BROS CONST INC

26. 10:45 V/m

SLOT 6.

Outten



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COPY

CUSTOMER NO.	17203	ADVISOR	LEWIS	TAG NO.	2459	INVOICE DATE	10/24/05	INVOICE NO.	BUCS71547
		LABOR RATE		VEHICLE	6,501	COLOR	SUNBURST OR	STOCK NO.	A6096
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/4DR SDN LS			DELIVERY DATE	06/03/05	DELIVERY MILES	79
SCHUYLKILL HAVEN, PA		VEHICLE ID. NO.	1 G 1 A L 5 2 F 2 5 7			SELLING DEALER NO.		PRODUCTION DATE	
		P.T.E. NO.		P.O. NO.		R.O. DATE	10/24/05		
	BUSINESS PHONE	COMMENTS							

MO: 6503

JOB# 1 CHARGES

LABOR

PERFORM LUBE OIL AND FILTER CHANGE CHECK FLUID LEVELS
TIRES BELTS AND ROSES LUBE DOOR HINGES
RESET CHANGE OIL LIGHT WHEN APPLICABLE
CHANGED ENGINE OIL AND FILTER INSPECTED BELTS HOSES
LIGHTS HORN WIPERS AND FLUIDS CHECKED TIRE CONDITION AND
SET PRESSURE LUBED DOOR HINGES LOCKS STEERING AND
SUSPENSION

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	PK4566	OIL & FILTER	14.46
	1	12579143	FILTER 1.836	1.46
	5		MOTOR OIL	14.46
TOTAL PARTS				29.92

JOB# 1 TOTALS

LABOR 12.79

PARTS 29.92

TOTAL 42.71

JOB# 2 CHARGES

LABOR

REPLACED INTERMEDIATE STEERING SHAFT BECAUSE OF NOISE DURING CLUNK IN STEERING

PARTS

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	10394225	SHAFT KIT 6-526	18.00	
TOTAL PARTS				18.00

JOB# 2 TOTALS

LABOR

TOTAL 18.00

JOB# 3 CHARGES

LABOR

SPECIAL ORDER PARTS PER BULLETIN
LAST R.O. STATES CLUNK IN STEERING
CONFIRMED INTERMEDIATE STEERING SHAFT CAUSING CONCERN
REPLACE AND TEST OK

JOB# 3 TOTALS

LABOR

TOTAL 18.00

JOB# 4 CHARGES

LABOR

TOTAL 18.00

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed 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) 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 profits or income, or any other incidental damages.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY, TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

TIRE WEAR REMAINING			
LF	RF	LR	RR
BRAKE LINING/SHOE REMAINING			
LF	RF	LR	RR

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COPY

CUSTOMER NO. 17203	ADVISOR LEWIS	TAG NO. 2459	INVOICE DATE 10/24/05	INVOICE NO. BUCS71547
	LABOR RATE	MILEAGE 6,501	COLOR SUNBURST OR	STOCK NO. A6096
SCHUYLKILL HAVEN, PA	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/4DR SDN LS	DELIVERY DATE 06/03/05	DELIVERY MILES 79	
	VEHICLE ID NO. 1G1AL52F257	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	A.O. DATE 10/24/05	
BUSINESS PHONE	COMMENTS			

MO: 6503

LABOR
JOB# 4-02BUZ04

CUSTOMER REQUESTS: TIRE ROTATION
RESET LOW TIRE PRESSURE LIGHT WHEN APPLICABLE
ROTATED TIRES CHECKED AND SET PRESSURES
RESET LOW TIRE PRESSURE LIGHT WHEN APPLICABLE

JOB# 4 TOTALS

TOTALS

Payment Method
[] Cash [] Check #
[x] Visa [] MC [] Discover
[] A/R [] Gift Certificate

Payment received by: *[Signature]* (Initials)
Payment received date: *10-24-05*

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DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed 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) 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 profits or income, or any other incidental damages.

CUSTOMER SIGNATURE

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY, TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

TIRE WEAR REMAINING			
LF	RF	LR	RR
BRAKE LINING/DISC REMAINING			
LF	RF	LR	RR

Outen



COPY THREE

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COPY

CUSTOMER NO. 17203	ADVISOR LEWIS	TRG NO. 2459	INVOICE DATE 01/17/06	INVOICE NO. BUCS75072
	LABOR RATE 9,343	INVOICE NO. 9,343	COLOR SUNBURST OR	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET/CORAL/4DR SON LS	DELIVERY DATE 06/03/05	DELIVERY MILE 79	
SCHUYLKILL HAVEN, PA	VEHICLE ID. NO. 1G1AL52F257	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/16/06	
	BUSINESS PHONE	COMMENTS		

MO: 9344

JOB# 1 CHARGES

LABOR

JE 2-4580Z01

PERFORM LUBE, OIL, AND FILTER CHANGE. CHECK FLUID LEVELS.
TIRES, BELTS, AND HOSES. LUBE DOOR HINGES.
RESET CHANGE OIL LIGHT WHEN APPLICABLE.
CHANGED ENGINE OIL AND FILTER. INSPECTED BELTS, HOSES,
LIGHTS, HORN, WIPERS, AND FLUIDS. CHECKED FIRE CONDITION AND
SET PRESSURE. LUBED DOOR HINGES, LOCKS, STEERING AND
SUSPENSION.

PARTS

QTY FP-NUMBER
1 PK4566
1 12579143
5 OIL

DESCRIPTION
OIL & FILTER
FILTER 1-836
MOTOR OIL

UNIT PRICE
14.96
14.96
14.96

TOTAL PARTS 14.96

JOB# 1 TOTALS

LABOR 12.49
PARTS 14.96

JOB# 2 CHARGES

LABOR

JE 2-4580Z01

STEERING CONCERN. PARKING LOT MANEUVERS.
DIAGNOSTIC POWER STEERING. REPLACED POWER STEERING.

PARTS

QTY FP-NUMBER
1 10394224

DESCRIPTION
COLUMN K1 6.518

UNIT PRICE
14.96

TOTAL PARTS 14.96

JOB# 2 TOTALS

JOB# 3 CHARGES

LABOR

JE 3-0180Z01

MULTI-POINT INSPECTION. GOODRANCH MULTI-POINT VEHICLE INSPECTION.
COMPLIMENTS OF OUTEN SERVICE DEPARTMENT.
REVIEW ATTACHED INSPECTION FOR RECOMMENDED SERVICES.
TIRES @ 30PSI

JOB# 3 TOTALS

COMMENTS
DROP

PAGE 1 OF 2

CUSTOMER COPY

(CONTINUED ON NEXT PAGE)

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed 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) 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 profits or income, or any other incidental damages.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY, TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

TIRE WEAR REMAINING			
LF	RF	LR	RR
BRAKE LINING/DISC REMAINING			
LF	RF	LR	RR

5/21/04 7:00 (05/04)

0008/014

03/28/2007 WED 8:46 FAX 570 385 4063 MILLER BROS CONST INC

11:40
Outten



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COPY

CUSTOMER NO. 17203	ADVISOR LEWIS	TAG NO. 2459	INVOICE DATE 01/17/06	INVOICE NO. BUCS75072
	LABOR RATE 10.00	SALES TAX 9.343	DELIVERY DATE 06/03/05	DELIVERY MILES 79
YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/4DR SDN LS	VEHICLE I.D. NO. 1G1AL52F257	SELLING DEALER NO.	PRODUCTION DATE	
SCHUYLKILL HAVEN, PA	R.T.E. NO.	P.O. NO.	R.O. DATE 01/16/06	
COMMENTS				
MO: 9344				

TOTALS

 * Payment Method: **1082**
 * [] Cash [X] Check #
 * [] Visa [] MC [] Discover
 * [] A/R [] Gift Certificate
 * Payment received by: **AK**
 * Payment received date: **11/16/05**

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 www.outtencars.com

CUSTOMER SIGNATURE

TOTAL LABOR: 12.49
 TOTAL PARTS: 14.96
 TOTAL SUBLET: 0.00
 TOTAL G.D.G.: 0.00
 TOTAL MISC. CHG.: 0.00
 TOTAL MISC. DISC.: 0.00
 TOTAL TAX: 0.65
TOTAL INVOICE \$ 29.10

IMPORTANT
 YOU MAY RECEIVE A
 CUSTOMER SATISFACTION SURVEY
 FROM GENERAL MOTORS IN THE NEXT
 FEW WEEKS. IF, FOR ANY REASON YOU
 CANNOT GRADE US
 "COMPLETELY SATISFIED"
 PLEASE CONTACT US IMMEDIATELY
 THANK YOU.
 Joe Stoudt - Service Manager
 610-562-2218

nor author... on to assume
 for it any liability in connection with the sale
 of this part(s) 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 profits or income, or any other
 incidental damages.

THANK YOU FOR THIS OPPORTUNITY
 TO SERVE YOU. IT IS OUR AIM TO PER-
 FORM ALL THE REPAIRS REQUESTED ON
 THIS REPAIR ORDER TO YOUR COMPLETE
 SATISFACTION. IF OUR SERVICE WAS
 SATISFACTORY, TELL YOUR FRIENDS. IF
 NOT, PLEASE TELL US IMMEDIATELY.

TIRE WEAR REMAINING			
LF	RF	LR	RR
BRAKE LINING/DISC. REMAINING			
LF	RF	LR	RR

Outton



H A M B U R G

BUICK PONTIAC

CHEVROLET

CHEVROLET

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COPY

CUSTOMER NO. 17203	ADVISOR LAURA	TAG NO. 20	INVOICE DATE 04/27/06	INVOICE NO. BUCS79165
[REDACTED] SCHUYLKILL HAVEN, PA	LABOR RATE [REDACTED]	FAIRFAC 13,094	COLOR SUNBURST OR	STOCK NO.
	YEAR / MAKE / MODEL 05 / CHEVROLET / COBALT / 4DR SDN LS		DELIVERY DATE 06/03/05	DELIVERY MILES 79
	VEHICLE I.D. NO. 1 G 1 A L 5 2 F 2 5 7		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O.	A.O. DATE 04/27/06	REPRINT# 1
BUSINESS PHONE		COMMENTS		
MO: 13094				

JOB# 1 CHARGES

LABOR

PERFORM LUBE, OIL, AND FILTER CHANGE. CHECK FLUID LEVELS.

TIRES, BELTS, AND HOSES. LUBE DOOR HINGES
RESET CHANGE OIL LIGHT WHEN APPLICABLE
CHANGED ENGINE OIL AND FILTER. INSPECTED BELTS, HOSES,
LIGHTS, HORN, WIPERS, AND FLUIDS. CHECKED TIRE CONDITION AND
SET PRESSURE. LUBED DOOR HINGES, LOCKS, STEERING AND
SUSPENSION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK456G	OIL & FILTER	14.96	14.96
	1	12579143	FILTER 1.836	****	****
	5	OIL	MOTOR OIL	****	****
TOTAL - PARTS					14.96

MISC	CODE	DESCRIPTION	CONTROL NO	
	SCOU	SERVICE COUPON		-5.75
	PCOU	PARTS COUPON		-5.75
TOTAL - MISC				-11.50

JOB# 1 TOTALS

LABOR	12.49
PARTS	14.96
MISC	-11.50

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 15.95

JOB# 2 CHARGES

LABOR

PERFORM PA STATE INSPECTION.

STICKER #
A16 5109588
BRAKES: L/F>>>R/F>>>L/R>>>R/R *TIRES: L/F>>>R/F>>>L/R>>>R/R
8-8-4-4-3-3-3-3

MISC	CODE	DESCRIPTION	CONTROL NO	
	PAST	PA STATE INSPECTION STICKER		2.00
	SCOU	SERVICE COUPON		-18.45
TOTAL - MISC				-16.45

JOB# 2 TOTALS

LABOR	16.45
MISC	-16.45

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

GOODRICH MULTIPoint VEHICLE INSPECTION

COMPLIMENTS OF OUTTEN SERVICE DEPARTMENT

DISCLAIMER OF WARRANTIES

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TIRE WEAR REMAINING			
FR	FR	LR	LR
BRAKE LINING/DISC REMAINING			
FR	FR	LR	LR

Outter



H A M B U R G

BUICK PONTIAC CHEVROLET

CHEV TRUCK

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COPY

CUSTOMER NO.	17203	ADVISOR	LAURA	TAX NO.	20	INVOICE DATE	04/27/06	INVOICE NO.	BUCS79165
		LABOR RATE		INCL. TAX	13,094	COLOR	SUNBURST OR	STOCK NO.	
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/4DR SDN LS			DELIVERY DATE	06/03/05	DELIVERY MILES	79
SCHUYLKILL HAVEN, PA		VEHICLE ID. NO.	1G1AL52F257			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		R.O. DATE	04/27/06	REPRINT#	1
		BUSINESS PHONE				COMMENT	MO: 13094		

REVIEW ATTACHED INSPECTION FOR FOR RECOMMENDED SERVICES

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

C/S STEERING WHEEL IS SLANTED, CHK AND ADVISE
TIRES WEARING
RECOMMEND WHEN TIRES ARE REPLACED AN ALIGNMENT BE PERFORMED

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX BUCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR

C/S WHEN DRIVING OVER BUMPS FEELS SOMETHING LOOSE BEHIND
STEERING WHEEL AND WHEN TURNING LEFT AND ADVISE
RARELY PART OF STEERING COLUMN FEELS LOOSE
TIGHTEN BOLTS TO BRACKET TO STEERING COLUMN TO COVER DASH

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX BUCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES

LABOR

TRANS LIGHT ON AND NOT SHIFTING
CODE P1516, TEST VEHICLE WITH DOC 1542032.
WORKING TO DESIGN AT THIS TIME, UNABLE TO DUPLICAT
CONDITION

JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX BUCS JOB# 6 TOTAL 0.00

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed 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) 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 profits or income, or any other incidental damages.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY, TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

TIRE WEAR REMAINING			
F	RF	LR	RR
BRAKE LINING/SHOE REMAINING			
F	RF	LR	RR

Reynolds and Reynolds, ENHARTMAN OCCUPANCY (RAC)

PAGE 2 OF 3

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 01:59pm

SP51473 Q (05/04)

011/014

03/28/2007 WED 8:49 FAX 570 385 4063 MILLER BROS CONST INC

Outten



H A M B U R G

BUICK PONTIAC

CHEVROLET

SALE

1080 South 4th St., Hamburg, PA 19526 • (610) 562-2216 • Fax (610) 562-5495 • www.outtencars.com

COPY

CUSTOMER NO.	17203	ADVISOR	LAURA	TAB NO.	20	INVOICE DATE	04/27/06	INVOICE NO.	BUC579165
[REDACTED]		LABOR RATE	[REDACTED]	MILEAGE	13,094	COLOR	SUNBURST OR	STOCK NO.	
SCHUYLKILL HAVEN, PA		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/4DR SDN LS			DELIVERY DATE	06/03/05	DELIVERY MILES	79
		VEHICLE ID. NO.	1G1AL52F257			SELLING DEALER NO.		PRODUCTION DATE	
		R.T.E. NO.		P.O. NO.		R.D. DATE	04/27/06	REPRINT#	1
BUSINESS PHONE		COMMENTS							
		MO: 13094							

TOTALS

***** Payment Method *****

* [] Cash [X] Check # 153 *

* [] Visa [] MC [] Discover *

* [] A/R [] Gift Certificate *

* Payment received by [initials] *

* Payment received date 4-27 *

TOTAL LABOR..... 28.94

TOTAL PARTS..... 14.96

TOTAL SUBLET..... 0.00

TOTAL G.O.G..... 0.00

TOTAL MISC CHG..... 2.00

TOTAL MISC DISC..... 29.95

TOTAL TAX..... 0.96

TOTAL INVOICE \$ 16.91

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed 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) 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 profits or income, or any other incidental damages.

BOOK YOUR NEXT SERVICE APPOINTMENT ONLINE AT
www.outtencars.com

CUSTOMER SIGNATURE

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY, TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.

TIRE WEAR REMAINING			
FL	FR	LR	RR
BRAKE LINING/DISC REMAINING			
FL	FR	LR	RR

Outtter



H A M B U R G BUICK PONTIAC CHEVROLET CREDIT

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COPY

CELL: [REDACTED]

CUSTOMER NO.	17203	ADVISOR	LAURA	PG NO.	20 1	INVOICE DATE	10/05/06	INVOICE NO.	BUCS86383
[REDACTED]	[REDACTED]	LABOR RATE	[REDACTED]	MILEAGE	18,188	COLOR	SUNBURST OR	STOCK NO.	
SCHUYLKILL HAVEN, PA	[REDACTED]	YEAR/MAKE/MODEL	05/CHEVROLET/COBALT/4DR SDN LS			DELIVERY DATE	06/03/05	DELIVERY MILES	79
[REDACTED]	[REDACTED]	VEHICLE I.D. NO.	1G1AL52F257			SELLING DEALER NO.		PRODUCTION DATE	
[REDACTED]	[REDACTED]	F.T.F. NO.	[REDACTED]	P.O.	[REDACTED]	C.O. DATE	10/05/06		
[REDACTED]	BUSINESS PHONE	COMMENTS							

MO: 18188

JOB# 1 CHARGES

LABOR

PERFORM LUBE, OIL, AND FILTER CHANGE. CHECK FLUID LEVELS.
TIRES, BELTS, AND HOSES. LUBE DOOR HINGES
RESET CHANGE OIL LIGHT WHEN APPLICABLE
CHANGED ENGINE OIL AND FILTER. INSPECTED BELTS, HOSES,
LIGHTS, HORN, WIPERS, AND FLUIDS. CHECKED TIRE CONDITION AND
SET PRESSURE. LUBED DOOR HINGES, LOCKS, STEERING AND
SUSPENSION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK4566	OIL & FILTER	15.96	15.96
	1	12579143	FILTER 1.836	****	****
	5	OIL	MOTOR OIL	****	****
TOTAL - PARTS				15.96	15.96

JOB# 1 TOTALS

LABOR 12.49
PARTS 15.96

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 28.45

JOB# 2 CHARGES

LABOR

CUSTOMER STATES: GRINDING IN STEERING EITHER DIRECTION CAN
SPEED 4500RPM/DOSE
INTERMED. STEERING SHAFT TRANSMITTING NOISE
REPLACED INTERMED. STEERING SHAFT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15800140	SHAFT KIT 6.526		WARRANTY 0.00
TOTAL - PARTS					0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

CUSTOMER STATES: BLOWER SPEED DOESN'T WORK
RECENT HISTORY
BLOWER SPEED DOESN'T WORK (SOP)
REPLACED HVAC CONTROL HEAD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15829485	CONTROL 9.273		WARRANTY 0.00
TOTAL - PARTS					0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 0.00

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed 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) 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 profits or income, or any other incidental damages.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY, TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

TIRE WEAR REMAINING			
LF	RF	LR	RR
BRAKE LINING/OSC. REMAINING			
LF	RF	LR	RR

Outtencars



H A M B U R G BUICK PONTIAC CHEVROLET CADILLAC
1080 South 4th St., Hamburg, PA 19526 • (610) 562-2216 • Fax (610) 562-5495 • www.outtencars.com

COPY

CELL [REDACTED]

CUSTOMER NO. 17203	ADVISOR LAURA	TAG NO. 20 1	INVOICE DATE 10/05/06	INVOICE NO. BUCS86383
[REDACTED]	SALES RATE [REDACTED]	MILEAGE 18,188	COLOR SUNBURST OR	STOCK NO.
SCHUYLKILL HAVEN, PA	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/4DR SDN LS	DATE OF INVOICE 06/03/05	DELIVERY DATE 06/03/05	DELIVERY MILES 79
	VEHICLE ID. NO. 1G1AL52F257	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	R.O. NO.	R.O. DATE 10/05/06	
BUSINESS PHONE	COMMENTS	MO: 18188		

JOB# 4 CHARGES

LABOR

REPAIRS TO BODY ELECTRICAL SYSTEMS - TECH (S) [REDACTED]
C/S GAS GAUGE FLUCTUATES ALL THE TIME
UNABLE TO VERIFY GAGE FLUCTUATION AT THIS VISIT

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX BUCS JOB# 4 TOTAL 0.00

COMMENTS

8:30 WAIT

TOTALS

***** Payment Method *****
* [] Cash [X] Check # **190** *
* [] Visa [] MC [] Discover *
* [] A/R [] Gift Certificate *
* Payment received by [REDACTED] [initials] *
* Payment received date **10/5/06** *

BOOK YOUR NEXT SERVICE APPOINTMENT ONLINE AT
www.outtencars.com

TOTAL LABOR.... 12.49
TOTAL PARTS.... 15.96
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG.... 0.00
TOTAL MISC DISC.... 0.00
TOTAL TAX.... 1.71
TOTAL INVOICE \$ 30.16

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed 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) 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 profits or income, or any other incidental damages.

CUSTOMER SIGNATURE

IMPORTANT
YOU MAY RECEIVE A
CUSTOMER SATISFACTION SURVEY
FROM GENERAL MOTORS IN THE NEXT
FEW WEEKS. IF, FOR ANY REASON YOU
CANNOT GRADE US
"COMPLETELY SATISFIED"
PLEASE CONTACT US IMMEDIATELY.
THANK YOU
Joe Spock - Service Manager
610-562-2216

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY, TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.

TIRE WEAR REMAINING			
LF	RF	LR	RR
BRAKE LINING/SHOE REMAINING			
LF	RF	LR	RR

bob weaver



CHEVROLET

COPY

22nd St. & West Market St.
Pottsville, PA 17901
Phone: 570-622-7191
Fax: 570-628-3610
service@weaverchev.com

NO	RV	DATE IN	
46979	161A152F257	02/07/07	
YEAR	MAKE	MODEL	TIME IN
2005	CHEVY	CORALIT	10:04
PAINT	TRUCK	ORANGE	COLOR
27004	27004	00/00/00	02/21/07
SEE	ALSO	PLV3742	WRITER
SCHUTTKILL HAVE PA			2351

- 1) CLUNK NOISE TURNING STEERING WHEEL
TEST DROVE WITH CUSTOMER
VERIFIED CONDITION FOUND BULLETIN #02-35-004
REPLACED STEERING COLUMN AND TEST OPERATION.
(22-7913 BILL S-) A
- | | | | | | |
|-------------------------|------------|----|-----|----|--------|
| E7680 | 2E | NE | T22 | 15 | 106.35 |
| (F)15914408 | (COLUMN K) | -1 | | | 618.90 |
| Total Labor | | | | | 106.35 |
| Total Parts | | | | | 618.90 |
| Total Repair (Warranty) | | | | | 725.25 |
- 2) PASS DOOR SOUNDS OPEN?
VERIFY CONDITION AND FOUND BULLETIN #05085800
4 REPLACE BEDDING COMPOUND ON PASS SIDE DOOR
AND TEST DRIVE NOISE IS GONE.
(22-7913 BILL S-) A
- | | | | | | |
|-------------------------|---------------|----|-----|---|-------|
| C0401 | 2E | N3 | T22 | 9 | 63.81 |
| (F)08509 | (COMPOUND 3M) | 1 | | | 9.82 |
| Total Labor | | | | | 63.81 |
| Total Parts | | | | | 9.82 |
| Total Repair (Warranty) | | | | | 73.63 |
- 3) HEATER CONTROL BUTTONS INOP AT TIMES?
VERIFY CONDITION, DIAGNOSED AS INTERNAL
FAILURE TO CONTROL HEAD. REPLACE HVAC CONTROL
HEAD. TEST OPERATION ALL OK.
(20-5979 GARRIN L-) A
- | | | | | | |
|-------------------------|-----------|----|-----|---|--------|
| D0362 | 6C | OJ | T20 | 5 | 35.45 |
| (F)15829485 | (CONTROL) | 1 | | | 148.29 |
| Total Labor | | | | | 35.45 |
| Total Parts | | | | | 148.29 |
| Total Repair (Warranty) | | | | | 183.74 |
- 4) WHILE PERFORMING COLUMN REPLACEMENT FOUND
LOWER PANEL UNDER CLUSTER NOT CLOSING
CORRECTLY. PANEL STOPS CRACKED. REPLACE
LOWER PANEL LEFT FRONT DASH.
(AUTH B)))
(22-7913 BILL S-) A
- | | | | | | |
|-------------------------|----------|----|-----|---|-------|
| G2321 | 6C | OJ | T22 | 2 | 14.18 |
| (F)15827920 | (FILLER) | 1 | | | 56.87 |
| Total Labor | | | | | 14.18 |
| Total Parts | | | | | 56.87 |
| Total Repair (Warranty) | | | | | 71.05 |

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

WRITTEN
ESTIMATE

ORAL
ESTIMATE

NO
ESTIMATE

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

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

X

CUSTOMER'S SIGNATURE

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.

	W.C.	INT.	CUSTOMER
Labor	219.79		.00
Parts	833.88		.00
Sublet	.00		.00
Shop Supplies	.00		.00
Oil/Grease	.00		.00
Sub Total	1053.67		.00
Tax	.00		.00
Total	1053.67		.00

Page 1 of 1 Job 46979

46979 Customer Copy

01/14/014

03/28/2007 WED 8:50 FAX 570 385 4063 MILLER BROS CONST INC

AUTOSCOPY FORMS 1487-07-001



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

VIA FAX ONLY

April 11, 2007

Joe Stoudt
Service Manager
Outten Buick-Pontiac
1080 South Fourth Street
Hamburg, PA 19526-9208

RE:

Service Request: 71-445109014
2005 Chevrolet Cobalt
Vehicle Identification Number: 1G1AL52F257
Customer Relationship Specialist: Stephanie Seuser

Dear Joe Stoudt:

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





VIA FAX ONLY

May 9, 2007

Tammy Schmitt, Esq.
David Gorberg & Associates
1234 Market St Ste 2040
Philadelphia, PA 19107-3720

RE: [REDACTED]

Service Request: 71-445109014

2005 Chevrolet Cobalt

Vehicle Identification Number: 1G1AL52F257 [REDACTED]

Customer Relationship Specialist: Carmen Shelton

Dear Ms. Schmitt:

We regret that your client(s) is dissatisfied with her 2005 Chevrolet Cobalt and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

Amount to your client(s): \$2,500.00

Attorney's Fees: \$1,750.00

A 60 month/ 60,000 mile (whichever comes first) Steering Component Letter, from the warranty start date and original in service miles. Coverage includes: **Steering** – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets.

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 and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) 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. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Please refer to the service request number above when contacting our Business Resource Center at 1-866-790-5600 ext 11328 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG00M4
V07022006

Attach.

31015

Odometer

Client's Signature

Client's Signature

5-11-07

Date

Date

RELEASE OF CLAIM

I, [REDACTED] hereinafter referred to as "Releasor(s)", on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: **\$4,250.00 and a 60 month/ 60,000 mile (whichever comes first) Steering Component Letter, from the warranty start date and original in-service miles** paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase or lease, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet Cobalt bearing Vehicle Identification Number 1G1AL52F25 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two (2) checks: the first, in the amount of \$2,500.00, made payable to [REDACTED], the second in the amount of \$1,750.00, made payable to David Gorberg & Associates.

The subject vehicle's mileage is 31015 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I agree to the terms of this Release of All Claims

DATE SIGNED: 5-11-07

[REDACTED]
Claimant's Signature

Claimant's Signature

[REDACTED]
Address

Address

Schuykill Haven, Pa
City, State, Zip Code

[REDACTED]
City, State, Zip Code

STATE OF

Pennsylvania

COUNTY OF

Philadelphia

Sworn to (or affirmed) and subscribed before me this 11 day of May, 2007, by [REDACTED]

COMMONWEALTH OF PENNSYLVANIA

[REDACTED]

City of Philadelphia, Pennsylvania

My Commission Expires June 1, 2008

Member, Board of Notaries Public

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification X

Type of identification Driver's License

My commission expires: 6-10-2009

CC: File

LG0029
V6302006

Privileged and Confidential Information**CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: CARMEN SHELTON (Stephanie Seuser original case)

State: PENNSYLVANIA

Customer Name: [REDACTED]

Service Request: 71-445109014 GM Legal File No.: N/A

Vehicle ID No.: 1G1AL52F257 [REDACTED] In Service Date: 6/3/2005

Vehicle is: NEW BAC Code: 118768

Year, Make ☐ Model: 2005 CHEVROLET COBALT

Vehicle Purchased Used on: N/A

Lien holder: GMAC ☐ Other ☐: {Name}PLAINTIFF ☒ ATTORNEY: TAMMY SCHMITT, ESQ.(DAVID GORBERG ☐ ASSOCIATES)**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>
08/31/05	69368	1	3,801	AS PER GMVIS, REPLACED FUEL FILLER DOOR.
10/13/05	71156	<input type="checkbox"/>	6,017	C/S GAS CAP TETHER BROKEN, CAP WILL NOT STAY ATTACHED TO THE DOOR/ CLIP MISSING, RE-ATTACHED FUEL DOOR.

☒ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/13/05	71156	1	6,017	C/S WHEN TRAVELING AT SLOW SPEEDS AND TURNING TO THE RIGHT, VEHICLE MAKES GRUNTING NOISE FROM FRONT END OF VEHICLE, CAN FEEL GRUNTING NOISE IN STEERING WHEEL/ NO BULLETINS, UNABLE TO DUPLICATE.
10/24/05	71547	1	6,501	C/S STEERING MAKES CLUNKING NOISE DURING PARKING LOT AND REVERSE/ TSB#05-02-32-005A <input type="checkbox"/> INSUFFICIENT LUBRICATION IN STEERING SHAFT, REPLACED INTERMEDIATE STEERING SHAFT. SOP AS PER BULLETIN <input type="checkbox"/> CONFIRMED INTERMEDIATE STEERING SHAFT CAUSING CONCERN.
01/16/06	75072	1	9,343	C/S GRUNTING NOISE WHEN TURNING RIGHT AND PARKING OR MANUEVERS, FEELS VIBRATION IN STEERING/ DIAG AS POWER STEERING CONCERN, REPLACED POWER STEERING COLUMN ASSEMBLY.
04/27/06	79165	1	13,094	C/S STEERING WHEEL IS SLANTED/ TIRES WEARING, RECOMMEND WHEN TIRES ARE REPLACED AN ALIGNMENT BE PERFORMED. C/S WHEN DRIVING OVER BUMPS, FEELS LOOSE BEHIND STEERING WHEEL AND WHEN TURNING/ R <input type="checkbox"/> LOWER PART OF STEERING COLUMN, BOLTS LOOSE, TIGHTENED BOLTS AND BRACKET TO STEERING COLUMN TO LOWER DASH.
10/05/06	86383	1	18,188	C/S GRINDING IN STEERING EITHER DIRECTION AND SPEED, SOUNDS LOOSE/ INTERMEDIATE STEERING SHAFT TRANSMITTING NOISE, REPLACED INTERMEDIATE STEERING SHAFT. <input type="checkbox"/> WHILE PERFORMING COLUMN REPLACEMENT, FOUND LOWER PANEL UNDER CLUSTER NOT CLOSING CORRECTLY. PANEL STOPS CRACKED. REPLACED LOWER PANEL LEFT FRONT DASH.
02/07/07	46979	1	27,004	C/S NOISE IN STEERING WHEEL/ <i>TEST DROVE WITH CUSTOMER</i> , VERIFIED CONDITION AND FOUND BULLETIN #02-35-004 <input type="checkbox"/> REPLACED STEERING COLUMN AND TEST OPERATION.

☐ Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
02/07/07	46979	<input type="checkbox"/>	27,004	C/S PASSENGER DOOR SOUNDS OPEN/ VERIFIED CONDITION AND FOUND BULLETIN #05085800 <input type="checkbox"/> REPLACED BEDDING COMPOUND ON PASSENGER SIDE DOOR AND TEST DROVE, NOISE IS GONE.

☐ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/31/05	69368	<input type="checkbox"/>	3,801	AS PER GMVIS, REPLACED FUSE.
04/27/06	79165	<input type="checkbox"/>	13,094	C/S TRANSMISSION LIGHT ON AND NOT SHIFTING/ CODE P1516, TEST VEHICLE WITH DOC #1542032 <input type="checkbox"/> UNABLE TO DUPLICATE.

☐ HVAC

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/08/05	83818	1	18,188	AS PER GMVIS, REPLACED BLOWER MOTOR RESISTOR.
10/05/06	86383	<input type="checkbox"/>	18,188	C/S BLOWER SPEED DOESN'T WORK/ <input type="checkbox"/> B SPEED DOES NOT WORK, REPLACED HVAC CONTROL HEAD.
02/07/07	46979	<input type="checkbox"/>	27,004	C/S HEATER CONTROL BUTTONS INOP AT TIMES/ DIAGNOSED AS INTERNAL FAILURE TO CONTROL HEAD, REPLACED HVAC CONTROL HEAD.

THE STATE LEMON LAW READS:

Days out of service: 30 CALENDAR DAYS

Repairs THREE (3) REPAIR ATTEMPTS

Time period 12 MONTHS / 12,000 MILES

Does Lemon Law state nonconformity must continue to exist? YES

Number of repair attempts in the presumption period: 4

Total days out of service during the presumption period: 4

Total days out of service during customer's ownership: 8

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) if there are any unrepaired defects, and 2) are the problems alone or cumulatively a ☐substantial impairment☐of the vehicle's use, value or safety.

AFTER REVIEWING THE PENNSYLVANIA LEMON LAW, CRS RECOMMENDS A CASH SETTLEMENT IN THE AMOUNT OF \$2000 TO THE CUSTOMER, PLUS FEES, AND A 60/60 STEERING COMPONENT LETTER FOR CUSTOMER SATISFACTION. CUSTOMER'S MAIN CONCERN IS WITH THE STEERING, AND THE DEALERSHIP HAS REPLACED THE INTERMEDIATE STEERING SHAFT ON TWO (2) OCCASIONS, REPLACED THE STEERING COLUMN ASSEMBLY ON TWO (2) OCCASIONS, AND TIGHTENED THE BOLTS TO THE LOWER STEERING COLUMN ONCE.

MSRP OF THE VEHICLE: \$17,795.00

REASON FOR REMOVAL

{TEXT}

CRS 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 LEAD APPROVING: {Name} Date: {Date}

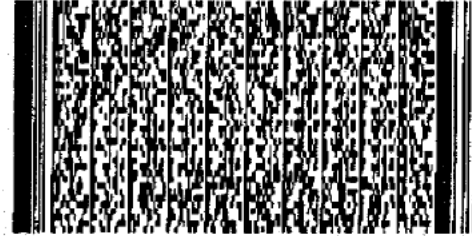
EXPIRY: FEB 29, 2008 VALID: 02/06/07

PLATE: [REDACTED]
TITLE: [REDACTED]
VIN: 1G1AL52F257 [REDACTED]
YR/MAKE: 2005 CHEVROLET
TYPE: SDN
WID: 07037-2600-004170-001

I hereby acknowledge this day that I have received
notice of the provisions of Section 3709 of the Vehicle
Code.

[REDACTED]
SCHUYKI HAVN PA
[REDACTED]

Change your address online at: www.state.pa.us Pa Keyword "DMV"





CUST #- 125520

DEAL # 81450

1515 WEST FOURTH STREET
MANSFIELD, OHIO 44906
419-529-1800
www.grahamautomall.com

SEP 04

200

PURCHASER'S NAME [REDACTED] DATE [REDACTED]
STREET ADDRESS [REDACTED] PHONE [REDACTED]
CITY CRESTLINE COUNTY CRAWFORD STATE OH ZIP [REDACTED] SALESPERSON TIMOTHY P SEARLY

ENTER MY ORDER FOR ONE ☒ NEW ☐ USED ☒ CAR ☐ TRUCK ☐ DEMONSTRATOR ☐ FACTORY OFFICIAL CAR ☐ RENTAL VEHICLE AS FOLLOWS

YEAR 2007 MAKE CHEVROLET MODEL COBALT BODY TYPE 2DR COLOR SPORT RED TRAIL LT
VIN [REDACTED] TO BE DELIVERED SEP 04 2006 STOCK NO. CC7037

REMARKS: REFER TO WE DWE SLIP CASH PRICE OF VEHICLE \$ 17693.00

ADAM R DALLAS
I, [REDACTED] fully understand that the payoff we are estimating at \$ 8917.27 may be less than the actual payoff. If the payoff is higher, I will pay the difference.
NEGATIVE EQUITY: I am aware the balance owed on my trade-in vehicle exceeds the trade-in allowance from Dealer and, as a result, I have requested that \$ [REDACTED] of negative equity from my trade-in be included in the cash price of the vehicle.
X
EXTENDED SERVICE PLAN 1999.00

TRADE-IN AND OTHER CREDITS		19852.00	DOCUMENT FEES	250.00
TRADE-IN ALLOWANCE	8917.27	8917.27	← SELLING PRICE →	19852.00
BALANCE OWED ON TRADE	8917.27	18934.73	X 7.00 % = SALES TAX	765.43
SALES TAX FEDERAL			CRAWFORD	
NET EQUITY	N/A		TITLE FILING FEES	20.00
DEPOSIT	N/A		OTHER	N/A
CASH ON DELIVERY	N/A			N/A
OTHER REBATE	500.00		TOTAL	2063.43
TOTAL CREDIT	500.00		TOTAL CREDIT	500.00
TRADE-IN STOCK NO. CC7037	YEAR 2001	MAKE FORD TRUCK MOD. RANGER	BALANCE DUE	20137.43
BODYTYPE P/U	VIN 1FTZR15E71T	MILEAGE 74663		

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALERS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. UNLESS DEALER FURNISHES PURCHASE WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT 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 IN CONNECTION WITH THE VEHICLE AND ANY RELATED PRODUCTS AND SERVICES SOLD BY DEALER. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE AND THE RELATED PRODUCTS AND SERVICES. IN THE EVENT THAT A WRITTEN WARRANTY IS PROVIDED BY DEALER OR A SERVICE CONTRACT IS SOLD BY DEALER ON ITS OWN BEHALF, ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE TERM OF THE WRITTEN WARRANTY/SERVICE CONTRACT.

CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) 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 front and back of this Agreement and any documents incorporated herein comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I have read the terms and conditions printed on the back hereof and agree to them as a part of this Agreement the same as if it were printed above my signature. I certify that I am at least 18 years old, and hereby acknowledge receipt of a copy of this Agreement. THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.

☐ GRAHAM CHEVROLET CO. ☐ GRAHAM DEALERSHIPS INC. ☐ GRAHAM DEALERSHIP CI
(DBA GRAHAM TOYOTA) (DBA FORD OF MANSFIELD, GRAHAM JEEP, GRAHAM HYUNDAI)

APPROVED: [Signature] SIGNED: [Signature] DATE: 09/04/2006
THIS DEAL IS NOT VALID UNLESS SIGNED AND

CASE#24989

OHIO CERTIFICATE OF TITLE			
ISSUING CITY RICHLAND RESIDENT CITY CRAWFORD		STATE OF OHIO No. 70 0103 4374	
IDENTIFICATION NUMBER 1G1AL15F777		ORIGINAL ISSUE DATE 09/08/2006	
COMMENTS	PURCHASE PRICE \$19,852.00	YEAR 2007	MAKE CHEV
CONVERSION	SALES TAX \$765.43	BODY TYPE 2D	MAKE DESCRIPTION CHEVROLET
BRAND(S)	MCB BRAND ACTUAL	MODEL BLT	MODEL DESCRIPTION CORBALET
PREVIOUS OWNER CRESTLINE, OH		EVIDENCE OH MCO - IN STATE	
PREVIOUS OWNER GRAHAM CHEVROLET COMPANY			
1515 W 4TH MANSFIELD, OH 44906-0000		70030948 NC000088	
FIRST LIEN HOLDER SUTTON BANK	DATE OF LIEN 09/08/2006		
ONE S MAIN ST ATTICA, OH 44607			
LIEN DISCHARGE Lienholder		LIEN DISCHARGE Lienholder	
by: _____		by: _____	
Authorized signature CLERK OF COURTS LIEN CANCELLATION		Authorized signature CLERK OF COURTS LIEN CANCELLATION	
by: _____		by: _____	
Deputy Clerk		Deputy Clerk	
WITNESS MY HAND AND OFFICIAL SEAL THIS 8th DAY OF SEPTEMBER 2006			
7083204327		<i>Linda H. Frary</i>	
* 0 8 3 2 0 4 3 2 7 *			
*083204327		LINDA H. FRARY CLERK OF COURTS	
		KITTS70 KITTS	
DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS.			

BMV 3800 Rev. 5/04

2007 COBALT 2-DOOR LT COUPE
 29U SPORT RED TINT COAT /L4G
 19C EBONY
 ORDER NO. KJP2M6/TRE STOCK NO.
 VIN 1G1AL15F77
 *****13*28209S

GENERAL MOTORS CORPORATION
 & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD93524303

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1AL37 COBALT 2-DOOR LT COUPE	14170.00	13390.65	INVOICE 08/30/06
AP3 REMOTE VEHICLE START	190.00	167.20	SHIPPED 08/30/06
B84 BODY COLOR, BODYSIDE MOLDINGS	100.00	88.00	EXP T/T 09/01/06
FE9 FEDERAL EMISSIONS	N/C	N/C	INT COM 09/01/06
K34 CRUISE CONTROL	275.00	242.00	PRC EFF 08/29/06
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C	KEYS G0195 G0195
MX0 TRANSMISSION, 4 SPD AUTOMATIC	850.00	748.00	WFP-S QTR OPT-1
R6P PREMIUM PAINT	295.00	259.60	BANK: GMAC - 010
T43 REAR SPOILER	275.00	242.00	CHG-TO 28-209
U2K XM SATELLITE RADIO-SERVICE	199.00	175.12	

FEE EXTRA. 1ST 3 MONTHS INCL.

SHIP WT: 2727
 HP: 18.4
 GMS: 15511.95
 SUPPLR: 16206.61
 MRM: 16969.00
 DAN: LT
 MEMO 742.70

TOTAL MODEL & OPTIONS	16354.00	15312.57	ACT 231	15436.95
DESTINATION CHARGE	615.00	615.00	H/B 261	490.62
LAM DEALER CONTRIBUTION		81.77	ADV 261	81.77
LAM GROUP CONTRIBUTION		163.54	EXP 65A	163.54

TOTAL 16969.00 16172.88 PAY 310 16172.88
 MEMO: TOTAL LESS HOLDBACK AND
 APPROX WHOLESALE FINANCE CREDIT 15469.71

 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.

 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

GRAHAM CHEVROLET COMPANY
 REMIT TO GMAC NO. 010
 VIN 1G1AL15F777
 \$ 16172.88 INV 1AD93524303
 DUE 09/01/06 DEALER 28-209

12/15/2006



CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN HUMMER

Monday, January 08, 2007

CRESTLINE, OH

Straight Repurchase Settlement Letter

Subject: Repurchase of 2007 Chevrolet Cobalt

VIN: 1G1AL15F777

Ref SR:71-448062917 V-24989

Dear

We regret that you are dissatisfied with your 2007 Chevrolet Cobalt, VIN 1G1AL15F777 and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for **\$18,762.14**. This offer was calculated by using the following figures:

Total Repurchase Amount	\$18,762.14
Payments (2 pymts @ \$380, 1 pymt @ \$379.87)	\$1139.87
Less Over-Allowance	\$717.27
Less Incentives	\$500.00
Less Extended Warranty	\$1,797.32
Less Payoff of Original Vehicle-Good until 01-28-07	\$20,636.86
Total Amount Customer Owes	\$1,874.72

GRAHAM CHEVROLET COMPANY is canceling the extended warranty contract and a check in the amount of \$1797.32 will be delivered to the customer.

****AMOUNT IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at 866-802-6625 ext1122 if you have any questions or concerns.

Signature(s) and Date

Customer's and Co-Customer's Printed Name(s)

24989

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number
71-448062917Customer Name
[REDACTED]Worksheet Filled Out By:
Heidi Stecker☐ Draft-Add question marks beside category (not in dollar fields) to indicate incomplete informationVehicle VIN:
1G1AL15F777 [REDACTED]Date:
January 5, 2007

USAGE FORMULAS		STRAIGHT REPURCHASE - BASE		PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	To calculate usage:	1	Base Price \$0.00	1	Down Pmt / Cap Cost Reduction \$0.00
2	Use ONLY one of the 4 methods in this column or	2	Conversion / Upfit cost \$0.00	2	Pmts (includes 1st month if lease) \$1,139.87
3	follow applicable lemon law formula for your state	3	Reg./Lic./Title Fees \$0.00	3	Reg/Lic/Title Fees (leases only) \$0.00
4		4	State Fees \$0.00	4	Tax (leases only) \$0.00
5	A. USAGE USING L.L. FORMULA	5	Aftermarket Items \$0.00	5	Aftermarket Items \$0.00
6	Base Price/Total Repurch Price \$0.00	6	Sales Tax \$0.00	6	Other-Explain \$0.00
7	Mileage 0	7	Finance Charges \$0.00	7	Other-Explain \$0.00
8	Denominator 100,000	8	GMPP (* only for WI) \$0.00	8	Other-Explain \$0.00
9	Usage \$0.00	9	Other-DOC fee \$0.00	9	Other-Explain \$0.00
10		10	Total Purchase Price \$0.00	10	Total Additions \$1,139.87
11	B. USAGE - NEGOTIATED \$0.00	11		11	
12	waived per DVM	12	* Usage/Depreciation \$0.00	12	* Usage/Depreciation \$0.00
13		13	Damage \$0.00	13	Damage \$0.00
14	C. USAGE USING CENTS/MILE	14	Late charges \$0.00	14	Late charges \$0.00
15	Mileage 0	15	Over-Allowance \$0.00	15	Over-Allowance \$717.27
16	Cents per mile \$0.000	16	Negative Equity \$0.00	16	Negative Equity \$0.00
17	Usage \$0.00	17	Incentives \$0.00	17	Incentives \$500.00
18		18	Other-Explain \$0.00	18	Sec. Dep. (leases) if reimbursing above \$0.00
19		19	Other-Explain \$0.00	19	Extended Service Contract \$1,797.32
20	D. USAGE-CALIFORNIA ONLY	20	Other-Explain \$0.00	20	Gap Insurance \$0.00
21	Base price section-Used when NOT financed.	21	Other-Explain \$0.00	21	Over Mileage Penalty \$0.00
22	"Actual Price Paid" (Base) \$0.00	22	Total Deductions \$0.00	22	Total Deductions \$3,014.59
23	Mileage 0	23		23	
24	Usage \$0.00	24	Repurchase Subtotal \$0.00	24	Total Refund to Customer -\$1,874.72
25	OR	25	Loan Payoff good thru xx-xx-xx \$0.00	25	Dir Buyout (lease) or Loan Payoff \$20,636.86
26	Payment/Lease-Used when financed.	26	Total Refund to Customer \$0.00	26	(GMAC=DL quote) good thru 01-28-07
27	"Actual Price Paid" (Pmt/Lease) \$21,276.73	27	Attorney's Fees \$0.00	27	Attorney's Fees \$0.00
28	Mileage 0	28	Total Repurchase \$0.00	28	Total Repurchase \$18,762.14
29	Any ext service contract (CA only) 0	29	NADA (Legal Only) \$0.00	29	NADA (Legal Only) \$0.00
30	Usage \$0.00	30	Estimated Auction Value \$0.00	30	Estimated Auction Value \$0.00
31		31	Projected Loss \$0.00	31	Projected Loss \$18,762.14
PURCHASE PRICE (before t/t/t) \$ 17,603.00		TRADE ALLOWANCE \$ 8,917.27		PURCHASE PRICE \$ 17,603.00	
MSRP (FROM BARS INVOICE) \$ 16,969.00		PAYOFF OF TRADE \$ 8,917.27		INCENTIVE* (from BARS) \$ 500.00	
DIFFERENCE \$ 634.00		DIFFERENCE \$ -		OVERALLOWANCE \$ -	
if positive look for over allowance		if negative=negative equity		ACTUAL PRICE \$ 17,103.00	
		TRADE ALLOWANCE \$ 8,917.27			
		ACV OF TRADE \$ 8,200.00		Do not include fuel fill credit	
Authorized Signature		DIFFERENCE \$ 717.27		Include GM card points	
Date		ACV=actual cash value		Form Rev. 04/28/2006	

2 pymts@

[illegible]



STATE OF OHIO - BUREAU OF MOTOR VEHICLES
CERTIFICATE OF REGISTRATION

24989

PLATE NO.: [REDACTED] REG. DATE: 12/08/2006 EXP. DATE: 05/05/2007 ISSUE DATE: 12/08/2006 APP NO.: [REDACTED]
VALIDATION NO.: [REDACTED] AGENCY: 7008
OWNER NAME: [REDACTED] VEHICLE OWNERSHIP: SINGLE USER ID: VS
OWNER ADDR.: [REDACTED] OLD APP NO.: [REDACTED]
CITY: CRESTLINE OLD PLATE: [REDACTED]
STATE OH ZIP: [REDACTED] OLD CLASS: NON COMM TRU
TAX DISTRICT: VERNON TOWNSHIP
COUNTY: CRAWFORD
INSIDE CORP LIMIT: NO VEHICLE CLASS: PASSENGER
VEHICLE YEAR: 2007 ODOMETER READING: 06
BODY TYPE: 2S MAKE: CHEV STATE FEES: \$1.00
CERTIFICATE TITLE NO.: 7001034374 PLATE TYPE: SUNBURST
VEH. SERIAL NO.: 1G1AL15F77 [REDACTED] REG TYPE: TRANSFER LOCAL TAX: \$0.00
PURCHASE DATE: 09/07/2006 REFL/CO. FEE: \$0.00
NEW SUSPENSION/REVOCAION: NO DEPUTY FEE: \$3.50
PRIOR OPERATION: YES TOTAL FEES: \$4.50
FEES PAID: YES

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

PROOF OF FINANCIAL RESPONSIBILITY

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

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

X **SIGNATURE ON FILE**

SIGNATURE OF OWNER(S)

DATE

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

DO NOT DISCARD.

THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

BMV5701 08/05

Printed on 12/08/2006 15:09:55 PM

CUSTOMER COPY

2006-12-28 18:26

Morley P 1/1



Case Number: 24989

Originator Name: Joseph J Semock

Created Date: 12/20/2006

Vehicle Info

* VIN:	1G1AL15F77[REDACTED]	MSRP:	16969.0	
Year:	2007	Make:	Chevrolet	Model: C
* TAC Number:	9238224	Vehicle Comments & TAC Explanation:		
* Date Reviewed with Customer :	12/19/2006	* Repurchase Mileage:	2978	
Original Purchase Date:	09/04/2006	* Original Purchase Condition:	New	

Vehicle Owner(s)

Entity Type:	Person		
* Name(s) on Title:	[REDACTED]	* Title State:	OH
* Primary Owner:	[REDACTED]		
* Address:	[REDACTED]		
* City:	CRESTLINE	* State:	OH
* Day Phone:	[REDACTED]	Evening Phone:	
E-mail:		Fax Phone:	[REDACTED]
		* ZIP Code:	[REDACTED]
		Cell Phone:	[REDACTED]

Repurchase

* Reason: SES LIGHT WILL COME ON AND LOSS OF POWER STEERING AND CRUISE CONTROL WHEN LIGHT ON.

UCC Codes

UCC 1	UCC 2	UCC 3	UCC 4	UCC 5
M0105	N4702	J5708		

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	* Company Name:	SUTTON BANK	Account #:
Contact or Attention:				

Address:

City: **State:** AL **ZIP Code:**
*** Day** **Phone:** 1-800-422-3641 **Fax:** **E-mail/Web:**

Original Selling Dealer

*** Dealer** **Number:** 113597 **Dealer Name:** GRAHAM CHEVROLET COMPANY **Region:** D
*** Phone:** (419) 529-1800 **Fax:** (419) 529-5288 **50**
*** Contact** **Name:** KERRY PAULEY *** Contact Title:** SALES MANAGER **E-mail:**

Repurchasing Dealer: [Same as Selling Dealer]**Repair Dealer**

*** Contact** **Name:** JIM WAGONER *** Contact Title:** SERVICE DIRECTOR

Vehicle Location: [Same as Selling Dealer]**Transaction****Details:**

Siebel **Request #:** UNKNOWN *** Disposition:** Unselected Auction
*** Transaction** **State:** OH *** Transaction Type:** Straight Repurchase
*** Transaction** **Source:** AVM Voluntary
Replacement **VIN:**
MSRP: 0.0

Repurchase

*** Processing Instructions:** Repurchase vehicle and reimburse customer confirmed number of payments (379.87/month), less negative equity of trade. Appears to be \$717.27, Customer understands that there is negative equity involved and entered into transaction with no other cash.

Disposition

*** Disposition Instructions:** Complete/verify final repair and release to Auction.

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Waived	NA	USAGE WAIVED AS VEHICLE MEETS PRESUMPTION OF OHIO LEMON-LAW	0
Negative Equity	Customer	Payoff of trade 8917.27 - 8200.00 trade value.	See payoff check less u/c appraisal.	717.27
Doc Fee	GM	NA	See sales contract	0
After Market	GM	NA	See sales contract/ extended	0

Item(s)			service plan	
Doc Fee	GM	NA	See sales contract	0
Other see	Does Not	NA	NA	0
Description	Apply			

[Print](#) [Close](#)



CHEVROLET PONTIAC BUICK ~~Cadillac~~ ~~Oldsmobile~~ ~~Saturn~~ ~~Holden~~

January 11, 2007

Dealer Confirmation Letter-Straight

GRAHAM CHEVROLET COMPANY
1515 W 4TH ST
MANSFIELD, OH 44906

Subject: 2007 Chevrolet Cobalt

Customer: [REDACTED]

VIN: 1G1AL15F777 [REDACTED]

Ref SR: 71-448062917 V-24989

Dear Kerry Pauley:

[REDACTED] will bring a certified check or money order in the amount of \$1,874.72 made payable to General Motors. Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of \$20,636.86 to Sutton Bank. GRAHAM CHEVROLET COMPANY is canceling the extended warranty contract and a check in the amount of \$1,797.32 will be delivered to the customer.

Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase; do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax # 866-802-6668 by Friday, January 12, 2007. If you have any questions you may reach me at 866-802-6625 ext 1122.

Kerry Pauley Sales Mgr.
GRAHAM CHEVROLET COMPANY 113597 Management Agent's Signature and Title.

Kerry C. Pauley Sales Mgr.
GRAHAM CHEVROLET COMPANY 113597 Management Agent's Printed Name and Title.

24989

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

May 24, 2011

[REDACTED]
Chicago, IL [REDACTED]

Service Request: 71-448764591
Customer Relationship Specialist: Angela Pocoroba

Dear [REDACTED]

Thank you again for making us aware of the situation with your 2006 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

May 24, 2011

[REDACTED]
Chicago, IL [REDACTED]

Service Request: 71-448764591
Customer Relationship Specialist: Samantha Rehrig

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2006 Chevrolet Cobalt, but we have been unsuccessful in our attempts to contact you.

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

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

Sincerely,

Chevrolet Customer Assistance Center



Service Satisfaction Survey

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

Dissatisfied Customer

Las Vegas NV

Please make any corrections to your name, address, or telephone number here:

Home telephone:

Change to:

Please provide us with your preferred email address:

Dear [redacted]:

Our records indicate that you had your **2005 Cobalt** serviced at **Bill Heard Chevrolet** on **December 30, 2006**. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy policy, please visit our website at www.gm.com/privacy or call 1-866-MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Bill Heard Chevrolet.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

☐ Please check this box if you no longer own/lease this 2005 Cobalt, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON DECEMBER 30, 2006, COMPLETE THIS SURVEY.****

About Your Chevrolet Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|--------------------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | Does Not Apply/Not Required | Don't Know | |
| 2. Were services available to you on both an appointment and non-appointment basis? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|-----------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Yes | No | Does Not Apply/Not Required | Don't Know | | |
| 6. Were you <u>offered</u> transportation options? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
| 7. How satisfied were you that you were kept informed about the status of your service request? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | No Time Promised | | | |
| 8. Was your vehicle ready by the original time promised? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | |

Please complete other side

About Your Service Consultant/Advisor - continued

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|-------------------------------------|--------------------------|---|--------------------------|-------------------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| - The ease of getting your vehicle? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| - The condition in which it was returned? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | | | |
| 12. Were ALL of your service concerns corrected on this service visit? | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| IF NO, why not? (check all that apply) | | | | | |
| <input type="checkbox"/> Condition explained - repair not necessary | | | <input type="checkbox"/> Parts not available | | |
| <input type="checkbox"/> Work performed did not correct the problem | | | <input type="checkbox"/> I declined repair | | |
| <input checked="" type="checkbox"/> Service Department could not duplicate problem | | | <input type="checkbox"/> Other (please specify) _____ | | |
| <input type="checkbox"/> Service Department was too busy | | | <input type="checkbox"/> Don't know | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 13. How satisfied are you that your vehicle was fixed right on this service visit? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Yes | No | | | |
| 14. Were you given a copy of the completed repair order/invoice? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | |
| | Yes | No | Don't Know/ Not Sure | | |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |

Summing Up Your Experience

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|--|--|----------------------------------|----------------------------------|--|
| 16. Based on this service visit, overall, how satisfied are you with Bill Heard Chevrolet? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Definitely Would | Probably Would | Might/ Might Not | Probably Not | Definitely Not |
| 17. Would you recommend this dealership for service? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 18. Overall, how satisfied are you with your 2005 Cobalt? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 19. Are you ... | <input type="checkbox"/> Male | <input checked="" type="checkbox"/> Female | | | |
| 20. Your age ... | <input checked="" type="checkbox"/> Under 25 | <input type="checkbox"/> 25 - 34 | <input type="checkbox"/> 35 - 44 | <input type="checkbox"/> 45 - 54 | <input type="checkbox"/> 55 - 64 |
| | | | | | <input type="checkbox"/> 65 or older |
| 21. May we include your name when providing this survey information to your dealership? | | | | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| 22. Do you have any other comments/recommendations about Bill Heard Chevrolet? | | | | | |

They were not at all understanding or concerned about the safety problems my vehicle is having. I would never purchase another vehicle from this dealership and would not recommend them to anyone. If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:
CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054

0399



May 24, 2011

[REDACTED]
Las Vegas, NV [REDACTED]

Service Request: 71-465556742
Customer Relationship Specialist: Anna Elias

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

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

May 24, 2011

[REDACTED]
Lawrenceville, GA [REDACTED]

Service Request: 71-466364074
Customer Relationship Specialist: Sarah Putnam

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the steering on your 2006 Chevrolet Cobalt, Vehicle Identification Number 1G1AK55FX67[REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until February 17, 2011, or 100,000 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 motor; steering shaft couplings; seals and gaskets; and steering column.

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.

Southeast Region Dealership Empowerment Pilot
(Service Manager Template - revised 1/3/2005)

- 1. Please complete this template by either typing or legibly writing in all required information.**
- 2. You may either fax the completed template to 866-430-2718, or attach it to an e-mail and e-mail it to AVM.TEAM@gmexpert.com**
 - It is not necessary to FAX in all 11 pages of the template, only those pages that apply
- 3. Place the template in the service file for future reference**

AVM's Name AVM's Phone	Wade Savage 404-217-1376
Service Manager's Name Service Manager's Phone	David Maeland 770-963-9266
Dealership Name Dealership BAC	Nash Chevrolet 112519
Customer Name (Mr., Ms., Mrs., Last, First, MI)	[REDACTED]
Customer Complete Mailing Address	[REDACTED] LAWRENCEVILLE, GA [REDACTED]
Daytime phone number	[REDACTED]
Evening phone number	[REDACTED]
FULL VIN	1G1AK55FX67 [REDACTED]
Current Mileage	16000
Short explanation as to why the goodwill tool was offered to the customer (specific information is appreciated)	Customer has had repeat concerns with steering system noises and is concerned about future problems with steering controls. Gm TAC case number 9011638 for steering rack noise. Steering rack and electric steering column have been replaced for noise concerns. Avm was out and met with customer at one time. Component letter for steering column, steering rack and power steering pump will restore customer confidence.
If subsequent owner, indicate date <input type="checkbox"/> mileage at time of purchase	.

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Available GMPP Coverage Plans for 1998 – 1999 Rate Classes 1 – 8

Important Points:

- These tools are **NOT** available on SAAB, Saturn or any medium duty trucks
- The customer must verbally accept the goodwill offering before we initiate processing
- This template must be fully and accurately completed before we initiate processing
- Questions pertaining to the status of the processing can be directed to the AVM Team ☐
1-800-231-1841 prompt 2, prompt 2

Maintenance Certificate

<input type="checkbox"/>	Maintenance Certificate		
Definition:	A letter authorizing a complimentary, specified <u>future</u> maintenance service		
Purpose:	To provide added value for deserving customers to offset an inconvenience		
When to use:	➤ To cover a specified maintenance service		
When <u>NOT</u> to use:	➤ In conjunction with other goodwill tools ➤ For multiple oil changes ➤ When customer already has Smart Care ➤ When the vehicle has a branded or salvaged title		
Parameters of use:	➤ Can be offered in or out of warranty ➤ Never indicate a dollar value by itself, must indicate a service ➤ The value of the services must not exceed \$200 (see examples)		
Examples:	➤ <input type="checkbox"/> One tire rotation and wheel balance, not to exceed \$100 <input type="checkbox"/> ➤ <input type="checkbox"/> One front end alignment, not to exceed \$50 <input type="checkbox"/>		
<input type="checkbox"/>	Lube, oil, and filter	<input type="checkbox"/>	Tire balancing service
<input type="checkbox"/>	Coolant system flush	<input type="checkbox"/>	Tire rotation
<input type="checkbox"/>	Differential fluid change	<input type="checkbox"/>	Wheel alignment
<input type="checkbox"/>	Transmission service	<input type="checkbox"/>	Other (<i>Pls specify</i>)

Component Coverage Letter

☒ Component Coverage Letter	
Definition:	A letter that covers a specific component for a defined period of time and mileage.
Purpose:	To restore a customer's confidence in a component as a result of an unsatisfactory service experience.
When to use:	<ul style="list-style-type: none"> ➤ The customer has concerns regarding repeated failure(s) of a specific component ➤ The customer has concerns about potential out of warranty expenses on a specific component
When <u>NOT</u> to use:	<ul style="list-style-type: none"> ➤ The ☐complete vehicle☐ ➤ The ☐electrical system☐ ➤ The vehicle has a salvage or branded title ➤ Wear and maintenance items (e.g. tires, brake pads, wiper blades, etc.) ➤ In conjunction with other goodwill tools
Parameters of use:	<ul style="list-style-type: none"> ➤ Can be written up to, but not to exceed 84 months/100,000 miles from the original in-service date ➤ For <u>Diesel Engines</u>, it can be written up to, but not to exceed 84 months/150,000 miles from the original in-service date ➤ For <u>Cold Start Knock</u>, it should be written for 72/100,000. If it falls within the parameters noted in TSB ☐01-06-01-022 or 01-06-01-028A, a transferable component letter will be issued (only exception to the ☐not transferable☐criteria). ➤ Electrical components MUST be specific (e.g. alternator, radio), NEVER the entire system ➤ Should be offered while the vehicle is still within warranty ➤ Match terms to the customer's ownership cycle
Examples:	<ul style="list-style-type: none"> ➤ A catastrophic engine failure within the warranty period, customer is offered a 84/100,000 component letter ➤ The second alternator failure within the warranty period, customer is offered a 72/75,000 component letter
Time limit (months) 5yrs	Mileage limit 100,000
Specified Component(s) (i.e. transmission) Electric steering column assembly and steering rack assembly	

OnStar

<input type="checkbox"/>	OnStar	
Definition:	A complimentary one year plan extension to an active OnStar account	
Purpose:	To provide added value for deserving customers to offset an inconvenience	
When to use:	<ul style="list-style-type: none"> ➤ Vehicle must be OnStar equipped, and the account active ➤ Vehicle must be 2003 or newer ➤ As an alternative to other goodwill tools 	
When <u>NOT</u> to use:	<ul style="list-style-type: none"> ➤ In conjunction with other goodwill tools ➤ In cases of property damage or personal injury ➤ When the vehicle has a branded or salvaged title ➤ If customer has pursued third party intervention (BBB or lemon law) 	
Parameters of use:	<ul style="list-style-type: none"> ➤ <u>GMVIS must be checked to see if the vehicle has an active account that is in good standing</u> ➤ <u>The extension begins at the expiration of the existing plan</u> 	
Examples:	<ul style="list-style-type: none"> ➤ The relationship between the customer and dealer is strained ➤ Other goodwill tools are insufficient ➤ The customer has been inconvenienced 	
Matrix of Available OnStar Plans		
<input type="checkbox"/>	Safe <input type="checkbox"/> Sound (1 Year Extension)	Directions <input type="checkbox"/> Connections (1 Year Extension)
(An extension of Luxury & Leisure is not available.)		

GMPP Smart Care

<div><input type="checkbox"/></div> <div>GMPP Smart Care</div>			
Definition:		A complimentary plan providing basic maintenance services for a variety of time and mileage intervals	
Purpose:		To provide added value for deserving customers to offset an inconvenience	
When to use:		<div><div>➤</div>To rebuild confidence in the vehicle and/or the dealer</div> <div><div>➤</div>To promote normal maintenance</div> <div><div>➤</div>As an alternative to a maintenance letter or component letter</div>	
When <u>NOT</u> to use:		<div><div>➤</div>In conjunction with other goodwill tools</div> <div><div>➤</div>In cases of property damage or personal injury</div> <div><div>➤</div>When the vehicle has a branded or salvaged title</div> <div><div>➤</div>If customer has pursued third party intervention (BBB or lemon law)</div>	
Parameters of use:		<div><div>➤</div>Can be offered in or out of warranty</div> <div><div>➤</div>Match terms to the owners purchase cycle</div> <div><div>➤</div>Smart Care will not pay any claims past 100,000 miles</div> <div><div>➤</div><u>Coverage begins at the plan purchase date <input type="checkbox"/> mileage, NOT in-service date</u></div>	
Examples:		<div><div>➤</div>The relationship between the customer and dealer is strained</div> <div><div>➤</div>A <input type="checkbox"/>one-time<input type="checkbox"/>maintenance offer is insufficient</div>	
Matrix of Available GMPP Smart Care Plans			
<input type="checkbox"/>	12/12,000	<input type="checkbox"/>	36/45,000
<input type="checkbox"/>	12/15,000	<input type="checkbox"/>	36/54,000
<input type="checkbox"/>	24/24,000	<input type="checkbox"/>	36/60,000
<input type="checkbox"/>	24/30,000	<input type="checkbox"/>	48/48,000
<input type="checkbox"/>	36/36,000	<input type="checkbox"/>	48/60,000

General Motors Protection Plan (GMPP)

<input type="checkbox"/> GMPP	
Definition: Purpose: When to use: When <u>NOT</u> to use: Parameters of use: Examples:	<p><u>See guidelines below. Follow the two-step process. Be sure to check the shaded fields below to select the appropriate plan.</u></p> <p>A service contract issued for various time <input type="checkbox"/> mileage intervals, and deductibles</p> <p>To provide added value for deserving customers to offset an inconvenience</p> <ul style="list-style-type: none"> ➤ To rebuild confidence in the vehicle ➤ As an alternative to a vehicle repurchase <ul style="list-style-type: none"> ➤ As a way to get coverage for a current repair ➤ In conjunction with other goodwill tools ➤ In cases of property damage or personal injury ➤ When the vehicle has a branded or salvaged title ➤ If customer has pursued third party intervention (BBB or lemon law) <ul style="list-style-type: none"> ➤ Should be issued during the original New Vehicle Warranty ➤ Match terms to the owners purchase cycle ➤ <u>Coverage begins at the plan purchase date <input type="checkbox"/> mileage, NOT in-service date</u> <ul style="list-style-type: none"> ➤ Customer's overall ownership experience has been less-than-satisfactory and is deserving of a more substantive goodwill gesture ➤ Usually a last resort to repurchase

Page 8

Available GMPP Coverage Plans for 2002 – Current, Rate Class 0 (Aveo & Cobalt) Page 8

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Available GMPP Coverage Plans for 1998 – 1999 Rate Classes 1 – 8

(Aveo & Cobalt) Model years 2002 – Current

Available GMPP parameters for any vehicle(s) appearing on the Vehicle Model Group Classification Guide, Rate Class 0, which are currently only the Aveo & Cobalt.							
In service up to 12 months <u>and</u> 12,000 miles				Model years 2002 – Current 0 – 24,000 Odometer miles			
<input type="checkbox"/> Major Guard (Only Plan Available)				<input type="checkbox"/> Major Guard (Only Plan Available)			
36 Months	48 Months	60 Months	72 Months	24 Months	36 Months	48 Months	60 Months
<input type="checkbox"/> 45,000	<input type="checkbox"/> 48,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 72,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 32,000	<input type="checkbox"/> 50,000
	<input type="checkbox"/> 60,000	<input type="checkbox"/> 75,000	<input type="checkbox"/> 90,000		<input type="checkbox"/> 30,000	<input type="checkbox"/> 48,000	<input type="checkbox"/> 60,000
		<input type="checkbox"/> 90,000	<input type="checkbox"/> 100,000		<input type="checkbox"/> 36,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 75,000
		<input type="checkbox"/> 100,000			<input type="checkbox"/> 45,000		
					<input type="checkbox"/> 54,000		
Available Deductible				Available Deductible			
<input type="checkbox"/> \$0 <input type="checkbox"/> \$100 (Not available for 36/45,000)				<input type="checkbox"/> \$0 <input type="checkbox"/> \$100			

Model years 2002 – Current 24,001 – 36,000 Odometer miles			Model years 2002 – Current 36,001 – 50,000 Odometer miles		
<input type="checkbox"/> Major Guard (Only Plan Available)			<input type="checkbox"/> Major Guard (Only Plan Available)		
24 Months	36 Months	48 Months	24 Months	36 Months	48 Months
<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 32,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 32,000
	<input type="checkbox"/> 30,000	<input type="checkbox"/> 48,000		<input type="checkbox"/> 30,000	<input type="checkbox"/> 48,000
	<input type="checkbox"/> 36,000	<input type="checkbox"/> 60,000		<input type="checkbox"/> 36,000	
	<input type="checkbox"/> 45,000			<input type="checkbox"/> 45,000	
	<input type="checkbox"/> 54,000				
Available Deductible			Mandatory Deductible		
<input type="checkbox"/> \$0 <input type="checkbox"/> \$100			<input type="checkbox"/> \$50 <input type="checkbox"/> \$100		

Model years 2002 – Current, 50,001 – 60,000 Odometer miles					
<input type="checkbox"/> Major Guard <input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard					
12 Months	24 Months	36 Months	48 Months	60 Months	72 Months
<input type="checkbox"/> 12,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 32,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 48,000
<input type="checkbox"/> 15,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 40,000		
<input type="checkbox"/> 18,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 48,000		
<input type="checkbox"/> 20,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 45,000			
Mandatory Deductible					
<input type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200					

Model years 2002 – Current 60,001 – 75,000 Odometer miles			Model years 2002 – Current 75,001 – 100,000 Odometer miles	
<input type="checkbox"/> Major Guard <input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard			<input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard	

12 Months	24 Months	36 Months	48 Months	12 Months
<input type="checkbox"/> 12,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 32,000	<input type="checkbox"/> 12,000
<input type="checkbox"/> 15,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 30,000		
<input type="checkbox"/> 18,000				
<input type="checkbox"/> 20,000				
Mandatory Deductible				Mandatory Deductible
<input type="checkbox"/> \$50	<input type="checkbox"/> \$100	<input type="checkbox"/> \$200		<input type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200

Model years 2002 – Current

Available GMPP parameters for any vehicle(s) appearing on the Vehicle Model Group Classification Guide, Rate Classes 1 -8.				
In service up to 12 months and 12,000 miles.				
Note: GMPP Major Guard, Value Guard, & Basic Guard <u>36/45,000, 36/54,000, & 48/48,000</u> plans are <u>unavailable</u> for Rate Classes 6 & 7 vehicles, which are currently only & all Cadillac vehicles.				
<input type="checkbox"/> Major Guard <input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard				
36 Months	48 Months	60 Months	72 Months	84 Months
<input type="checkbox"/> 45,000	<input type="checkbox"/> 48,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 48,000	<input type="checkbox"/> 56,000
<input type="checkbox"/> 54,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 50,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 70,000
<input type="checkbox"/> 60,000	<input type="checkbox"/> 72,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 72,000	<input type="checkbox"/> 84,000
<input type="checkbox"/> 75,000	<input type="checkbox"/> 80,000	<input type="checkbox"/> 75,000	<input type="checkbox"/> 90,000	
<input type="checkbox"/> 100,000	<input type="checkbox"/> 100,000	<input type="checkbox"/> 90,000	<input type="checkbox"/> 100,000	
		<input type="checkbox"/> 100,000		
Available Deductible				
<input type="checkbox"/> \$0 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200				

Model years 2002 – Current, 0 – 36,000 Odometer miles						
<input type="checkbox"/> Major Guard <input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard						
12 Months	24 Months	36 Months	48 Months	60 Months	72 Months	84 Months
<input type="checkbox"/> 12,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 32,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 48,000	<input type="checkbox"/> 56,000
<input type="checkbox"/> 15,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 50,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 70,000
<input type="checkbox"/> 18,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 48,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 72,000	
<input type="checkbox"/> 20,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 45,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 75,000		
	<input type="checkbox"/> 50,000	<input type="checkbox"/> 54,000	<input type="checkbox"/> 72,000			
		<input type="checkbox"/> 60,000				
		<input type="checkbox"/> 75,000				
Available Deductible						
<input type="checkbox"/> \$0 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200						

Model years 2002 – Current, 36,001 – 50,000 Odometer miles						
<input type="checkbox"/> Major Guard <input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard						
12 Months	24 Months	36 Months	48 Months	60 Months	72 Months	84 Months
<input type="checkbox"/> 12,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 32,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 48,000	<input type="checkbox"/> 56,000
<input type="checkbox"/> 15,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 50,000		
<input type="checkbox"/> 18,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 48,000			
<input type="checkbox"/> 20,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 45,000				
	<input type="checkbox"/> 50,000	<input type="checkbox"/> 54,000				
Mandatory Deductible						
<input type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200						

Model years 2002 – Current, 50,001 - 60,000 Odometer miles					
<input type="checkbox"/> Major Guard <input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard					
12 Months	24 Months	36 Months	48 Months	60 Months	72 Months
<input type="checkbox"/> 12,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 32,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 48,000
<input type="checkbox"/> 15,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 40,000		
<input type="checkbox"/> 18,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 48,000		
<input type="checkbox"/> 20,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 45,000			
Mandatory Deductible					
<input type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200					

Model years 2002 – Current 60,001 – 75,000 Odometer miles				Model years 1995 – Current 75,001 – 100,000 Odometer miles	
<input type="checkbox"/> Major Guard <input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard				<input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard	
12 Months	24 Months	36 Months	48 Months	12 Months	
<input type="checkbox"/> 12,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 32,000	<input type="checkbox"/> 12,000	
<input type="checkbox"/> 15,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 30,000			
<input type="checkbox"/> 18,000					
<input type="checkbox"/> 20,000					
Mandatory Deductible				Mandatory Deductible	
<input type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200				<input type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200	

Model years 2000 & 2001

Available GMPP parameters for any vehicle(s) appearing on the Vehicle Model Group Classification Guide, Rate Classes 1 - 8						
Model years 2000 & 2001, 0 – 36,000 Odometer miles						
<input type="checkbox"/> Major Guard <input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard						
Major Guard Value Guard <input type="checkbox"/> Basic Guard	12 Months	24 Months	36 Months	48 Months	Value Guard <input type="checkbox"/> Basic Guard Only	60 Months
	<input type="checkbox"/> 12,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 32,000		<input type="checkbox"/> 40,000
	<input type="checkbox"/> 15,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 40,000		<input type="checkbox"/> 50,000
	<input type="checkbox"/> 18,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 48,000		<input type="checkbox"/> 60,000
	<input type="checkbox"/> 20,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 45,000	<input type="checkbox"/> 60,000		<input type="checkbox"/> 75,000
		<input type="checkbox"/> 50,000	<input type="checkbox"/> 54,000	<input type="checkbox"/> 72,000		
		<input type="checkbox"/> 60,000				
		<input type="checkbox"/> 75,000				
Mandatory Deductible						
<input type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200						

Model years 2000 & 2001, 36,001 – 50,000 Odometer miles						
<input type="checkbox"/> Major Guard <input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard						
Major Guard Value Guard <input type="checkbox"/> Basic Guard	12 Months	24 Months	36 Months	48 Months	Value Guard <input type="checkbox"/> Basic Guard Only	60 Months
	<input type="checkbox"/> 12,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 32,000		<input type="checkbox"/> 40,000
	<input type="checkbox"/> 15,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 40,000		<input type="checkbox"/> 50,000
	<input type="checkbox"/> 18,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 48,000		
	<input type="checkbox"/> 20,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 45,000			
		<input type="checkbox"/> 50,000	<input type="checkbox"/> 54,000			
Mandatory Deductible						
<input type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200						

Model years 2000 & 2001, 50,001 – 60,000 Odometer miles						
<input type="checkbox"/> Major Guard <input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard						
Major Guard Value Guard <input type="checkbox"/> Basic Guard	12 Months	24 Months	36 Months	48 Months	Value Guard <input type="checkbox"/> Basic Guard Only	60 Months
	<input type="checkbox"/> 12,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 32,000		<input type="checkbox"/> 40,000
	<input type="checkbox"/> 15,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 40,000		
	<input type="checkbox"/> 18,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 48,000		
	<input type="checkbox"/> 20,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 45,000			
Mandatory Deductible						
<input type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200						

Model years 2000 – 2001 60,001 – 75,000 Odometer miles				Model years 1995 – Current 75,001 – 100,000 Odometer miles	
<input type="checkbox"/> Major Guard <input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard				<input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard	
12 Months	24 Months	36 Months	48 Months	12 Months	
<input type="checkbox"/> 12,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 32,000	<input type="checkbox"/> 12,000	
<input type="checkbox"/> 15,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 30,000			
<input type="checkbox"/> 18,000					
<input type="checkbox"/> 20,000					
Mandatory Deductible				Mandatory Deductible	
<input type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200				<input type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200	

Model years 1998 & 1999

Available GMPP parameters for any vehicle(s) appearing on the Vehicle Model Group Classification Guide, Rate Classes 1 - 8					
Model years 1998 & 1999 0 – 36,000 Odometer miles			Model years 1998 & 1999 36,001 – 50,000 Odometer miles		
<input type="checkbox"/> Major Guard <input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard			<input type="checkbox"/> Major Guard <input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard		
12 Months	24 Months	36 Months	12 Months	24 Months	36 Months
<input type="checkbox"/> 12,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 12,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000
<input type="checkbox"/> 15,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 15,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 30,000
<input type="checkbox"/> 18,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 18,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 36,000
<input type="checkbox"/> 20,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 45,000	<input type="checkbox"/> 20,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 45,000
	<input type="checkbox"/> 50,000	<input type="checkbox"/> 54,000		<input type="checkbox"/> 50,000	<input type="checkbox"/> 54,000
		<input type="checkbox"/> 60,000			
		<input type="checkbox"/> 75,000			
Mandatory Deductible			Mandatory Deductible		
<input type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200			<input type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200		

Model years 1998 & 1999 50,001 – 60,000 Odometer miles			Model years 1998 & 1999 60,001 – 75,000 Odometer miles		
<input type="checkbox"/> Major Guard <input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard			<input type="checkbox"/> Major Guard <input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard		
12 Months	24 Months	36 Months	12 Months	24 Months	36 Months
<input type="checkbox"/> 12,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 12,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000
<input type="checkbox"/> 15,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 15,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 30,000
<input type="checkbox"/> 18,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 18,000		
<input type="checkbox"/> 20,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 45,000	<input type="checkbox"/> 20,000		
Mandatory Deductible			Mandatory Deductible		
<input type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200			<input type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200		

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

May 24, 2011

[REDACTED]
[REDACTED]
Harmony, NC [REDACTED]

Service Request: 71-474758640
Customer Relationship Specialist: Sheila McTavish

Dear [REDACTED]:

Thank you again for making us aware of the situation with your 2007 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

May 24, 2011

[REDACTED]
Harmony, NC [REDACTED]

Service Request: 71-474758640
Customer Relationship Specialist: Marion Lindsey

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the 6 year/75,000 mile Component Letter for : Steering – Gear housing and all internal parts; rack and on your 2007 Chevrolet Cobalt, Vehicle Identification Number 1G1AK15FX77 [REDACTED] This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until August 23, 2012, 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.



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

May 17, 2007

SVC MGR, Tim Pope
Bell & Howard Chevrolet, Inc.
650 Gaither Road
Statesville, NC 28625

Re:

Siebel Request: 71-474758640
2007 Chevrolet Cobalt
VIN # 1G1AK15FX77

Dear Mr. Pope:

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 most recent service documents after April 20, 2007 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,

Mr. Marion Lindsey
BRC Customer Relationship Specialist
Ph# 1-800-231-1841, prompt 9, prompt 5, extension 21259
FAX# 1-866-278-1779

**Bell & Howard****Chevrolet • Cadillac**

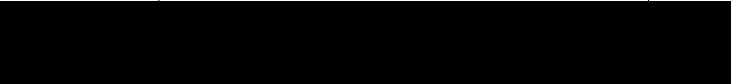
Interstate 40 at Highway 21 • PO Box 1410 • Statesville, NC 28687-1410
Phone 704-873-9094 • Fax 704-878-0916

*** FAX COVER SHEET ***DATE: 05-22-07

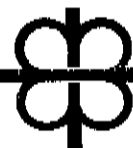
TO: Mr. Marion Lindsay FROM: Bell & Howard
BRC Customer Relationship Tim Pope Service Manager
Specialist

FAX: (1-800)-278-1779NUMBER OF PAGES TO FOLLOW THIS COVER SHEET: 21

COMMENTS, MESSAGES, SPECIAL INSTRUCTIONS:


History

At Bell & Howard our people make the difference.

**Bell & Howard**

Chevrolet, Oldsmobile, Cadillac

176030

CUSTOMER #: 5465905

WORKORDER

PAGE 1

1-40 At Hwy 21 * P.O. Box 1410

STATESVILLE, NC 28687

Telephone (704) 873-3236

HARMONY, NC

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 372 FOX, JESSICA JORDAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ORANGE	07	CHEVROLET COBALT	1G1AK15FX77		19660/19664		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
23AUG06 IS					70.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:170190 ENG:2.2 Liter MFI DOHC					

18MAY2007 08:46

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A 9996 W40 RATTLE IN STEERING WHEN DRIVING OVER ROUGH SURFACES

299 Rattle noise in steering while driving on rough roads at slow speeds.

Test drive w/ chassis ears to determine location of rattle noise.

Replace electric power steering column per excessive backlash in gears causing rattle noise. Test drive. Noise no longer heard.

E7680

Arch other than message to test drive w/ chassis ears to determine location of noise

part in box Scott

DEALER AUTHORIZATION	
Code 90	E
Date	5-18-07
Sign:	[Signature]

18 11 38

18 11 5

* Customer would not allow us to ride with her after repair (service consultant)

John Mason
810-835-9178

EXCLUSION OF WARRANTIES

CUSTOMER: PLEASE READ AND INDICATE ACCEPTANCE BY SIGNING BELOW: "ALL WARRANTIES ON PARTS ARE THE MANUFACTURER'S. THE SELLER, BELL & HOWARD CHEVROLET, OLDSMOBILE, CADILLAC, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND BELL & HOWARD CHEVROLET, OLDSMOBILE, CADILLAC, NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS. THIS DISCLAIMER BY THE SELLER, BELL & HOWARD CHEVROLET, OLDSMOBILE, CADILLAC, IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY." A STORAGE CHARGE OF \$ [] PER DAY WILL BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED THAT THE REPAIRS HAVE BEEN COMPLETED ON HIS/HER VEHICLE. WE CHARGE FOR OUR DIAGNOSTIC TIME WHETHER THE ACTUAL REPAIRS ARE PERFORMED IN OUR SHOP OR NOT IN THE CASE OF DISASSEMBLY FOR PURPOSES OF INSPECTION OR ESTIMATE AN ADDITIONAL CHARGE FOR REASSEMBLY. ON DECLINED REPAIRS WILL BE ASSESSED. CUSTOMER IS RESPONSIBLE FOR ANY DIAGNOSTIC OR REPAIR CHARGE FOR ANY REPAIRS NOT COVERED UNDER WARRANTY.

"I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

CUSTOMER SIGNATURE X

IMPORTANT - PLEASE READ & INITIAL

I waive my right to receive a written estimate Yes ☐ No ☐Replaced Parts are to be saved for my inspection or return. Yes ☐ No ☐

PRELIMINARY ESTIMATE \$ []

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)	DATE	TIME	BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

TECHNICIAN COPY

CUSTOMER SIGNATURE

**Bell & Howard**

Chevrolet, Oldsmobile, Cadillac

173634

WORKORDER

GE 1

I-40 At Hwy 21 * P.O. Box 1410

STATESVILLE, NC 28687

Telephone (704) 873-3236

CUSTOMER #: 5465905

HARMONY, NC

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 372 FOX, JESSICA JORDAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ORANGE	07	CHEVROLET COBALT	1G1AK15FX77		15058/	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT
23AUG06 IS					70.00	CASH
R.O. OPENED	READY	OPTIONS: STK:170190 ENG:2.2 Liter_MFT_DOHC				

22MAR2007 08:55

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A 9996 N40 CK RATTLE NOISE IN FRONT END AT SLOW SPEEDS WHEN
 CPT TURNING *Test drive. Called Tech Assistance.
 Allowed to install splined steering column. Part ordered
 389 Needs new design steering (3-22-07)
 column. No repair per
 customer. Filing complaint with
 (BBB) better business.
 parts were ordered. customer decided
 not to come back for repairs. Customer
 Assistance called dealership on 3/28/07 and
 told us to return the parts because
 customer was not coming in for repairs.*

EXCLUSION OF WARRANTIES

CUSTOMER: PLEASE READ AND INDICATE ACCEPTANCE BY SIGNING BELOW: "ALL WARRANTIES IN PARTS ARE THE MANUFACTURER'S. THE SELLER, BELL & HOWARD CHEVROLET, OLDSMOBILE, CADILLAC, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND BELL & HOWARD CHEVROLET, OLDSMOBILE, CADILLAC, NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS. THIS DISCLAIMER BY THE SELLER, BELL & HOWARD CHEVROLET, OLDSMOBILE, CADILLAC, IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY. A STORAGE CHARGE OF \$ [] PER DAY WILL BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED THAT THE REPAIRS HAVE BEEN COMPLETED ON HIS OR HER VEHICLE. WE CHARGE FOR OUR DIAGNOSTIC TIME WHETHER THE ACTUAL REPAIRS ARE PERFORMED IN OUR SHOP OR NOT IN THE CASE OF DISASSEMBLY FOR PURPOSES OF INSPECTION OR ESTIMATE AN ADDITIONAL CHARGE FOR REASSEMBLY, ON DECLINED REPAIRS WILL BE ASSESSED. CUSTOMER IS RESPONSIBLE FOR ANY DIAGNOSTIC OR REPAIR CHARGE FOR ANY REPAIRS NOT COVERED UNDER WARRANTY."

"I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the cost of repairs thereto."

CUSTOMER SIGNATURE X

TECHNICIAN COX

CUSTOMER SIGNATURE LINE

IMPORTANT - PLEASE READ & INITIAL

I waive my right to receive a written estimate

Yes ☐ No ☐

Replaced Parts are to be saved for my inspection or return

Yes ☐ No ☐

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)	DATE	TIME	BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

Bell & Howard

Chevrolet, Oldsmobile, Cadillac

I-40 At Hwy 21 * P.O. Box 1410

STATESVILLE, NC 28687

Telephone (704) 873-3236

WORKORDER

PAGE 1

SERVICE ADVISOR: 706 JONES, WARREN R

CUSTOMER #: 5465905

HARMONY, NC

HOME: [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ORANGE	07	CHEVROLET COBALT	1G1AK15FX77		11326/		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
23AUG06 IS					70.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:170190 ENG:2.2 Liter MFI DOHC					

31JAN2007 15:19

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A 9996 W40 ENGINE JERKS AND MISS AT 55 MPH WORST ON HILLS

normal operation at this time

EXCLUSION OF WARRANTIES

CUSTOMER: PLEASE READ AND INDICATE ACCEPTANCE BY SIGNING BELOW: "ALL WARRANTIES ON PARTS ARE THE MANUFACTURER'S. THE SELLER, BELL & HOWARD CHEVROLET, OLDSMOBILE, CADILLAC, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND BELL & HOWARD CHEVROLET, OLDSMOBILE, CADILLAC, NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS. THIS DISCLAIMER BY THE SELLER, BELL & HOWARD CHEVROLET, OLDSMOBILE, CADILLAC, IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY." A STORAGE CHARGE OF \$_____ PER DAY WILL BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED THAT THE REPAIRS HAVE BEEN COMPLETED ON HIS/HER VEHICLE. WE CHARGE FOR OUR DIAGNOSTIC TIME WHETHER THE ACTUAL REPAIRS ARE PERFORMED IN OUR SHOP OR NOT IN THE CASE OF DISASSEMBLY FOR PURPOSES OF INSPECTION OR ESTIMATE AN ADDITIONAL CHARGE FOR REASSEMBLY, OR DECLINED REPAIRS WILL BE ASSESSED. CUSTOMER IS RESPONSIBLE FOR ANY DIAGNOSTIC OR REPAIR CHARGE FOR ANY REPAIRS NOT COVERED UNDER WARRANTY.

"I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

CUSTOMER

IMPORTANT - PLEASE READ & INITIAL

I waive my right to receive a written estimate

Yes ☐ No ☐

Replaced Parts are to be saved for my inspection or return

Yes ☐ No ☐

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)	DATE	TIME	BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

TECHNICIAN COPY

CUSTOMER # 5465905

704 682-1701 170397
WORKORDER

Bell & Howard

Chevrolet, Oldsmobile, Cadillac

PAGE 1

I-40 At Hwy 21 * P.O. Box 1410
STATESVILLE, NC 28687
Telephone (704) 873-3236

HARMONY, NC

HOME: BUS:

SERVICE ADVISOR: 706 JONES, WARREN R

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ORANGE	07	CHEVROLET COBALT	1G1AK15FX77		10016/10022		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
23AUG06 IS					70.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:170190 ENG:2.2 Liter MFI DOHC					

08JAN2007 08:48

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

B 9996 W40 POPPING IN FRONT END WHEN TURNING LEFT
299 Road ck for noise in front end while driving
Pop noise in steering when hitting bump or turning at
10 mph. Replace steering intermediate shaft per Bulletin #
05-02-32-005C. Didn't fix pop noise. Call Tech Asst and
they advised swapping a known good → (Hit Bump)

C 9996 CPCT RATTLE NOISE IN DRIVERS SIDE OF DASH ON ROUGH ROAD

299 Road ck for rattle noise on rough roads
steering intermediate shaft causing noise
per same concern as line # A
Rattle noise in driver's side of dash when
driving on rough road. Road ck with chassis
* locate source of noise to be coming out of
steering column motor. R/R steering wheel,
Air bag, T-signal housing, Theft module, a
Ign lock cyl. housing. Install new steering
column & Rd ck to verify noise is gone - ok.

384 Sat Front Toe

success in eliminating noise occurs with
all 3 replacementCPE # 9405520
Wayne Wilson

EXCLUSION OF WARRANTIES

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IMPORTANT - PLEASE READ & INITIAL

I waive my right to receive a written estimate Yes ☐ No ☐
Replaced Parts are to be saved for my inspection or return Yes ☐ No ☐

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)	DATE	TIME	BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

CUSTOMER SIGNATURE X

TECHNICIAN COPY

CUSTOMER SIGNATURE

ADUJ NEMJUTNOLJ

CUST
NDIS

References

ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT, ARE HEREBY EXPRESSLY DISCLAIMED. THE USER ASSUMES ALL RISK OF DAMAGE TO OR LOSS OF DATA OR EQUIPMENT. THE USER AGREES TO HOLD THE COMPANY HARMLESS FROM AND AGAINST ALL SUCH CLAIMS, DAMAGES, LOSSES AND EXPENSES, INCLUDING REASONABLE ATTORNEY'S FEES, THAT MAY BE ASSERTED AGAINST OR INCURRED BY THE COMPANY AS A RESULT OF THE USER'S NEGLIGENCE OR MISUSE OF THE SOFTWARE. THE USER'S USE OF THE SOFTWARE IS LIMITED TO THE PERSONAL, NON-COMMERCIAL USE OF THE SOFTWARE BY THE USER. THE USER AGREES TO MAINTAIN THE SOFTWARE IN CONFIDENTIALITY AND NOT TO DISCLOSE OR REPRODUCE THE SOFTWARE OR ITS CONTENTS TO ANY THIRD PARTY. THE USER AGREES TO INDEMNIFY AND HOLD THE COMPANY HARMLESS FROM AND AGAINST ALL SUCH CLAIMS, DAMAGES, LOSSES AND EXPENSES, INCLUDING REASONABLE ATTORNEY'S FEES, THAT MAY BE ASSERTED AGAINST OR INCURRED BY THE COMPANY AS A RESULT OF THE USER'S NEGLIGENCE OR MISUSE OF THE SOFTWARE. THE USER'S USE OF THE SOFTWARE IS LIMITED TO THE PERSONAL, NON-COMMERCIAL USE OF THE SOFTWARE BY THE USER. THE USER AGREES TO MAINTAIN THE SOFTWARE IN CONFIDENTIALITY AND NOT TO DISCLOSE OR REPRODUCE THE SOFTWARE OR ITS CONTENTS TO ANY THIRD PARTY.

EXCLUSION OF WARRANTIES

IMPORTANT - PLEASE READ & INITIAL

1. Wavelength is the distance between two consecutive crests or troughs of a wave.

Replaced Parts are to be saved for my inspection or return

ਪ੍ਰਭੂ ਦੇ ਮਹਾਦੇਵਤਾ

PRELIMINARY ESTIMATE \$-

AUTHORIZED BY X

REVISÉD

ESTIMATE (1)

ESTIMATE (1)	DATE	TIME
--------------	------	------

ESTIMATE (1)	DATE	TIME	BY
1	10/1/80	10:00	...

ESTIMATE-(2)

HEBBY ACK

HEREBY ACKNOWLEDGE THAT I WAS

HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE

HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPEAL

OF THE ABOVE REVISED ESTIMATES:

ne #A continued. -> vehicle. Swap Int. steering shaft out of another vehicle & still had noise. Referenced bullet -> # PIC4/95A + replace steering rack. Road cl & noise is gone. Tech Asst case # 9405520 Larry Raper

**Bell & Howard**

Chevrolet, Oldsmobile, Cadillac

170398

WORKORDER

PAGE 1

I-40 At Hwy 21 * P.O. Box 1410

STATESVILLE, NC 28687

Telephone (704) 873-3236

CUSTOMER #: 5465905

HARMONY, NC

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 706 JONES, WARREN R

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ORANGE	07	CHEVROLET COBALT	1G1AK15FX77		10016/10022		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23AUG06 IS					70.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:170190 ENG:2.2 Liter MFI DOHC					
08JAN2007 08:49							

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A RT CPO ROTATE TIRES
 299 Rotate tires

12.95

EXCLUSION OF WARRANTIES

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CUSTOMER
SIGNATURE X

IMPORTANT - PLEASE READ & INITIAL

I waive my right to receive a written estimate

Yes ☐ No ☐

Replaced Parts are to be saved for my inspection or return

Yes ☐ No ☐

PRELIMINARY ESTIMATE \$ []

AUTHORIZED BY X

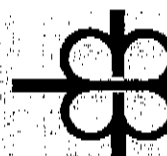
REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)	DATE	TIME	BY

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CUSTOMER #: 5465905

170058



Bell & Howard

Chevrolet, Oldsmobile, Cadillac

WORKORDER

PAGE 1

140 At Hwy 21 * P.O. Box 1410

STATESVILLE, NC 28687

Telephone (704) 873-3236

HARMONY, NC

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 372 FOX, JESSICA JORDAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
ORANGE	07	CHEVROLET COBALT	1G1AK15FX77 [REDACTED]		9081/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23AUG06 IS			** WAITER **		70.00	CASH	
R.O. OPENED		READY	OPTIONS: STK:170190 ENG:2.2 Liter MFI DOHC				

29DEC2006 11:12

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A 3K IS EVERY 3,000 MILES GOODWRENCH OIL (UP TO 5 QUARTS) A/C
 OIL FILTER, LUBE CHASSIS, 10 POINT GOODWRENCH
 INSPECTION.

416

TOTAL
22.01

EXCLUSION OF WARRANTIES

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CUSTOMER SIGNATURE X

IMPORTANT - PLEASE READ & INITIAL

I waive my right to receive a written estimate

Yes ☐ No ☐

Replaced Parts are to be saved for my inspection or return

Yes ☐ No ☐

PRELIMINARY ESTIMATE \$ [REDACTED]

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)	DATE	TIME	BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

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1 6 6 5 5 6

**Bell & Howard**

Chevrolet, Oldsmobile, Cadillac

WORKORDER

PAGE 1

I-40 At Hwy 21 * P.O. Box 1410
 STATESVILLE, NC 28687
 Telephone (704) 873-3236

CUSTOMER #:5465905

HARMONY, NC

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 372 FOX, JESSICA JORDAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
ORANGE	07	CHEVROLET COBALT	1G1AK15FX77		3343/		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
23AUG06 IS					70.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:170190 ENG:2.2 Liter MFI DOHC					
09OCT2006	08:20						

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
 # A 9996 W40 CUSTOMER LOCKED KEYS IN CAR, SENT WRECKER TO UNLOCK

28012

EXCLUSION OF WARRANTIES

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CUSTOMER
SIGNATURE X**IMPORTANT - PLEASE READ & INITIAL**

I waive my right to receive a written estimate Yes ☐ No ☐

Replaced Parts are to be saved for my inspection or return Yes ☐ No ☐

PRELIMINARY ESTIMATE \$ [REDACTED]

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)	DATE	TIME	BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

TECHNICIAN COPY

CUSTOMER SIGNATURE

2007 COBALT 2-DOOR LS COUPE		CHEVROLET MOTOR DIVISION
56U SUNBURST ORANGE METALLIC	/L4G	GENERAL MOTORS CORPORATION
14B GRAY		100 RENAISSANCE CENTER
ORDER NO. KDDVMK/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G1 AK15 FX 77		VEHICLE INVOICE 10D85481249
*****		*****13*09571S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
1AK37 COBALT 2-DOOR LS COUPE	12975.00	12261.38 INVOICE 06/19/06
B34 FLOOR MATS, FRONT/REAR	80.00	70.40 SHIPPED 06/14/06
B84 BODY COLOR, BODYSIDE MOLDINGS	100.00	88.00 EXP I/T 06/27/06
FE9 FEDERAL EMISSIONS	N/C	N/C INT COM 06/27/06
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C PRC EFF 06/14/06
MX0 TRANSMISSION, 4 SPD AUTOMATIC	850.00	748.00 KEYS G1512 G1512
T43 REAR SPOILER	275.00	242.00 WFP-S QTR OPT-1
US8 AM/FM STEREO, CD PLAYER & MP3	150.00	132.00 BANK: CHRYSLER FI
PLAYER		CHG-TO 09-571
(REPLACES STD/OPT RADIO)		
		SHIP WT: 2707
		HP: 18.4
		GMS: 13798.88
		SUPPLR: 14416.45
		MRM: 15045.00
		DAN: FCPAT
		MEMO 646.50

TOTAL MODEL & OPTIONS	14430.00	13541.78	ACT 231	13723.88
DESTINATION CHARGE	615.00	615.00	H/B 261	432.90
LAM DEALER CONTRIBUTION		144.30	ADV 261	144.30
LAM GROUP CONTRIBUTION		72.15	EXP 65A	72.15
TOTAL	15045.00	14373.23	PAY 310	14373.23
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		13745.70		

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.

GRINDSTAFF CHEVROLET-CADILLAC OF JOH

**Bell & Howard**

Chevrolet, Oldsmobile, Cadillac

173634

WORKORDER

GE 1

I-40 At Hwy 21 * P.O. Box 1410

STATESVILLE, NC 28687

Telephone (704) 873-3236

CUSTOMER #: 5465905

HARMONY, NC

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 372 FOX, JESSICA JORDAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ORANGE	07	CHEVROLET COBALT	1G1AK15FX77		15058/	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
23AUG06 IS					70.00	CASH
R.O. OPENED	READY	OPTIONS: STK:170190 ENG:2.2 Liter MFI DOHC				
22MAR2007 08:55						

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A 9996 W40 CK RATTLE NOISE IN FRONT END AT SLOW SPEEDS WHEN
 CPT TURNING *Test drive. Called Tech Assistance.
 Planned to install updated steering column Part ordered
 389 Needs NEW design steering (3-22-07)
 column. No repair per
 customer. Filing complaint with
 (BBB) better business. ~~parts~~
 parts were ordered. customer decided
 not to come back for repair. Customer
 Assistance called dealership on 3/28/07 and
 told us to return the parts because
 customer was not coming in for repairs.*

EXCLUSION OF WARRANTIES

CUSTOMER: PLEASE READ AND INDICATE ACCEPTANCE BY SIGNING BELOW: "ALL WARRANTIES ON PARTS ARE THE MANUFACTURER'S. THE SELLER, BELL & HOWARD CHEVROLET, OLDSMOBILE, CADILLAC, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND BELL & HOWARD CHEVROLET, OLDSMOBILE, CADILLAC, NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS. THIS DISCLAIMER BY THE SELLER, BELL & HOWARD CHEVROLET, OLDSMOBILE, CADILLAC, IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY." A STORAGE CHARGE OF \$ PER DAY WILL BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED THAT THE REPAIRS HAVE BEEN COMPLETED ON HIS OR HER VEHICLE. WE CHARGE FOR OUR DIAGNOSTIC TIME WHETHER THE ACTUAL REPAIRS ARE PERFORMED IN OUR SHOP OR NOT IN THE CASE OF DISASSEMBLY FOR PURPOSES OF INSPECTION OR ESTIMATE AN ADDITIONAL CHARGE FOR REASSEMBLY. ON DECLINED REPAIRS WILL BE ASSESSED. CUSTOMER IS RESPONSIBLE FOR ANY DIAGNOSTIC OR REPAIR CHARGE FOR ANY REPAIRS NOT COVERED UNDER WARRANTY.

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CUSTOMER

INITIALS X

IMPORTANT - PLEASE READ & INITIAL

I will give my right to receive a written estimate

Yes ☐ No ☐

Replaced Parts are to be saved for my inspection or return

Yes ☐ No ☐

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)	DATE	TIME	BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

TECHNICIAN COPY

5465905

1 7 3 6 3 4

**Bell & Howard**

Chevrolet, Oldsmobile, Cadillac

INVOICE

DUPLICATE 1
PAGE 1I-40 At Hwy 21 * P.O. Box 1410
STATESVILLE, NC 28687
Telephone (704) 873-3236HARMONY, NC
HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 372 JESSICA JORDAN FOX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ORANGE	07	CHEVROLET COBALT	1G1AK15FX77		15058/15058		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23AUG06 IS					70.00	CASH	20APR07
R.O. OPENED		READY	OPTIONS: STK:170190 ENG:2.2 Liter MFI DOHC				

08:55 22MAR07 08:53 29MAR07

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A CK RATTLE NOISE IN FRONT END AT SLOW SPEEDS WHEN TURNING
9996 SEE STORY384 SELDERS, CHRISTOPHER DALE LIC#: 9-6-06
CPCT

0.00

0.00

TEST DRIVE. RATTLE FROM STEERING COLUMN. CALL TECH ASSISTANCE. ADVISED TO INSTALL NEW UPDATED STEERING COLUMN. ORDERED PARTS. CALLED CUSTOMER TO SET APPOINTMENT AND WAS TOLD BY CUSTOMER TH AT THEY WERE NOT GOING TO BRING THE VEHICLE IN FOR REPAIR. CUSTOMER ASSISTANCE CALLED ON 3/28/07 AND TOLD US TO RETURN PART, THAT THE CUSTOMER WAS NOT BRINGING THE VEHICLE BACK FOR REPAIR. THEY ARE CONTACTING THE BBB (BETTER BUSINESS BUREAU).

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	0.00
PARTS AMOUNT	0.00
	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE DISPOSAL	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER SIGNATURE

CUSTOMER COPY

Bell & Howard

Chevrolet, Oldsmobile, Cadillac

CUSTOMER #: 5465905

WORKORDER

PAGE 1

1-40 At Hwy 21 * P.O. Box 1410

STATESVILLE, NC 28687

Telephone (704) 873-3236

HARMONY, NC

HOME BUS:

SERVICE ADVISOR: 706 JONES, WARREN R

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RANGE	07	CHEVROLET COBALT	1G1AK15FX77		11326/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13AUG06 IS					70.00	CASH	
R.O. OPENED		READY		OPTIONS: STK:170190 ENG:2.2 Liter MFI DOHC			

11JAN2007 15:19

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A 9996 W40 ENGINE JERKS AND MISS AT 55 MPH WORST ON HILLS

normal operation at this time

EXCLUSION OF WARRANTIES

CUSTOMER: PLEASE READ AND INDICATE ACCEPTANCE BY SIGNING BELOW: "ALL WARRANTIES ON PARTS ARE THE MANUFACTURER'S. THE SELLER, BELL & HOWARD CHEVROLET, OLDSMOBILE, CADILLAC, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND BELL & HOWARD CHEVROLET, OLDSMOBILE, CADILLAC, NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS. THIS DISCLAIMER BY THE SELLER, BELL & HOWARD CHEVROLET, OLDSMOBILE, CADILLAC, IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY." A STORAGE CHARGE OF \$_____ PER DAY WILL BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED THAT THE REPAIRS HAVE BEEN COMPLETED ON HIS/HER VEHICLE. WE CHARGE FOR OUR DIAGNOSTIC TIME WHETHER THE ACTUAL REPAIRS ARE PERFORMED IN OUR SHOP OR OUT IN THE CASE OF DISASSEMBLY FOR PURPOSES OF INSPECTION OR ESTIMATE AN ADDITIONAL CHARGE FOR ASSEMBLY, ON DECLINED REPAIRS WILL BE ASSESSED. CUSTOMER IS RESPONSIBLE FOR ANY DIAGNOSTIC OR REPAIR CHARGE FOR ANY REPAIRS NOT COVERED UNDER WARRANTY.

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 by other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

CUSTOMER
SIGNATURE X**IMPORTANT - PLEASE READ & INITIAL**

I waive my right to receive a written estimate

Yes ☐ No ☐
initial initial

Replaced Parts are to be saved for my inspection or return

Yes ☐ No ☐
initial initial

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X

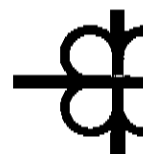
REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)	DATE	TIME	BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

TECHNICIAN COPY

5465905

1 7 1 4 8 8

**Bell & Howard**

Chevrolet, Oldsmobile, Cadillac

INVOICE

DUPLICATE 1
PAGE 1I-40 At Hwy 21 * P.O. Box 1410
STATESVILLE, NC 28687
Telephone (704) 873-3236HARMONY, NC
HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 706 WARREN R JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
ORANGE	07	CHEVROLET COBALT	1G1AK15FX77		11326/11326		
DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23AUG06 IS			31JAN07		70.00	CASH	20APR07
R.O. OPENED		READY	OPTIONS: STK:170190 ENG:2.2 Liter MFI DOHC				

15:19 31JAN07 08:14 01FEB07

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A ENGINE JERKS AND MISS AT 55 MPH WORST ON HILLS

9996 NORMAL OPERATION AT THIS TIME

200 POPE, TIM LIC#: 2/01/03

CPCT

0.00

0.00

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

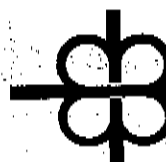
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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE DISPOSAL	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

**Bell & Howard**

Chevrolet, Oldsmobile, Cadillac

1 6 6 5 5 6

WORKORDER

PAGE 1

I-40 At Hwy 21 * P.O. Box 1410
STATESVILLE, NC 28687
 Telephone (704) 873-3236

CUSTOMER #: 5465905

HARMONY NC

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 372 FOX, JESSICA JORDAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ORANGE	07	CHEVROLET COBALT	1G1AK15FX77 [REDACTED]		3343/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23AUG06 IS					70.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:170190 ENG:2.2 Liter MFI DOHC					
09OCT2006 08:20							

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	9996		W40	CUSTOMER LOCKED KEYS IN CAR, SENT WRECKER TO UNLOCK

28012

EXCLUSION OF WARRANTIES

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"I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

CUSTOMER

IMPORTANT - PLEASE READ & INITIAL

I waive my right to receive a written estimate Yes ☐ No ☐
 Replaced Parts are to be saved for my inspection or return Yes ☐ No ☐
 PRELIMINARY ESTIMATE \$ [REDACTED]

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)	DATE	TIME	BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

TECHNICIAN COPY

5465905

166556



INVOICE

I-40 At Hwy 21 * P.O. Box 1410
STATESVILLE, NC 28687
Telephone (704) 873-3236

HARMONY, NC

PAGE 1

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 372 JESSICA JORDAN FOX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
ORANGE	07	CHEVROLET COBALT	1G1AK15FX77		3343/3343		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
23AUG06 IS					70.00	CASH	09OCT06
R.O. OPENED		READY		OPTIONS: STK:170190 ENG:2.2 Liter MFI DOHC			

08:20 09OCT06 15:34 09OCT06

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUSTOMER LOCKED KEYS IN CAR, SENT WRECKER TO UNLOCK

CAUSE: UNLOCK VEH

28012 NON WARRANTY LOCKSMITH SERVICE

1781 PHIL WAUGH LIC#: 1/20/99

W40

FC: 99 PART#: COUNT: 0

(N/C)

CLAIM TYPE:

AUTH CODE:

MJ

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE DISPOSAL	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

Bell & Howard

Chevrolet, Oldsmobile, Cadillac

CUSTOMER #: 5465905

170397

WORKORDER

PAGE 1

1-40 At Hwy 21 * P.O. Box 1410

STATESVILLE, NC 28687

Telephone (704) 873-3236

HARMONY, NC

HOME: BUS:

SERVICE ADVISOR: 706 JONES, WARREN R

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ORANGE	07	CHEVROLET COBALT	1GLAK15FX77		10016/10022		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
23AUG06 IS					70.00	CASH	

R.O. OPENED READY OPTIONS: STK:170190 ENG:2.2 Liter MFI DOHC

08JAN2007 08:48

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

B 9996 W40 POPPING IN FRONT END WHEN TURNING LEFT
 299 Road ck for noise in front end while driving
 Pop noise in steering when hitting bump or turning at
 10 mph. Replace steering intermediate shaft per Bulletin #
 05-02-32-005C. Didn't fix pop noise. Call Tech Asst and
 they advised swapping in a known good → (Hit Bump)

C 9996 CPCT RATTLE NOISE IN DRIVERS SIDE OF DASH ON ROUGH ROAD

299 Road ck for rattle noise on rough roads
~~steering intermediate shaft causing noise~~
~~per same concern as line # A~~
 Rattle noise in driver's side of dash when
 driving on rough road. Road ck with chassis
 & locate source of noise to be coming out of
 steering column motor. R/R steering wheel,
 Air bag, T-signal housing, Theft module, &
 Ign lock cyl. housings. Install new steering
 column & Rd ck to verify noise is gone - ok.

389 Set Front Toe

success in eliminating noise occurs with
 all 3 repairsCPE # 9405520
 Wayne Watson

EXCLUSION OF WARRANTIES

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IMPORTANT - PLEASE READ & INITIAL

I waive my right to receive a written estimate Yes ☐ No ☐Replaced Parts are to be saved for my inspection or return Yes ☐ No ☐

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)	DATE	TIME	BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

CUSTOMER #: 8737883

**Bell & Howard**

Chevrolet, Oldsmobile, Cadillac

STATESVILLE, NC

HOME [REDACTED] BUS: [REDACTED]

PREWORKORDER
PAGE 1I-40 At Hwy 21 * P.O. Box 1410
STATESVILLE, NC 28687
Telephone (704) 873-3236

SERVICE ADVISOR: 310 SMITH, CHARLES DENNIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	04	CADILLAC ESCALADE	1GYEK63N04R [REDACTED]				
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17JUL04 IS					70.00		
R.O. OPENED	READY	OPTIONS: ENG:6.0 Liter					
03JAN07 10:18							

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	9996		W40	UPGRADE ON ONSTAR

# B	9996		W40	REPLACING BACK DRIVERS SIDE ARM REST
-----	------	--	-----	--------------------------------------

Vehicle. Swap Int. steering shaft of another vehicle & still had noise. Replaced ball joint # PIC41954 + replace steering rack. Road ok + noise is gone. Tech Asst cost # 9405520 Larry Roper

EXCLUSION OF WARRANTIES

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IMPORTANT - PLEASE READ & INITIALI waive my right to receive a written estimate Yes ☐ No ☐Replaced Parts are to be saved for my inspection or return Yes ☐ No ☐

PRELIMINARY ESTIMATE \$ [REDACTED]

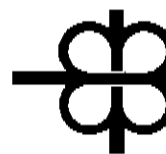
AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)	DATE	TIME	BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

5465905

170397

**Bell & Howard**

Chevrolet, Oldsmobile, Cadillac

INVOICE

DUPLICATE 1
PAGE 1

I-40 At Hwy 21 * P.O. Box 1410

STATESVILLE, NC 28687

Telephone (704) 873-3236

HARMONY, NC
HOME

BUS:

SERVICE ADVISOR: 706 WARREN R JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
ORANGE	07	CHEVROLET COBALT	1G1AK15FX77		10016/10022		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
23AUG06 IS			18JAN07		70.00	CASH	20APR07
R.O. OPENED		READY	OPTIONS: STK:170190 ENG:2.2 Liter MFI DOHC				

08:48 08JAN07 12:58 22JAN07

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

B POPPING IN FRONT END WHEN TURNING LEFT

CAUSE: PER TECH ASST. CASE #9405520

E9740 GEAR ASSEMBLY, POWER STEERING REPLACE

299 CHENEVEY, ANDY RYAN LIC#: 6/7/06

W40

(N/C)

384 SELDERS, CHRISTOPHER DALE LIC#: 9-6-06

W40

(N/C)

1 15816429 GEAR KIT

(N/C)

FC: 93

PART#: 15816429

COUNT: 1

CLAIM TYPE:

AUTH CODE:

NP

E7700 SHAFT, STEERING INTERMEDIATE REPLACE

299 CHENEVEY, ANDY RYAN LIC#: 6/7/06

W40

(N/C)

1 15800140 SHAFT KIT

(N/C)

FC: 93

PART#: 15800140

COUNT: 1

CLAIM TYPE:

AUTH CODE: B

NP

C RATTLE NOISE IN DRIVERS SIDE OF DASH ON ROUGH ROAD

CAUSE:

E7680 COLUMN ASSEMBLY, STEERING REPLACE

299 CHENEVEY, ANDY RYAN LIC#: 6/7/06

W40

(N/C)

1 15914408 COLUMN KI

(N/C)

FC: 93

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
SUBLET AMOUNT	
HAZARDOUS WASTE DISPOSAL	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

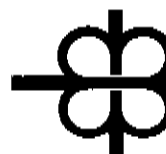
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

5465905

1 7 0 3 9 7

**Bell & Howard**

Chevrolet, Oldsmobile, Cadillac

INVOICE

DUPLICATE 1
PAGE 2I-40 At Hwy 21 * P.O. Box 1410
STATESVILLE, NC 28687
Telephone (704) 873-3236HARMONY, NC
HOME: BUS:

SERVICE ADVISOR: 706 WARREN R JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
ORANGE	07	CHEVROLET COBALT	1G1AK15FX77		10016/10022		
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23AUG06 IS			18JAN07		70.00	CASH	20APR07
R.O. OPENED		READY	OPTIONS: STK:170190 ENG:2.2 Liter MFI DOHC				

08:48 08JAN07 12:58 22JAN07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			PART#: 15914408				
			COUNT: 1				
			CLAIM TYPE:				
			AUTH CODE: B				
			NP				

D** PROVIDED COURTESY TRANSPORTATION RENTAL FOR 3 DAYS

CAUSE: POPPING IN FRONT END

Z7903 PROVIDED COURTESY TRANSPORTATION RENTAL FOR
3 DAYS

200 POPE, TIM LIC#: 2/01/03

W40

(N/C)

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NP

SUBL B/H RENTAL RO#716562 B/H RO#170397

PO#170397

W40

(N/C)

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)

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE DISPOSAL	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

TOTAL P.10



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.

April 18, 2007

Re:m01 CHV0740293 [REDACTED] vs Chevrolet Motor Division

BETH WEIRS
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,

Scott Estep at Extension 515

Customer Claim Form

Contact Date: 04/18/07

Start Date:

Case Number : CHV0740293

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

HARMONY, NC

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: Automatic

Number of vehicles owned or leased by the business:

Make: Chevrolet

Model: Cobalt

Model Year: 2007

Current Mileage: 17220

Vehicle Identification Number: _____

Servicing Dealer/City/State : BELL & HOWARD CHEVROLET-OLDS-C,

Selling Dealer/City/State : BELL & HOWARD CHEVROLET-OLDS-C, STATESVILLE, NC

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: 08/23/06 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: _____

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)

Customer would like to have the vehicle Repurchased.

Signature of Titled Owner(s)/Lessee(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]

Case Number: CHV0740293

First Repair Attempt (any reported problem)

Date: 10/01/06 Mileage: 2000

Last Repair Attempt (last reported problem)

Date: Mileage:

Total Days out of Service:

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. Popping/Rattling noise in the vehicle.	yes				

If you need additional space, please attach a separate sheet of paper following the above outline.



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:

$$\begin{array}{lcl} \text{Use} & & \text{\# miles attributable to the customer} \\ \text{Deduction/} & = & \text{at the time of the arbitration hearing} \\ \text{Payment} & & 100,000 \end{array} \times \begin{array}{l} \text{Vehicle purchase} \\ \text{price or gross} \\ \text{capitalized cost} \end{array}$$

- ♦ 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 NORTH CAROLINA LEMON LAW

The following is a brief explanation of most relevant provisions of the North Carolina lemon law. The complete text of the lemon law can be found at North Carolina Gen. Stat. section 20-351 *et seq.*

VEHICLES COVERED

The North Carolina lemon law covers any new motor vehicle or new motorcycle, sold or leased in the state. The lemon law does not cover used vehicles, mopeds, house trailers, or any motor vehicle (1) purchased or leased before October 1, 2005 that has a gross vehicle weight of 10,000 pounds or more or (2) purchased or leased on or after October 1, 2005 that weighs more than 10,000 pounds.

CONSUMERS COVERED

The lemon law covers the following consumers:

1. The purchaser, other than for purposes of resale, of a motor vehicle;
2. The lessee of a motor vehicle from a commercial lender, lessor or manufacturer or dealer; and
3. Any other person entitled by the terms of an express warranty to enforce its obligations.

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

PROBLEMS COVERED

The lemon law covers any defect, condition, or series of defects or conditions that substantially impairs the 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 an alleged nonconformity or series of nonconformities is the result of abuse, neglect, odometer tampering by the consumer, or unauthorized modifications or alterations of a motor vehicle.

MANUFACTURER'S DUTY TO REPAIR A VEHICLE

If a new motor vehicle does not conform to all applicable express warranties, and the consumer reports the nonconformity to the manufacturer, its agent or authorized dealer during the term of the express warranties or during a period of one year following the date of the motor vehicle's original delivery to the consumer, whichever is greater, then the manufacturer must make or arrange to have made the necessary repairs to conform the vehicle to the express warranties.

The necessary repairs must be made even after the expiration of the term of the express warranties or the one year period.

Express warranties must be in effect for at least one year or 12,000 miles. The mileage limit of express warranties begins to accrue from the mileage on the odometer at the date of original delivery to the consumer.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer is unable to conform the motor vehicle to any applicable express warranty by repairing or correcting, or arranging for the repair or correction of, any nonconformity after a *reasonable number of repair attempts*, and the nonconformity occurred no later than two years or 24,000 miles following the motor vehicle's original delivery, then the manufacturer must, at the option of the consumer, either replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The North Carolina lemon law establishes a *presumption* that a reasonable number of repair attempts has been undertaken to conform a motor vehicle to the applicable express warranties if either of the following occurs:

1. The same nonconformity has been presented for repair to the manufacturer, its agent or authorized dealer four or more times but the nonconformity continues to exist; or
2. The motor vehicle was out of service to the consumer during or while awaiting repair of the nonconformity or a series of nonconformities for a cumulative total of 20 or more business days during any one year period of the warranty.

The express warranty term, one year period, and 20 day period are extended by any period of time during which repair services are not available to the consumer because of war, strike, or natural disaster.

The consumer may prove that a defect or condition substantially impairs the value of the motor vehicle to the consumer in a manner other than the terms of the *presumption* set out above.

NOTICE AND FINAL REPAIR ATTEMPT

The lemon law contains two provisions for written notice from the consumer to the manufacturer:

1. If the consumer wishes to rely on the *presumption* of a reasonable number of repair attempts, the consumer must notify the manufacturer directly in writing of the existence of the nonconformity or series of nonconformities, and allowed the manufacturer a reasonable period no longer than 15 calendar days to correct the nonconformity or series of nonconformities.

This notice requirement applies if the manufacturer clearly and conspicuously discloses to the consumer in the warranty or owners manual that written notification of a nonconformity is required before a consumer may be eligible for a refund or replacement. The manufacturer must also include in the warranty or owners manual the name and address where written notification may be sent.

2. A consumer bringing a civil action against the manufacturer must give the manufacturer written notice of his intent to bring the action at least 10 days prior to filing the suit.

DISPUTE RESOLUTION

The manufacturer may require that the consumer first utilize the informal dispute settlement procedure before bringing an action under the lemon law if:

1. The procedure complies with 16 C.F.R. Part 703, and
2. The manufacturer has clearly and conspicuously written this requirement into the written warranty and any warranty instructions provided to the consumer.

TIME PERIOD FOR FILING CLAIMS

Not specified in the lemon law. The North Carolina Department of Justice advises consumers to file claims within three years from the date the alleged defect is discovered.

A claim must be filed with BBB AUTO LINE within four years from the date the alleged defect is discovered.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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North Carolina

REMEDIES UNDER THE NORTH CAROLINA LEMON LAW

REPURCHASE OF AN OWNED VEHICLE

The North Carolina lemon law sets out the following amounts that a manufacturer must pay when it repurchases an owned motor vehicle under the lemon law:

1. The full contract price, including but not limited to charges for undercoating, dealer preparation and transportation, installed options, and the non-refundable portions of extended warranties and service contracts;
2. All collateral charges, including but not limited to sales tax, license and registration fees, and similar government charges;
3. All finance charges incurred by the consumer after the first report of the nonconformity to the manufacturer, its agent or authorized dealer; and
4. Any incidental damages and monetary consequential damages;
5. Less a reasonable allowance for the consumer's use of the vehicle.

Refunds must be made to the consumer and any lienholder as their interests may appear.

For vehicles purchased before October 1, 2005, the reasonable allowance for use is that amount directly attributable to use by the consumer prior to the first report of the nonconformity to the manufacturer, its agent or authorized dealer, and during any subsequent period when the vehicle is not out of service because of repair. The reasonable allowance is presumed to be an amount calculated in accordance with the following formula:

$$\frac{\text{Number of miles attributable to the consumer}}{100,000} \times \text{Cash Price}$$

For vehicles purchased on or after October 1, 2005, the reasonable allowance for use is calculated in accordance with the following formula:

$$\frac{\begin{array}{l} \text{Number of miles used by the consumer up to the} \\ \text{date of the third attempt to repair the same} \\ \text{nonconformity which is the subject of the claim,} \\ \text{or the twentieth cumulative business day when the} \\ \text{vehicle is out of service by reason of repair of} \\ \text{one or more nonconformities, whichever occurs first} \end{array}}{120,000} \times \begin{array}{l} \text{Vehicle} \\ \text{purchase} \\ \text{price} \end{array}$$

REPURCHASE OF A LEASED VEHICLE

The North Carolina lemon law sets out the following amounts that a manufacturer must pay when it repurchases a leased motor vehicle under the lemon law:

To the lessee:

1. All sums previously paid by the consumer under the terms of the lease;

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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North Carolina

2. All sums previously paid by the consumer in connection with entering into the lease agreement, including but not limited to any capitalized cost reduction, sales tax, license and registration fees, and similar government charges; and
3. Any incidental and monetary consequential damages;
4. Less a reasonable allowance for the consumer's use of the vehicle.

To the lessor:

1. 105% of the actual purchase cost of the vehicle to the lessor;
2. Less 85% of the amount actually paid by the consumer to the lessor pursuant to the lease.

Refunds must be made to the consumer and lessor as their interests may appear. The consumer's written lease must be terminated by the lessor without any penalty to the consumer. The lessor must transfer title of the motor vehicle to the manufacturer as necessary to effectuate the consumer's rights under the lemon law.

For vehicles leased before October 1, 2005, the reasonable allowance for use is that amount directly attributable to use by the consumer prior to the first report of the nonconformity to the manufacturer, its agent or authorized dealer, and during any subsequent period when the vehicle is not out of service because of repair. The reasonable allowance is presumed to be an amount calculated in accordance with the following formula:

$$\frac{\text{Number of miles attributable to the consumer}}{100,000} \times \begin{array}{l} \text{Actual purchase} \\ \text{cost of the vehicle} \\ \text{to the lessor} \end{array}$$

For vehicles leased on or after October 1, 2005, the reasonable allowance for use is calculated in accordance with the following formula:

$$\frac{\begin{array}{l} \text{Number of miles used by the consumer up to the} \\ \text{date of the third attempt to repair the same} \\ \text{nonconformity which is the subject of the claim,} \\ \text{or the twentieth cumulative business day when the} \\ \text{vehicle is out of service by reason of repair of} \\ \text{one or more nonconformities, whichever occurs first} \end{array}}{120,000} \times \begin{array}{l} \text{Lessor's} \\ \text{actual} \\ \text{lease} \\ \text{price} \end{array}$$

REPLACEMENT

When replacing a vehicle under the North Carolina lemon law, the manufacturer must replace the motor vehicle with a comparable new motor vehicle. The reasonable allowance for use does not apply to a replacement.

In the replacement of a leased vehicle, the lessor must transfer title of the motor vehicle to the manufacturer as necessary to effectuate the consumer's rights under the lemon law.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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North Carolina

Overallowance/Incentives/Negative Equity Form (non-Florida)**Customer:** [REDACTED]**Request #:** 71-474758640**BBB#:** CHV0740293

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)	\$14,020.00
MSRP (from BARS Invoice)	\$15,045.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$1,025.00

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 (If dealer added negative equity into contract, do not subtract)	\$0
Actual Cash Value Statement	\$0
Difference (if positive, this is the negative equity)	\$0

<u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB</u>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$14,020.00
Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)	\$0

Overallowance and/or Negative Equity minus	\$0
Actual price of Vehicle that should be presented to BBB for ATA	\$14,020.00

Privileged and Confidential Information

Case Assessment By: Marion Lindsey		Siebel/CARS Request #:71-474758640	
Customer Name: [REDACTED]			
Veh year:2007	Make:Chevrolet	Model:Cobalt	Current mileage:15077
Veh ID #:1G1AK15FX77 [REDACTED]	In Service Date:8/23/2006	Purchased:New	If used:
What is the customer seeking?Repurchase only no trade			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Popping in Front End

Date: RO#: Mileage: Days Out: Description of Repair:

1/8/07	170397	10016	13	Popping in front end when turning left gear assembly, power steering replaced and intermediate steering shaft replaced cloumn assembly steering replaced
3/22/07	173634	15058	1	check rattle noise in front end at slow speeds when turning dealer ordered updated steering column and cust declined to bring vehicle in to install.
5-18-07			1 day	Bell and Howard Chevrolet. Dealer replaced steering column and noise complaint was resolved. Dealer offered to test drive with customer and tech to verify her satisfaction, but customer declined test drive.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: engine miss

Date: RO#: Mileage: Days Out: Description of Repair:

1/31/07	171488	11326	2	engine jerk and miss at 55 mph worst on hills normal operation at this time.

OTHER SYMPTOM/CONCERN:

Date: RO#: Mileage: Days Out: Description of Repair:

Team Lead Approval:

Date:

Privileged and Confidential Information

Total Days Out of Service: 16____(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO:xxx

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Vehicle is eligible for all remedies under NC Lemon Law and BBB program summary. Vehicle is not meeting NC Lemon Law presumption as only 3 attempts at steering noise and issue is now resolved.

DVM and/or DEALER RECOMMENDATION(s): On 5-18-07, DVM, Mary Ann Rohr called in seeking to update CRS.

DVM stated that customer finally came to dealer for repairs to steering column today. Dealer replaced steering column and requested that customer ride with a technician to make sure she had not further complaints with steering noise but customer declined test drive with tech. Vehicle returned to customer. CRS advised: that customer will be contacted. CRS advised that component letter for steering assembly would be offered to customer as a goodwill gesture. DVM agreed bit advised since this was only second steering repair customer was not to be offered GMPP Ext.. SVC contract at this time.

CRS RECOMMENDATION ☐ RATIONALE (EXPLAIN):CRS will offer a component letter for steering assembly as a goodwill settlement offer.

5-21-07, CRS called customer at [REDACTED]. CRS made contact. Customer stated she is satisfied with repairs to steering noise at this time. She stated she is a little concerned as the steering system was fixed CRS offered and customer accepted a 6 year/75,000 mile Component Letter for: Steering ☐ Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets.

Team Lead Approval:

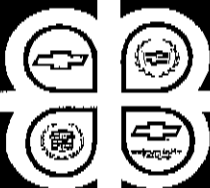
Date:

Privileged and Confidential Information

Decision reached by CRS: Arbitrate case: ☐ Settle case: ☒

Team Lead Approval:

Date:

**Bell & Howard****Chevrolet • Cadillac**

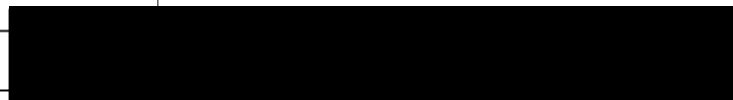
Interstate 40 at Highway 21 • PO Box 1410 • Statesville, NC 28687-1410
Phone 704-873-9094 • Fax 704-878-0916

*** FAX COVER SHEET ***DATE: 05-22-07

TO: Mr. Marion Lindsay FROM: Bell & Howard
BRC Customer Relationship Tim Pope Service Manager
Specialist

FAX: (1-800)-278-1779NUMBER OF PAGES TO FOLLOW THIS COVER SHEET: ~~000~~ 11

COMMENTS, MESSAGES, SPECIAL INSTRUCTIONS:

HistoryComing in two sep. Faxes

At Bell & Howard our people make the difference.

5465905

173634

**Bell & Howard**

Chevrolet, Oldsmobile, Cadillac

INVOICE

DUPLICATE 1
PAGE 11-40 At Hwy 21 * P.O. Box 1410
STATESVILLE, NC 28687
Telephone (704) 873-3236

HARMONY, NC

HOME:

BUS:

SERVICE ADVISOR: 372 JESSICA JORDAN FOX

SERVICE ADVISOR								VIN CHECKER SCREEN FOR	
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG	
ORANGE	07	CHEVROLET COBALT		1G1AK15FX77		15058/15058			
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO.	RATE	PAYMENT	INV DATE	
23AUG06	IS					70.00	CASH	20APR07	
R.O. OPENED		READY		OPTIONS: STK:170190 ENG: 2.2 Liter MPI DOHC					

08:55 22MAR07 08:53 29MAR07

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CK RATTLE NOISE IN FRONT END AT SLOW SPEEDS WHEN TURNING

9996 SEE STORY

384 SELDERS, CHRISTOPHER DALE LIC#: 9-6-06

CPCT

0.00 0.00

TEST DRIVE. RATTLE FROM STEERING COLUMN. CALL TECH ASSISTANCE. ADVISED TO INSTALL NEW UPDATED STEERING COLUMN. ORDERED PARTS. CALLED CUSTOMER TO SET APPOINTMENT AND WAS TOLD BY CUSTOMER TH AT THEY WERE NOT GOING TO BRING THE VEHICLE IN FOR REPAIR. CUSTOMER ASSISTANCE CALLED ON 3/28/07 AND TOLD US TO RETURN PART, THAT THE CUSTOMER WAS NOT BRINGING THE VEHICLE BACK FOR REPAIR. THEY ARE CONTACTING THE BBB (BETTER BUSINESS BUREAU).

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/vehicle. 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/vehicle.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE DISPOSAL	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

5465905

171488



INVOICE

 DUPLICATE 1
 PAGE 1

 I-40 At Hwy 21 * P.O. Box 1410
 STATESVILLE, NC 28687
 Telephone (704) 873-3236

HARMONY, NC

HOME:

BUS:

SERVICE ADVISOR: 706 WARREN R JONES

COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN/ OUT	TAG
ORANGE	07	CHEVROLET COBALT	1G1AK15FX77			11326/11326	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
23AUG06	IS		31JAN07		70.00	CASH	20APR07
R.O. OPENED		READY		OPTIONS: STK:170190 ENG: 2.2 Liter MPI DOHC			

15:19 31JAN07 08:14 01FEB07

LINE OPCODE TECH TYPE HOURS

A ENGINE JERKS AND MISS AT 55 MPH WORST ON HILLS

9996 NORMAL OPERATION AT THIS TIME

200 POPE, TIM LICH: 2/01/03

CPCT

LIST NET TOTAL

0.00 0.00

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STATEMENT OF DISCLAIMER

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE DISPOSAL	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

5465905

170397

**Bell & Howard
Chevrolet, Oldsmobile, Cadillac**

1-40 At Hwy 21 + P.O. Box 1410

STATESVILLE, NC 28687

Telephone (704) 873-3236

WARRANTY

 DUPLICATE 1
PAGE 1

HARMONY, NC

HOME:

BUS:

SERVICE ADVISOR: 706 WARREN R JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
ORANGE	07	CHEVROLET COBALT	1G1AK15FX77		10016/10022		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
23AUG06 IS			18JAN07		70.00	CASH	20APR07
R.O. OPENED		READY		OPTIONS: STK:170190 ENG: 2.2 Liter MFI DOHC			

08:48 08JAN07 12:58 22JAN07

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

B POPPING IN FRONT END WHEN TURNING LEFT

CAUSE: PER TECH ASST. CASE #9405520

E9740 GEAR ASSEMBLY, POWER STEERING REPLACE

299 CHENEVEY, ANDY RYAN LIC#: 6/7/06

W40 1.00

71.81 71.81

384 SELDERS, CHRISTOPHER DALE LIC#: 9-6-06

W40 0.70

50.27 50.27

1 15816429 GEAR KIT

315.52 251.79 251.79

FC: 93

PART#: 15816429

COUNT: 1

CLAIM TYPE:

AUTH CODE:

NP

E7700 SHAFT, STEERING INTERMEDIATE REPLACE

299 CHENEVEY, ANDY RYAN LIC#: 6/7/06

W40 0.60

43.09 43.09

1 15800140 SHAFT KIT

135.06 107.79 107.79

FC: 93

PART#: 15800140

COUNT: 1

CLAIM TYPE:

AUTH CODE: B

NP

25684 35958 TPARTS

3735 16517 TLABOR

C RATTLE NOISE IN DRIVERS SIDE OF DASH ON ROUGH ROAD

CAUSE: .

E7680 COLUMN ASSEMBLY, STEERING REPLACE

299 CHENEVEY, ANDY RYAN LIC#: 6/7/06

W40 1.50

107.72 107.72

1 15914408 COLUMN KI

775.56 618.90 618.90

FC: 93

PART#: 15914408

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 equipment. 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/equipment.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
SUBLET AMOUNT	
HAZARDOUS WASTE DISPOSAL	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

5465905

170397

**Bell & Howard
Chevrolet, Oldsmobile, Cadillac**

140 At Hwy 21 * P.O. Box 1410

STATESVILLE, NC 28687

Telephone (704) 873-3236

WARRANTY
 DUPLICATE 1
PAGE 2

HARMONY, NC

HOME:

BUS:

SERVICE ADVISOR: 706 WARREN R JONES

SERVICE ADVISOR										
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN/ OUT		TAG
ORANGE	07	CHEVROLET COBALT		1G1AK15FX77				10016/10022		
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO.		RATE	PAYMENT	INV DATE	
23AUG06 IS			18JAN07				70.00	CASH	20APR07	
R.O. OPENED		READY		OPTIONS:		STK: 170190 ENG: 2.2 Liter MPI DOHC				

08:48 08JAN07 12:58 22JAN07

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

COUNT: 1

CLAIM TYPE:

AUTH CODE: B

NP

44207 61890 TPARTS

2550 10772 TLABOR

D** PROVIDED COURTESY TRANSPORTATION RENTAL FOR 3 DAYS

CAUSE: POPPING IN FRONT END

Z7903 PROVIDED COURTESY TRANSPORTATION RENTAL FOR

3 DAYS

200 POPE, TIM LIC#: 2/01/03

W40 0.00

0.00 0.00

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NP

0 0 TPARTS

0 0 TLABOR

SUBL B/H RENTAL RO#716562 B/H RO#170397

PO#170397

W40

111.00 111.00

COST, SALE, & COMP TOTALS 87276 136237 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 instrument. 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 instrument.

DESCRIPTION	TOTALS
LABOR AMOUNT	272.89
PARTS AMOUNT	978.48
	0.00
SUBLET AMOUNT	111.00
HAZARDOUS WASTE DISPOSAL	0.00
TOTAL CHARGES	1362.37
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1362.37

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

5465905

170398



INVOICE

1-40 At Hwy 21 * P.O. Box 1410
STATESVILLE, NC 28687
Telephone (704) 873-3236

PAGE 1

HARMONY, NC
HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 706 WARREN R JONES

SERVICE ADVISOR									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG	
ORANGE	07	CHEVROLET COBALT		1G1AK15FX77		10016/10016			
DEL DATE	PRGD DATE	WARR EXP	PROMISED		PO NO.	RATE	PAYMENT	INV DATE	
23AUG06 IS						70.00	CASH	17JAN07	
R.O. OPENED		READY		OPTIONS:		STK:170190 ENG:2.2 Liter MFI DOHC			

08:49 08JAN07 10:15 12JAN07

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A ROTATE TIRES

RT ROTATE TIRES

299 CHENEVEY, ANDY RYAN LIC#: 6/7/06

CPQ

12.95 12.95

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 continues all of the warranties with respect to the sale of this item/vehicle. 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/vehicle.

DESCRIPTION	TOTALS
LABOR AMOUNT	12.95
PARTS AMOUNT	0.00
	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE DISPOSAL	0.00
TOTAL CHARGES	12.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	12.95

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

5465905

170058

INVOICE



I-40 At Hwy 21 * P.O. Box 1410
STATESVILLE, NC 28687
Telephone (704) 873-3236

PAGE 1

HARMONY NC

HOME:

BUS:

SERVICE ADVISOR: 372 JESSICA JORDAN FOX

HOME: [REDACTED]

SERVICE ADVISOR: 372 JESSICA JORDAN TOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
ORANGE	07	CHEVROLET COBALT	1G1AK15FX77 [REDACTED]		9081/9081		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO.	RATE	PAYMENT	INV DATE
23AUG06	IS		WAIT		70.00	CASH	29DEC06
R.O. OPENED		READY	OPTIONS: STK:170190 ENG: 2.2_liter_MFI_DOHC				

11:12 29DEC06 11:45 29DEC06

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A EVERY 3,000 MILES GOODWRENCH OIL (UP TO 5 QUARTS) A/C OIL FILTER, LUBE
CHASSIS, 10 POINT GOODWRENCH INSPECTION.

3K EVERY 3,000 MILES GOODWRENCH OIL (UP TO 5
QUARTS) A/C OIL FILTER, LUBE CHASSIS, 10 POINT
GOODWRENCH INSPECTION.

416 MICHAEL SOPR LIC#: 4/5/06

IFOC

1 12605566 FILTER

5 12345621 OIL-ENGI

(N/C)

(N/C)

(N/C)

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 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 SERVING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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of the warranties with respect to
the sale of this item/vehicle. 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/vehicle.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE DISPOSAL	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

5465905

166556

**Bell & Howard
Chevrolet, Oldsmobile, Cadillac**

WARRANTY

140 At Hwy 21 * P.O. Box 1410

STATESVILLE, NC 28687

Telephone (704) 873-3236

PAGE 1

HARMONY, NC

HOME:

BUS:

SERVICE ADVISOR: 372 JESSICA JORDAN FOX

SERVICE ADVISOR 372 JESSICA GORDON									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG	
ORANGE	07	CHEVROLET COBALT		1G1AK15FX77		3343/3343			
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE		
23AUG06 IS					70.00	CASH	09OCT06		
R.O. OPENED		READY		OPTIONS: STK:170190 ENG: 2.2 Liter MFI DOHC					

 08:20 09OCT06 15:34 09OCT06
 LINE OPCODE TECH TYPE HOURS

 A CUSTOMER LOCKED KEYS IN CAR, SENT WRECKER TO UNLOCK
 CAUSE: UNLOCK VEH

Z8012 NON WARRANTY LOCKSMITH SERVICE

1781 PHIL WAUGH LIC#: 1/20/99

W40 0.00

40.00 40.00

FC: 99 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

 0 0 TPARTS
 2000 4000 TLABOR

COST, SALE, & COMP TOTALS 2000 4000 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	40.00
PARTS AMOUNT	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE DISPOSAL	0.00
TOTAL CHARGES	40.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	40.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

164590

INVOICE

PAGE 1



I-40 At Hwy 21 * P.O. Box 1410
STATESVILLE, NC 28687
Telephone (704) 873-3236

HOME:

BUS:

SERVICE ADVISOR: 706 WARREN R JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
ORANGE	07	CHEVROLET COBALT	1G1AK15FX77		167/167		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
IS					70.00	CASH	24AUG06
R.O. OPENED		READY	OPTIONS:	STK:170190 ENG:2.2 Liter MFI DOHC			

14:37 24AUG06 16:08 24AUG06

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A NC STATE INSPECTION

NCSI NC STATE INSPECTION

417 LADD JR, GARRY WAYNE LIC#: 6/21/06

IS

(N/C)

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
	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE DISPOSAL	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE



PO Box 1410 • Statesville, N.C. 28687 • 704-873-9094

26147

Phone (704)546-5905

☒ New☐ Used

Year 2007	Make CHEVROLET	Serial No. 1G1AK15FX77
Body Style CP	Color ORANGE	Key Number
Stock No. 170190	Model COBALT	Salesman GREEN, BOBBY NATHANIEL

INSURANCE COMPANY FARM BUREAU

POLICY NO.

EXPIRATION DATE

FINANCING

TOTAL CASH SELLING PRICE	14789.85	(1)
TOTAL DOWN PAYMENT	1500.00	(2)
UNPAID BALANCE OF CASH PRICE	13289.85	(3)
PHYSICAL DAMAGE INSURANCE XXXXXXXXXXXXXXXXXXXX	GAP 495.00	(4A)
UNPAID BALANCE (Excluding Life Ins.)	13784.85	(4C)
SERVICE WARRANTY	N/A	(4C)
CREDIT LIFE INSURANCE	N/A	(4C)
DISABILITY (Accident and Health Insurance)	N/A	(4C)
UNPAID BALANCE-AMOUNT FINANCED	13784.85	(5)
FINANCE CHARGES	2945.55	(6)
AMOUNT OF CONTRACT (Total Payments)	16730.40	(7)

00 PAYMENTS @ 278.00 BEGINNING
05/22/2006

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, Bell & Howard Chevrolet, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Bell & Howard Chevrolet, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

"Used Car Buyer 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 provision in the contract of sale."

ON ALL USED VEHICLES WHICH ARE HEREBY SOLD, AS IS-NOT EXPRESSLY WARRANTED OR GUARANTEED.

Sellers Acknowledgment

Buyers Acknowledgment

DATE 08/23/2006

INVOICE NO. 26147

SOLD TO:

HARMONY NC

E-MAIL ADDRESS

CAR - EQUIPMENT - OPTIONS - ACCESSORIES

COBALT	14020.00
MILEAGE: 164	
Take 008-28-06 credit comm#11004	
Account #	
Let \$ 278.84	
SELLING PRICE	14020.00
SALES TAX	420.60
TITLE FEE	40.00
LICENSE FEE	35.00
N.C. INSPECTION	9.25
DOCUMENTARY FEE	265.00
TOTAL CASH SELLING PRICE	14789.85 (1)
FACTORY REBATE N/A	CASH 1500.00 (2)
TRADE IN	YR. & MAKE
S #	
MILEAGE	LICENSE NO.
GROSS ALLOWANCE	N/A
PAYOFF TO:	N/A
NET ALLOWANCE	N/A (2)
UNPAID BALANCE OF CASH PRICE	13289.85 (3)
TOTAL	13289.85

CONSUMER RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

Buyer (and Co-Buyer) - Name and address (Include county and zip code)

Creditor (Seller name and address)

BELL AND HOWARD CHEVROLET, INC.
P.O. BOX 1410
STATESVILLE, NC 28687

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	2007	CHEVROLET COBALT	1G1AK15FX77	<input 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

The cost of your credit as a yearly rate.

FINANCE CHARGE

The dollar amount the credit will cost you.

Amount Financed
The amount of credit provided to you or on your behalf.

Total of Payments
The amount you will have paid after you have made all payments as scheduled.

Total Sale Price
The total cost of your purchase on credit, including your downpayment

% \$ \$ \$ \$
1500.00
13784.85
16730.40
18230.40

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	\$ 278.84	Monthly beginning 09/22/2006	

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. The charge will not exceed \$6 if you bought the vehicle primarily for personal, family, household, or agricultural use.

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)	\$	(1)			
2 Total downpayment = (If negative enter "0" and see line 4H below)		14440.60			
Gross trade-in \$	-payoff by seller \$				
= net trade-in \$	N/A	+ cash \$	N/A		
+ other (describe)	N/A	\$	1500.00	(2)	
3 Unpaid balance of cash price (1 minus 2)	N/A	\$	1500.00		
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):		12940.60			
A Cost of optional credit insurance paid to the insurance company or companies					
Life	\$				
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	\$	N/A			
F Government certificate of title fees (includes \$ security interest recording fee)	\$	44.25			
G Other charges (Seller must identify who is paid and describe purpose.)		40.00			
to	for	\$			
to	for	\$	N/A		
to	for	GAP	\$	495.00	
to	SELLER	for	DOC FEE	\$	265.00
to	for	\$	N/A		

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 \$ N/A

Credit Disability \$ N/A

(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.

☐ N/A Type of Insurance Term N/A

Premium \$ N/A

N/A (Insurance Company)

N/A (Home Office Address)

I want the insurance checked above.

X
Buyer Signature Date
X
Co-Buyer Signature Date

ANY INSURANCE REFERRED TO IN THIS

ANNUAL PERCENTAGE RATE

The cost of your credit as a yearly rate.

FINANCE CHARGE

The dollar amount the credit will cost you.

Amount Financed

The amount of credit provided to you or on your behalf.

Total of Payments

The amount you will have paid after you have made all payments as scheduled.

Total Sale PriceThe total cost of your purchase on credit, including your downpayment of \$ 1500.00**Your Payment Schedule Will Be:**

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	278.84	Monthly beginning 09/22/2006	

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. The charge will not exceed \$6 if you bought the vehicle primarily for personal, family, household, or agricultural use.

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)	\$	(1)		
2 Total downpayment = (If negative enter "0" and see line 4H below)		14440.60		
Gross trade-in \$	-payoff by seller \$			
= net trade-in \$	N/A	+ cash \$	N/A	
+ other (describe)	N/A	\$	1500.00	(2)
3 Unpaid balance of cash price (1 minus 2)	N/A	\$	1500.00	
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):		12940.60		
A Cost of optional credit insurance paid to the insurance company or companies				
Life	\$			
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	\$	N/A		
F Government certificate of title fees (includes \$ security interest recording fee)	\$	44.25		
G Other charges (Seller must identify who is paid and describe purpose.)	\$	40.00		
to for	\$			
to for	\$	N/A		
to for GAP	\$	495.00		
to SELLER for DOC FEE	\$	265.00		
to for	\$	N/A		
to for	\$	N/A		
H Net trade-in payoff to	\$	N/A		
Total other charges and amounts paid to others on your behalf	\$	N/A	(4)	
5 Amount financed (3 + 4)	\$	844.60		

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 we must sign it. No oral changes are binding.

Buyer Signs X

Co-Buyer Signs X

If any part of this contract is unenforceable, we will not enforce the contract without losing it. 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.

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

Co-Buyer Signs X

Date

Co-Buyers

Person who is responsible for paying the entire debt

Name is

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.

☐ N/Type of Insurance Term

Premium \$

N/A (Insurance Company)

N/A (Home Office Address)

I want the insurance checked above.

X

Buyer Signature Date

X

Co-Buyer Signature Date

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.



CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN HUMMER

March 22, 2007
LYNN CHEVROLET INC
461 KEARNY AVE
KEARNY, NJ 07032

Dealer Confirmation Letter-Straight

Subject: 2005 Chevrolet Cobalt
Customer: [REDACTED]
VIN: 1G1AZ52F757 [REDACTED]
Ref SR: 71-475628431 V-27580

Dear Tom Healy:

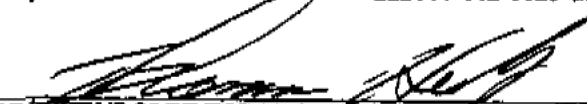
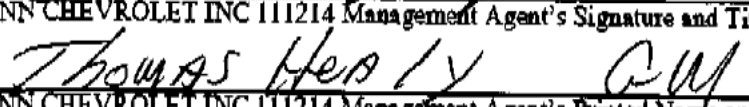
General Motors will issue a check in the amount of \$1,331.73, made payable to Peter G Bellucci. Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of \$13,957.83 to GMAC. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase. Do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax # 866-802-6668 by Wednesday March 20, 2007. If you have any questions you may reach me at 866-802-6625 ex 1222866-802-6625 ex 1222.


LYNN CHEVROLET INC 111214 Management Agent's Signature and Title.

LYNN CHEVROLET INC 111214 Management Agent's Printed Name and Title.

27580



Thursday, March 22, 2007

North Bergen, NJ

Straight Lease Settlement Letter

Subject: Repurchase of 2005 Chevrolet Cobalt
VIN: 1G1AZ52F757
Ref SR: 71-475628431 V-27580

Dear

We regret that you are dissatisfied with your 2005 Chevrolet Cobalt, VIN 1G1AZ52F757 and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for \$15,289.56. This offer was calculated by using the following figures:

Total Repurchase Amount	\$15,289.56
Down Payment	\$1,500.00
Payments	\$1,117.65
Aftermarket Items	\$214.08
Less Incentives	\$1,000.00
Less Payoff of Original Vehicle-Good until 3/28/07	\$13,957.83
Total Amount to Customer	\$1,331.73

****AMOUNT IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at 866-802-6625 ex 1222 if you have any questions or concerns.

 3/23/2007

Customer's and Co-Customer's Signature(s) and Date



Customer's and Co-Customer's Printed Name(s)

27580



The requirements of the straight repurchase are as follows:

- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ A **"Power of Attorney"** form - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes*)
- ⇒ An **"Odometer Disclosure Statement"** form - supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** - needs to be intact and functional
- ⇒ **Title** - if no lien, a free and clear title must be provided at time of repurchase.
- ⇒ **Cash backs rebates or incentives** - no cash backs rebates or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds.

Please return this signed document to fax number 866-802-6668 by Wednesday March 20, 2007

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

27580

MAR-23-2007 09:52PM FROM-

T-700 P.002/002 1-788

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number
71-475628431Customer Name
[REDACTED]

Worksheet Filled Out By:

Eloisa Keahey

☐ Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:

1G1AZ52F757 [REDACTED]

Date:

March 16, 2007

USAGE FORMULAS		STRAIGHT REPURCHASE - BASE		PAYMENT (CA, FL & WV) OR LEASE REPURCHASE			
1	To calculate usage:	1	Base Price	\$0.00	1	Down Pmt / Cap Cost Reduction	\$1,500.00
2	Use ONLY one of the 4 methods in this column or	2	Conversion / Upfit cost	\$0.00	2	Pmts (feb pmt plus 4 add pmt per d	\$1,117.65
3	follow applicable lemon law formula for your state	3	Reg./Lic./Title Fees	\$0.00	3	Reg/Lic/Title Fees (leases only)	\$0.00
4		4	State Fees	\$0.00	4	Tax (leases only)	\$0.00
5	A. USAGE USING L.L. FORMULA	5	Aftermarket Items	\$0.00	5	Aftermarket Items	\$214.08
6	Base Price/Total Repurch Price	6	Sales Tax	\$0.00	6	Other-Explain	\$0.00
7	Mileage	7	Finance Charges	\$0.00	7	Other-Explain	\$0.00
8	Denominator	8	GMPP (* only for WI)	\$0.00	8	Other-Explain	\$0.00
9	Usage	9	Other-Explain	\$0.00	9	Other-Explain	\$0.00
10		10	Total Purchase Price	\$0.00	10	Total Additions	\$2,831.73
11	B. USAGE - NEGOTIATED	11			11		
12		12	* Usage/Depreciation	\$0.00	12	* Usage/Depreciation	\$0.00
13		13	Damage	\$0.00	13	Damage	\$0.00
14	C. USAGE USING CENTS/MILE	14	Late charges	\$0.00	14	Late charges	\$0.00
15	Mileage	15	Over-Allowance	\$0.00	15	Over-Allowance	\$0.00
16	Cents per mile	16	Negative Equity	\$0.00	16	Negative Equity	\$0.00
17	Usage	17	Incentives	\$0.00	17	Incentives	\$1,500.00
18		18	Other-Explain	\$0.00	18	Sec. Dep. (leases) if reimbursing above	\$0.00
19		19	Other-Explain	\$0.00	19	Extended Service Contract	\$0.00
20	D. USAGE-CALIFORNIA ONLY	20	Other-Explain	\$0.00	20	Gap Insurance	\$0.00
21	Base price section-Used when NOT financed.	21	Other-Explain	\$0.00	21	Over Mileage Penalty	\$0.00
22	"Actual Price Paid" (Base)	22	Total Deductions	\$0.00	22	Total Deductions	\$1,500.00
23	Mileage	23			23		
24	Usage	24	Repurchase Subtotal	\$0.00	24	Total Refund to Customer	\$1,331.73
25	OR	25	Loan Payoff good thru xx/xx/xx	\$0.00	25	Dir Buyout (lease) or Loan Payoff	\$13,957.83
26	Payment/Lease-Used when financed.	26	Total Refund to Customer	\$0.00	26	(GMAC=DL quote) good thru 3/28/07	
27	"Actual Price Paid" (Pmt/Lease)	27	Attorney's Fees	\$0.00	27	Attorney's Fees	\$0.00
28	Mileage	28	Total Repurchase	\$0.00	28	Total Repurchase	\$15,289.56
29	Any ext service contract (CA only)	29	NADA (Legal Only)	\$0.00	29	NADA (Legal Only)	\$0.00
30	Usage	30	Estimated Auction Value	\$0.00	30	Estimated Auction Value	\$0.00
31		31	Projected Loss	\$0.00	31	Projected Loss	\$15,289.56
PURCHASE PRICE (before t/t/t)		TRADE ALLOWANCE		n/a	PURCHASE PRICE		\$ 17,628.48
MSRP (FROM BARS INVOICE)		PAYOFF OF TRADE		\$ -	INCENTIVE* (from BARS)		\$ 1,500.00
DIFFERENCE		DIFFERENCE		#VALUE!	OVERALLOWANCE		\$ -
if positive look for over allowance		if negative=negative equity			ACTUAL PRICE		\$ 16,128.48
		TRADE ALLOWANCE		n/a			
		ACV OF TRADE		\$ -	Do not include fuel fill credit		
Authorized Signature		DIFFERENCE		#VALUE!	Include GM card points		
Date		ACV=actual cash value			Form Rev. 04/28/2006		

	No Usage per dvm, in place he stated that the previous lease payments not being reimbursed.						
	refund \$1500 downpayment & feb lease pmt of \$223.53						
	GM pay off balance of lease						
	reimbursed 2mths of XM services \$14.08						
	reimbrused \$200 for alarm that must be surrendered w/repurchase vehicle						

[illegible]

Premier Auto Installations Inc

86 Rutgers Street
 Belleville, NJ 07109
 Tel: 973-450-0696
 Fax: 973-450-0698

SALES RECEIPT

DATE	NUMBER
5/19/2005	04617

SOLD TO
<div style="background-color: black; width: 100px; height: 15px;"></div>

PAYMENT METHOD	PAYMENT NO.

VEHICLE INFORMATION		
YEAR	MAKE	MODEL

QTY	ITEM DESCRIPTION	RATE	AMOUNT
1	AUDIOVOX: 1 Button Remote Starter 05/Cobalt VIN# <div style="background-color: black; width: 80px; height: 15px;"></div>	200.00	200.00

	Total	\$200.00
--	--------------	-----------------

CERTIFICATE OF TITLE

PRERX IDENTIFICATION NUMBER 1G1AZ 52F75 [REDACTED] YEAR 2005 MAKE CHE MODEL COB BODY TYPE 4 DR
TYPE OF TITLE STANDARD DUPLICATE NO. 7 BY MAKE/LOT 7 SOLO/IMPORT SL DEALER I.D. 16665N AXLES/PROP 2 FUEL
FEE 40.00 ISSUE DATE 05-05-2005 VIN REPLACEMENT MILEAGE 480 A STATUS

94000 00000 79360
OWNER(S)
VAULT
120 EAGLE ROCK AVE
EAST HANOVER NJ 07936

PAYLOAD 3-SALVAGE
P-POLICE 1-TAXI
L-LEMON LAW
ACTUAL MILEAGE
NOT THE ACTUAL MILEAGE
MILEAGE EXCEEDS THE
MECHANICAL LIMITS

NUMBER OF OWNERS 1
NUMBER OF LIENHOLDERS 1

I, CHIEF ADMINISTRATOR OF THE MOTOR VEHICLE COMMISSION OF THE STATE OF NEW JERSEY, DO HEREBY CERTIFY THAT EVIDENCE OF PURCHASE OF OWNERSHIP, IN COMPLIANCE WITH THE LAWS OF THE STATE OF NEW JERSEY, OF THE DESCRIBED ARTICLE, HAS BEEN RECORDED AND FILED WITH ME, AND I DO HEREBY ISSUE THIS CERTIFICATE OF OWNERSHIP SUBJECT TO SECURITY AGREEMENT OR LIEN, IF ANY AS STATED.

CONTROL NUMBER

829309E

State of New Jersey
MOTOR VEHICLE COMMISSION



DATE



LIEN RELEASED BY

SIGNATURE

TITLE

DATE

LIEN RELEASED BY

SIGNATURE

TITLE

DATE

RV200512500000739

JSMSS-1 (R6/04)

VOID IF ALTERED

↑ FOLD AND TEAR AT PERFORATION ↑

THIS IS A RECEIPT DOCUMENT ONLY

VIN: 1G1AZ52F757 [REDACTED] MILEAGE: 480 A DUP: STATUS:
CHE 2005 4 DR COB SL 7 AXLE:2 DEALER ID:16665N
94000 00000 79360
VAULT
120 EAGLE ROCK AVE
EAST HANOVER NJ 07936
RV200512500000739 40.00 I STANDARD
40000 00002 10308
GMAC
PO BOX 8136
COCKEYSVILLE MD 21030

Title Fed 7 10
Gmac 5/12/05

STATE OF NEW JERSEY

CUSTOMER COPY

829309E

2 Passaic Street - 125 River Drive - P. O. Box 266
GARFIELD, N. J. 07026
(973) 472-9200

Figure 1

120 EAGLE ROCK AVENUE
EAST HANOVER NJ 07936

DATE 04/29/05

INVOICE 033858

1255F⁹

K. BERGEN, A. J.

3. PRICE & CLEAN 3

This is to be equipped with a General Motors engine
 produced at a General Motors plant operated by
 the _____ Division."

DESCRIPTION OF TRADE-IN

20

PAGE 510 * RCD AT 3/4/07 4:45:49 PM Eastern Daylight Time * SVR:OPTIKAREQUEST11 * DNS:908602 * CSD:2019910224 * DURATION (mm:ss):06-08



Case Number: 27580

Originator Name: Robert S Heintz

Created Date: 03/13/2007

Vehicle Info

* VIN:	1G1AZ52F757 [REDACTED]	MSRP:	19360.0	
Year:	2005	Make:	Chevrolet	Model: C
* TAC Number:	9440613	Vehicle Comments & TAC Explanation:		
* Date Reviewed with Customer :	03/13/2007	* Repurchase Mileage:	12779	
Original Purchase Date:	04/29/2005	* Original Purchase Condition:	New	

Vehicle Owner(s)

Entity Type:	Person		
* Name(s) on Title:	[REDACTED]	* Title State:	NJ
* Primary Owner:	[REDACTED]		
* Address:	[REDACTED]		
* City:	North Bergen	* State:	NJ
* Day Phone:	[REDACTED] (cell)	Evening Phone:	
E-mail:		Fax Phone:	
		* ZIP Code:	07
		Cell Phone:	

Repurchase

* Reason: multiple incidents of reduced engine power - RSE unable to correct

UCC Codes

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5
J4015

Vehicle Lien Holder

Type of Secured Interest:	Lease Buyout	* Company Name:	GMAC	Account #:
Contact or Attention:	n/a			
Address:				

City:		State:	AL	ZIP Code:	
* Day	N/A	Fax:		E-	
Phone:				mail/Web:	

Original Selling Dealer

* Dealer	111207	Dealer Name:	FRANCHINI CHEVROLET INC	Region:	DI
Number:				40	
* Phone:	(973) 472-9200	Fax:	(973) 779-8532		
* Contact		* Contact Title:	N/A	E-mail:	
Name:	N/A				

Repurchasing Dealer: [GM Dealer]

* Dealer	111214	Dealer Name:	LYNN CHEVROLET INC	Region:	DI
Number:				40	
* Phone:	(201) 991-8350	Fax:	(201) 991-0224		
* Contact		* Contact Title:	Sales Manager	E-mail:	
Name:	Tom Healy				

Repair Dealer

* Contact	Bill Fagnan	* Contact Title:	Service Manager
Name:			

Vehicle Location: [GM Dealer]

* Dealer	111214	Dealer Name:	LYNN CHEVROLET INC	Region:	DI
Number:				40	
* Phone:	(201) 991-8350	Fax:	(201) 991-0224		
* Contact		* Contact Title:	Sales Manager	E-mail:	
Name:	Tom Healy				

Transaction**Details:**

Siebel		* Disposition:	Unselected Auction
Request #:	71-475628431		
*			
Transaction	NJ	* Transaction Type:	Straight Repurchase
State:			
*			
Transaction	AVM Voluntary		
Source:			
Replacement			
VIN:			
MSRP:	0.0		

Repurchase

*** Processing Instructions:** Please process quickly as customer is still in a GM supplied rental Refund \$1500 downpayment and Feb. lease payment of 223.53 GM to pay off balance of lease. If customer requests, it is OK to refund last 2 months of XM payments Dealer will refund NJ state homeland security fees on rental vehicle

Disposition

*** Disposition Instructions:** Vehicle will need RSE assistance before it can be auctioned as problem still exists

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Customer	Previous lease payments	usage is prev payments	n/a
Sales Tax	Customer	NA	Sales Tax	0
State/Gov Fees	GM	NA	all	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Does Not Apply	NA	Negative Equity	0
Over Allowance Amount	Does Not Apply	NA	Over Allowance	0

[Print](#) [Close](#)

PETE'S HOT DOG

XXXX

12/23/07

Due In Full continued

Amount \$

12/24/06	BUY RITE LIQUOR 0000FAIRVIEW NJ	28.95
	Description LIQUOR/BEVERAG	
12/24/06	TRIANGLE II FAIRVIEW NJ	28.95
	CAR WASHES	
12/28/06	BEDBATH&BEYOND#0115 EDGEWATER NJ	28.95
	DEPARTMENT STORES	
12/28/06	COSTCO WHSE #00231 HACKENSACK NJ	48.21
	WHOLESALE CLUBS ROC No. [REDACTED]	
12/29/06	2006 BEST OF THE BEST COOKBOOK	28.95
	[REDACTED] 900-284-1148	
12/29/06	SUNOCO 0006646412FORT LEE NJ	28.95
	SUNOCO [REDACTED]	
12/31/06	A&P #70300 FAIRVIEW NJ	28.95
	GROCERIES ROC No. 577055	
01/05/07	Verizon Writs OT 12KEFolsum CA	28.95
	TELECOM SVC-PREPAID & RECURRING PHONE SE ROC No. [REDACTED]	
01/07/07	EXXONMOBIL 8204160402RIDGEFIE NJ	28.95
	PAY AT [REDACTED]	
01/12/07	EASTERN ROUTE 22 PETNORTH BERGEN NJ	28.95
	05 GASOLINE FOR CUSTOMER SERVICE CAL [REDACTED]	
01/16/07	DELTA OF CLIFFSIDE PCLIFFSIDE PAR NJ	28.95
	GAS/SERVICES	
01/20/07	DELTA OF CLIFFSIDE PCLIFFSIDE PAR NJ	28.95
	GAS/SERVICES	
01/22/07	SATELLITE RADIO 800-XMRADIO DC	84.51
	XM SATELLITE ROC No. [REDACTED]	

ME

2005 COBALT 4-DOOR LT SEDAN		CHEVROLET MOTOR DIVISION
95U ULTRA SILVER METALLIC	/L4G	GENERAL MOTORS CORPORATION
522 NEUTRAL		100 RENAISSANCE CENTER
ORDER NO. HPVJK9/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G1 AZ52 F7 57		VEHICLE INVOICE 1AD59689009
*****		*****13*32196S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
1AZ69 COBALT 4-DOOR LT SEDAN	18195.00	17012.33 INVOICE 02/14/05
L61 2.2L DOHC 4 CYL ENGINE	0.00	0.00 SHIPPED 02/13/05
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	0.00	0.00 EXP I/T 02/23/05
NE1 50-STATE EMISSIONS	N/C	N/C INT COM 02/23/05
T43 REAR DECK-LID SPOILER	275.00	247.50 PRC EFF 02/07/05
U2K XM SATELLITE RADIO-OVER 130	325.00	292.50 KEYS G0731 G0731
CHNLS OF DIGITAL ENTERTAINMENT.		WFP-S QTR OPT-1
SERVICE FEE EXTRA 1ST.3MOS.INCL		BANK: GMAC - 103
		CHG-TO 32-196

SHIP WT: 2855
 HP: 18.4
 GMS: 17628.48
 SUPPLR: 18418.39
 MRM: 19360.00
 DAN: COBLT
 MEMO 864.75

TOTAL MODEL & OPTIONS	18795.00	17552.33	ACT 231	17553.48
DESTINATION CHARGE	565.00	565.00	H/B 261	563.85
LAM DEALER CONTRIBUTION		46.99	ADV 261	46.99
LAM GROUP CONTRIBUTION		187.95	EXP 65A	187.95
 TOTAL	 19360.00	 18352.27	 PAY 310	 18352.27
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		17515.49		

 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.

 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

RON CURRIER'S HILLTOP CHEVROLET, INC	REMIT TO GMAC NO. 103
	VIN 1G1AZ52F757
	\$ 18352.27 INV 1AD59689009
	DUE 02/23/05 DEALER 32-196

BOLES CHEVROLET

DATE: 1.30.07

TO: John Manon 317 432 8453

FROM: Mark Kimmerling - Boles chev.

SUBJECT: Wendy Beninger

BOLES CHEVROLET, INC.
PO BOX 117
PENDLETON, IN 46064
www.boleschevrolet.com

PHONE: 765-778-7566
800-285-0718

FAX: 765-778-5418

DEALER CODE: 25-034

NUMBER OF PAGES INCLUDING COVER: 2

North Central Region Enhanced Dealership Empowerment Process

(Service Manager Template – revised 10/01/2005)

1. Please complete this template by either typing or legibly writing in all required information.
2. Please fax the completed template to 1-866-430-2718, or attach this document to an e-mail and e-mail it to AVM.TEAM@gmexpert.com
 - NOTE: It is NOT necessary to fax in all 12 pages of the template, only those that apply
3. Place the template in your VIN history file for future reference

Questions pertaining to the status of the processing can be directed to the AVM Team in Tampa @ 1-800-231-1841 prompt 2, prompt 2

AVM's Name & Phone	JOHN MAMON 317-432-8453
Service Manager's Name & Phone	MARK A. KUMMERLING 765-228-7566
Dealership Name & BAC	BOLES CHEVROLET 112944
Customer Name (Mr., Ms., Mrs., Last, First, MI)	[REDACTED]
Customer Complete Mailing Address	[REDACTED] MIDDLETOWN, IN [REDACTED]
Daytime phone number	[REDACTED]
Evening phone number	[REDACTED]
FULL VIN	1G1AK12F757 [REDACTED]
Current Mileage	32,366
Short explanation as to why the goodwill tool was offered to the customer (Specific information appreciated)	KNOCK NOISE PRESENT IN STEERING - REFER BULLETIN PIC4145A - TANS 9276995 - REPLACED 2 STEERING SHAPTS - STEERING GEAR - AND COLUMN * NOISE GONE CURRENTLY - NEED TO GAIN CUSTOMER CONFIDENCE / CONCERN OF REPEAT FARE OUT OF WARRANTY EXPENSES /
If subsequent owner, indicate date & mileage at time of purchase	

Component Coverage Letter

<input type="checkbox"/> Component Coverage Letter	
Definition:	A letter that covers a specific component for a defined period of time and mileage.
Purpose:	To restore a customer's confidence in a component as a result of an unsatisfactory service experience.
When to use:	<ul style="list-style-type: none"> > The customer has concerns regarding repeated failure(s) of a specific component > The customer has concerns about potential out of warranty expenses on a specific component
When NOT to use:	<ul style="list-style-type: none"> > For the "complete vehicle" > For a system ("electrical system") > The vehicle has a salvage or branded title > Wear and maintenance items (tires, brake pads, wiper blades, etc.) > In conjunction with other goodwill tools
Parameters of use:	<ul style="list-style-type: none"> > Can be written up to and not to exceed 84 months/100,000 miles from the original in-service date > NOT transferable to subsequent owners (except cold start knock) > For <u>Diesel Engines</u>, it can be written up to and not to exceed 84 months/150,000 miles from the original in-service date > For <u>Cold Start Knock</u>, it should be written for 72/100,000. If it falls w/in the parameters noted in TSB #01-06-01-022 or 01-06-01-028A a transferable component letter will be issued (only exception). > Electrical components MUST be specific (e.g. alternator, radio), NEVER the entire system > Should be offered while the vehicle is still within warranty > Match terms to the customer's ownership cycle
Examples:	<ul style="list-style-type: none"> > A catastrophic engine failure within the warranty period - customer is offered a 84/100,000 component letter > The second alternator failure within the warranty period - customer is offered a 72/75,000 component letter
Time limit (months)	84
Mileage limit	100,000
Specified Component(s) (i.e. transmission)	
STEERING GEAR/ COLUMN/ LINKAGES	

May 25, 2011

[REDACTED]
Middletown, IN [REDACTED]

Service Request: 71-476162772

Customer Relationship Specialist: Joel Verburg

Dear [REDACTED]:

Chevrolet is pleased to provide service coverage for the steering on your 2005 Chevrolet Cobalt, Vehicle Identification Number 1G1AK12F757 [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until August 16, 2012, or 100,000 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.

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GM

CHECK No. [REDACTED]

50-837
213DATE
06/12/07

*****1,750 DOLLARS

****00 CENTS

AMOUNT
*****1,750.00PAY
TO THE
ORDER
OF

KIMMEL & SILVERMAN, PC
4491 HUDSON DR APT 5
STOW OH 44224-1742

North American Operations
General Motors Corporation
Disbursement Account

Rachel C. [Signature]
SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

**North American Operations**

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR
DUNS NO. BB 000000037

1

CHECK NO. [REDACTED]

VENDOR NAME KIMMEL & SILVERMAN, PC

PAYMENT
DATE 06/12/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1AL52F757 [REDACTED]	06/11/07 71-487228568.1-8PJ600	VM 1-8PJ600	00.0000	1,750.00	.00	1,750.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				W3		
TOTAL				1,750.00	.00	1,750.00

May 25, 2011

David Kelly, Esq.
Kimmel □ Silverman, PC
30 E Butler Ave
Ambler, PA 19002-4514

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-487228568
2005 Chevrolet Cobalt
Vehicle Identification Number: 1G1AL52F757 [REDACTED]
Legal Research Specialist: Nita DeHoyos

Dear Mr. Kelly:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$2,500.00 made payable to [REDACTED]. The second is in the amount of \$1,750.00 made payable to Kimmel □ Silverman, PC.

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

LG0063
V6302006

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

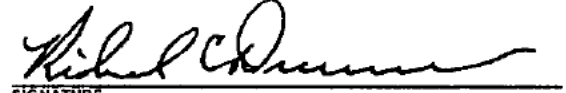
GMCHECK **No** [REDACTED]50-937
213DATE
06/12/07

*****2,500 DOLLARS

*****00 CENTS

AMOUNT
*****2,500.00PAY
TO THE
ORDER
OF

STOW OH [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO. BB 000000036

1

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE 06/12/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1AL52F757 [REDACTED]	06/11/07 .71-487228	VM 1-8PJ60H 568.1-8PJ60H	00.0000	2,500.00	.00	2,500.00
TOTAL				2,500.00	.00	2,500.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

To: dehoyoju@gmexpert.com
cc:

Subject: RE: FW: L [REDACTED]

Below is the acceptance.

Matter settled for \$2500 to cust
\$1750 in fees

Please prepare release.

Tx

Cara Didion
General Motors Corp. - GM Legal Staff
PH: (512) 386-0773
Fax: (248) 267-4552
E-Mail: cara.didion@gm.com

Service Request Activity

SR No.	71-429734749	Ref No.		Goodwill	Maintenance Letter	BRC Type	N/A
Account		Site		GW SubType	other	Bus. Unit	CAC
Last Name		First Name		Approval	Approved	Area	Complaint Vehicle
Daytime #		Evening #		UCC	Electrical Start/Charge - Ignition	Sub-Area	Operation or Design
Address		City	Stow	Involved Dlr		Safety	No
State	OH	Postal Cd		Source	Phone	Updated	12/1/2006 11:42:50 AM
Serial #/VIN	1G1AL52F757	Model Year	2005	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	09/27/2005	Status	Closed	Owner	MENDEZRI
Model	Cobalt	Mileage	27,800	Sub-Status	Satisfied	Closed	12/1/2006 11:41:55 AM
Abstract	Additional Goodwill refer to SR1-438005255						
Customer Description							

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
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Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
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Certificate Details

Certificate Number	Amount	Expiration Date
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Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #
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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 11:41:55 AM	MENDEZRI	MENDEZRI	SR Closed - Satisfied		Done	12/1/2006 11:41:55 AM	Service Request has been Closed
Contact Last Name	Contact First Name	Account			BAC Code	Satisfied.	
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 11:41:42 AM	MENDEZRI	MENDEZRI	Ownership Changed		Done	12/1/2006 11:41:42 AM	Service Request Ownership has changed FROM: HARRINGT TO: MENDEZRI
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/21/2006 07:16:10 PM	HARRINGT	HARRINGT	Ownership Changed		Done	11/21/2006 07:16:10 PM	Service Request Ownership has changed FROM: MAYNORTI TO: HARRINGT
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/19/2006 08:43:51 AM	GIGEARD	GIGEARD	Goodwill Status Change		Done	11/19/2006 08:43:51 AM	Goodwill Status has been changed from: PreAprv - Other to Approved
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/19/2006 08:43:49 AM	GIGEARD	GIGEARD	Goodwill Status Change		Done	11/19/2006 08:43:49 AM	Goodwill Status has been changed from: Pending SITEL to PreAprv - Other
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/6/2006 08:07:57 PM	MAYNORTI	GIGEARD	Submit for Approval	SITEL	Done	11/19/2006 08:43:43 AM	submit \$200 maint letter
Contact Last Name		Contact First Name		Account		BAC Code	

Maintenance Letter- Final Approval

CRM is Level 0 Empowered, TM NELSONKS, GM SITEL Team Manager (C1) Site

Vin scan complete:

0 Additional Requests

1 Additional Goodwill-CCL

Final Approved request for maintenance letter for services other

GIGEARD/GM SITEL CRM (C1)

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/6/2006 08:07:13 PM	MAYNORTI	MAYNORTI	Goodwill Status Change		Done	11/6/2006 08:07:13 PM	Goodwill Status has been changed from: Not Initiated to Pending SITEL
Contact Last Name		Contact First Name		Account		BAC Code	

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/6/2006 07:58:08 PM	MAYNORTI	MAYNORTI	Correspondence		Done	11/6/2006 07:58:08 PM	Created:CAC_RS0022. SR#71-429734749
Contact Last Name		Contact First Name		Account		BAC Code	

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/4/2006 01:34:34 PM	MAYNORTI	MAYNORTI	Correspondence		Done	11/4/2006 01:34:34 PM	Created:CAC_RS0022. SR#71-429734749
Contact Last Name		Contact First Name		Account		BAC Code	

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/4/2006 01:23:28 PM	MAYNORTI	MAYNORTI	Correspondence		Done	11/4/2006 01:23:28 PM	Created:CAC_RS0022. SR#71-429734749
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/4/2006 01:18:27 PM	MAYNORTI	MAYNORTI	Manager Review	Case Assessment	Done	11/4/2006 01:21:05 PM	Review for \$200.00 maintenance letter.
			ACCOUNT	BAC Code			

Goodwill Type Offered: Maintenance letter

Business Reason(in detail):

1. Problem existed within warranty and continues to exist.

2. Restore cust faith back into current vehicle.

3. Apologetic gesture to offset customer inconvenience due to component failure three times while in wrty as confirm by GMVIS.

4. To show that GM stands behind its products

5. Well maintenance cust as verified by the dealership.

Repair(s) Completed: Y

Where? - Burt Greenwald Chevrolet, Inc.

Did Dlr have Opportunity to give GW: No

Service Mgr. contacted/buy-in obtained: No

Any previous Goodwill? - No

Out of pocket expenses? - No

Customer offered and accepted: Y

Customer satisfied with offer: Dissatisfied-wanted warranty on the entire vehicle.

Name, address and mileage verified:

TM approval/Empowerment Level:

Original Owner? - Y

Where is Veh maint'd? - At the dealership.

Previous related repairs? - Y

When? -08/22/2006

GM Dlr diagnosed/repared? - Y

Cust. States: The veh has been to the dealer three times for the ignition module repaired and a few other components.

Cust. Seeks: Repurchase/assistance

CRM Advises: Our number one priority is to have the veh repaired to your satisfaction. Now since the veh is repaired is to your satisfaction there is still other ways for us to assure your satisfaction.

Resources Used: GMVIS/Dealership

TL tammara harrington L2 OTS for offer

Timothy Maynor/Cac/Atx

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/4/2006 01:13:25 PM	MAYNORTI	MAYNORTI	Outbound Call Customer	Made Contact	Done	11/4/2006 01:18:23 PM	Offer cust \$200.00 maint letter.
			Account		BAC Code		

Comments

Crs sts: Since you have been recognise as a loyal cust to GM we want to offer you a maintance letter worth up to \$200.00 for your next schedule maint appointment.

Cust sts: I'll take it but the only that will satisfied is a 100k bumper to bumper.

Crs adv: I will document your dissatisfaction In want to apologize that you feel that way. Unfurtunly the offer you request cannot be perform b/c we don't have a strong enough business case to submit that request. I still will process your maint letter on the behalf of GM.

Cust accepts offer
Address verify and mileage verify.

Timothy Maynor/Cac/Alx

UCC Codes

UCC Code	UCC Symptom	UCC Description
N03	No Symptom Indicated	Electrical Start/Charge - Ignition System Wiring / Remote Start/ Switches
N51	Inoperative	Electrical - Power Windshield Wiper - Motor / Blades / Arms
K37	No Symptom Indicated	Transmission - Shift Indicator (Manual / Automatic)

Service Request Activity

SR No.	71-429734749	Ref No.		Goodwill	Maintenance Letter	BRC Type	N/A
Account		Site		GW SubType	other	Bus. Unit	CAC
Last Name		First Name		Approval	Approved	Area	Complaint Vehicle
Daytime #		Evening #		UCC	Electrical Start/Charge - Ignition	Sub-Area	Operation or Design
Address		City	Stow	Involved Dlr		Safety	No
State	OH	Postal Cd		Source	Phone	Updated	12/1/2006 11:42:50 AM
Serial #VIN	1G1AL52F757	Model Year	2005	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	09/27/2005	Status	Closed	Owner	MENDEZRI
Model	Cobalt	Mileage	27,800	Sub-Status	Satisfied	Opened	11/4/2006 01:07:43 PM
Abstract	Additional Goodwill refer to SR1-438005255						
Customer Description							
Closed	12/1/2006 11:41:55 AM						

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
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Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
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Certificate Details

Certificate Number	Amount	Expiration Date
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Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #
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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 11:41:55 AM	MENDEZRI	MENDEZRI	SR Closed - Satisfied		Done	12/1/2006 11:41:55 AM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 11:41:42 AM	MENDEZRI	MENDEZRI	Ownership Changed		Done	12/1/2006 11:41:42 AM	Service Request Ownership has changed FROM: HARRINGT TO: MENDEZRI
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/21/2006 07:16:10 PM	HARRINGT	HARRINGT	Ownership Changed		Done	11/21/2006 07:16:10 PM	Service Request Ownership has changed FROM: MAYNORTI TO: HARRINGT
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/19/2006 08:43:51 AM	GIGEARD	GIGEARD	Goodwill Status Change		Done	11/19/2006 08:43:51 AM	Goodwill Status has been changed from: PreAprv - Other to Approved
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/19/2006 08:43:49 AM	GIGEARD	GIGEARD	Goodwill Status Change		Done	11/19/2006 08:43:49 AM	Goodwill Status has been changed from: Pending SITEL to PreAprv - Other
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/6/2006 08:07:57 PM	MAYNORTI	GIGEARD	Submit for Approval	SITEL	Done	11/19/2006 08:43:43 AM	submit \$200 maint letter
Contact Last Name		Contact First Name		Account		BAC Code	

Maintenance Letter- Final Approval
CRM is Level 0 Empowered, TM NELSONKS, GM SITEL Team Manager (C1) Site

Vin scan complete:
0 Additional Requests
1 Additional Goodwill-CCL
Final Approved request for maintenance letter for services other
GIGEARD/GM SITEL CRM (C1)

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/6/2006 08:07:13 PM	MAYNORTI	MAYNORTI	Goodwill Status Change		Done	11/6/2006 08:07:13 PM	Goodwill Status has been changed from: Not Initiated to Pending SITEL
Contact Last Name		Contact First Name		Account		BAC Code	

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/6/2006 07:58:08 PM	MAYNORTI	MAYNORTI	Correspondence		Done	11/6/2006 07:58:08 PM	Created:CAC_RS0022. SR#71-429734749
Contact Last Name		Contact First Name		Account		BAC Code	

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/4/2006 01:34:34 PM	MAYNORTI	MAYNORTI	Correspondence		Done	11/4/2006 01:34:34 PM	Created:CAC_RS0022. SR#71-429734749
Contact Last Name		Contact First Name		Account		BAC Code	

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/4/2006 01:23:28 PM	MAYNORTI	MAYNORTI	Correspondence		Done	11/4/2006 01:23:28 PM	Created:CAC_RS0022. SR#71-429734749
Contact Last Name	Contact First Name	Account	BAC Code				

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/4/2006 01:18:27 PM	MAYNORTI	MAYNORTI	Manager Review	Case Assessment	Done	11/4/2006 01:21:05 PM	Review for \$200.00 maintenance letter.
			ACCOUNT	BAC Code			

Goodwill Type Offered: Maintenance letter

Business Reason(in detail):

1. Problem existed within warranty and continues to exist.

2. Restore cust faith back into current vehicle.

3. Apologetic gesture to offset customer inconvenience due to component failure three times while in wrty as confirm by GMVIS.

4. To show that GM stands behind its products

5. Well maintenance cust as verified by the dealership.

Repair(s) Completed: Y

Where? - Burt Greenwald Chevrolet, Inc.

Did Dlr have Opportunity to give GW: No

Service Mgr. contacted/buy-in obtained: No

Any previous Goodwill? - No

Out of pocket expenses? - No

Customer offered and accepted:Y

Customer satisfied with offer: Dissatisfied-wanted warranty on the entire vehicle.

Name, address and mileage verified:

TM approval/Empowerment Level:

Original Owner? - Y

Where is Veh maint'd? - At the dealership.

Previous related repairs? - Y

When? -08/22/2006

GM Dlr diagnosed/repared? - Y

Cust. States: The veh has been to the dealer three times for the ignition module repaired and a few other components.

Cust. Seeks:Repurchase/assistance

CRM Advises:Our number one priority is to have the veh repaired to your satisfaction. Now since the veh is repaired is to your satisfaction there is still other ways for us to assure your satisfaction.

Resources Used:GMVIS/Dealership

TL tammara harrington L2 OTS for offer

Timothy Maynor/Cac/Atx

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/4/2006 01:13:25 PM	MAYNORTI	MAYNORTI	Outbound Call Customer	Made Contact	Done	11/4/2006 01:18:23 PM	Offer cust \$200.00 maint letter.
			Account		BAC Code		

Crs sts: Since you have been recognise as a loyal cust to GM we want to offer you a maintance letter worth up to \$200.00 for your next schedule maint appointment.

Cust sts: I'll take it but the only that will satisfied is a 100k bumper to bumper.

Crs adv: I will document your dissatisfaction In want to apologize that you feel that way. Unfurtunly the offer you request cannot be perform b/c we don't have a strong enough business case to submit that request. I still will process your mainf letter on the behalf of GM.

Cust accepts offer
Address verify and mileage verify.

Timothy Maynor/Cac/Alx

UCC Codes

UCC Code	UCC Symptom	UCC Description
N03	No Symptom Indicated	Electrical Start/Charge - Ignition System Wiring / Remote Start/ Switches
N51	Inoperative	Electrical - Power Windshield Wiper - Motor / Blades / Arms
K37	No Symptom Indicated	Transmission - Shift Indicator (Manual / Automatic)

Service Request Activity

SR No.	71-446009711	Ref No.		Goodwill	Maintenance Letter	BRC Type	N/A
Account		Site		GW SubType	other	Bus. Unit	CAC
Last Name		First Name		Approval	Not Initiated	Area	Complaint Vehicle
Daytime #		Evening #		UCC	Steering - Column / Ignition Lock /	Sub-Area	Repair Request (Not Done)
Address		City	Stow	Involved Dir	Burt Greenwald Chevrolet, Inc.	Safety	No
State	OH	Postal Cd		Source	Phone	Updated	12/1/2006 11:44:24 AM
Serial #/VIN	1G1AL52F757	Model Year	2005	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	09/27/2005	Status	Closed	Owner	MENDEZRI
Model	Cobalt	Mileage	27,800	Sub-Status	Satisfied	Opened	12/1/2006 11:30:43 AM
Abstract	Additional GW from SR 1-438005255						
Customer Description							
Closed	12/1/2006 11:44:23 AM						

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
60 months	60,000	

Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
ignition switch	100,000	9/27/2010 12:56:54 PM

Certificate Details

Certificate Number	Amount	Expiration Date
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Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #
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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 11:44:22 AM	MENDEZR	MENDEZR	SR Closed - Satisfied		Done	12/1/2006 11:44:22 AM	Service Request has been Closed
Contact Last Name	Contact First Name	Account	BAG Code	Satisfied.			
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 11:43:16 AM	MENDEZRI	MENDEZRI	Manager Review	Case Assessment	Done	12/1/2006 11:44:15 AM	Re-REVIEW
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRM noticed that \$200.00 maintenance letter already sent out to customer and was approved.

Closing this file.....

made in error

Rich Mendez/Austin/CAC/IV2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 11:37:44 AM	MENDEZRI	MENDEZRI	Correspondence		Done	12/1/2006 11:37:44 AM	Created:CAC_RS0022. SR#71-446009711
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 11:34:09 AM	MENDEZRI	MENDEZRI	Dealer Notification	Information Only	Done	12/1/2006 11:35:45 AM	SR 1-438005255
Contact Last Name	Contact First Name	Account	BAC Code				

Burt Greenwald Chevrolet, Inc.

113558

Comments

CRM offering customer \$200.00 Maintenance letter per following:

1. Cust could not have caused or prevented these repairs on the Multiple Repairs on vehicle.
2. As a onetime goodwill and appoligetic gesture to restore faith back in GM and GM products.
3. To Continue to foster relationship between the customer and the involved dealership.
4. To Promote Customer Satisfaction and maintain Customer Loyalty.
5. TO HONOR OFFER from previous Rep Tim Maynor from Previous existing file SR 1-438005255

Rich Mendez/Austin/CAC/IV2

OTS Tamarra Harington TL

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 11:31:15 AM	MENDEZRI	MENDEZRI	Manager Review	Case Assessment	Done	12/1/2006 11:34:07 AM	SR 1-438005255
Contact Last Name	Contact First Name	Account	BAC Code				

CRM offering customer \$200.00 Maintenance letter per following:

1. Cust could not have caused or prevented these repairs on the Multiple Repairs on vehicle.
2. As a onetime goodwill and appolgetic gesture to restore faith back in GM and GM products.
3. To Continue to foster relationship between the customer and the involved dealership.
4. To Promote Customer Satisfaction and maintain Customer Loyalty.
5. TO HONOR OFFER from previous Rep Tim Maynor from Previous existing file SR 1-438005255

Rich Mendez/Austin/CAC/M2
OTS Tamarra Harington TL

UCC Codes

UCC Code	UCC Symptom	UCC Description
M41	Broken	Steering - Column / Ignition Lock / Parts

Service Request Activity

SR No.	1-438005255		Ref No.		Goodwill	GMPP	BRC Type	N/A
Account			Site		GW SubType	Major Guard	Bus. Unit	CAC
Last Name			First Name		Approval	Approved	Area	Complaint Vehicle
Daytime #			Evening #		UCC	Electrical Start/Charge - Ignition /	Sub-Area	Operation or Design
Address			City	Stow	Involved Dir	Burt Greenwald Chevrolet, Inc.	Safety	No
State	OH	Postal Cd		Con. Acct.	Source	Phone	Updated	1/13/2007 01:27:20 PM
Serial #/VIN	1G1AL52F757		Model Year	2005	Priority	Medium	License #	CHEVROL
Make	Chevrolet		Warr. Start	09/27/2005	Status	Closed	Opened	10/12/2006 12:33:04 PM
Model	Cobalt		Mileage	30,267	Sub-Status	Satisfied	Closed	1/13/2007 01:27:18 PM
Abstract	Assumed 11/29/06							
Customer Description	*****11/29/06 DO NOT ASSUME FILE*****							

GMPP Details

GMPP Term	48 months	GMPP Mileage	32,000	GMPP Retail Cost	\$1,360.00
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Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
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Certificate Details

Certificate Number	Amount	Expiration Date
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Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #
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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/13/2007 01:27:17 PM	MENDEZRI	MENDEZRI	SR Closed - Satisfied		Done	1/13/2007 01:27:17 PM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/8/2007 10:37:35 AM	OLSONJ	MENDEZRI	Notify CRM	Goodwill Approved	Done	1/8/2007 11:18:50 AM	Goodwill Approved
Contact Last Name	Contact First Name		Account		BAC Code		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/5/2007 12:57:58 PM	MENDEZRI	OLSONJ	Notify CRM		Done	1/8/2007 10:37:33 AM	Seeking update
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
thanks!							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/4/2007 11:05:25 AM	MENDEZRI	MENDEZRI	Scheduled Follow-up		Done	1/13/2007 01:26:51 PM	Payment goes to Division
Contact Last Name	Contact First Name		Account		BAC Code		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/3/2007 01:24:21 PM	OLSONJ	NANCEM	Notify CRM	Other	Done	1/13/2007 01:27:05 PM	GL NOTES
Contact Last Name	Contact First Name		Account	BAC Code			
Comments							
REFUND GOES TO DIVISION GWL/JEANNE OLSON/PDX							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/3/2007 09:44:54 AM	MENDEZRI	OLSONJ	Notify CRM		Done	1/3/2007 01:24:20 PM	update
Contact Last Name	Contact First Name		Account		BAC Code		
[REDACTED]							
Comments							
CRM spoke with TL Tammarra Harington about this issue earlier today and verified that the refund would go to the Devision...and not the customer. thanks!							

*Please send notify once your completed so that CRM can call customer and verify GMPP approval and timeframes.

Rich Mendez/Austin/CAC/M2

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/2/2007 03:08:55 PM	MENDEZRI	MENDEZRI	Notify CRM		Done	1/3/2007 09:39:32 AM	Talk to Tammara
Contact Last Name	Contact First Name		Account	BAC Code			
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/2/2007 03:08:06 PM	MENDEZRI	MENDEZRI	Inbound Voice Mail	Complex Request	Done	1/2/2007 03:08:33 PM	From GWL
Contact Last Name	Contact First Name		Account	BAC Code			
Comments							
Olson 1-438005255							

Already approved. GMPP.
Since this is an upgrade, is this going to the division or to the customer
Ext 10755
Reopened File
OLSONJ

Rich Mendez/Austin/CAC/IV2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/2/2007 12:15:50 PM	OLSONJ	OLSONJ	Outbound Call Third Party	Left Message	Done	1/2/2007 12:17:34 PM	GWL LEFT MESSAGE RE REFUND OF PREV GMPP TO DIVISION OR TO CUST
Contact Last Name	Contact First Name		Account	BAC Code			
Comments							
GL LEFT MESSAGE RE REFUND OF PREV GMPP TO DIVISION OR TO CUST LEFT EXT # OR FOR CRS TO SEND NOTIFY THROUGH FILE TO GL							

GWL/JEANNE OLSON/PDX

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/2/2007 12:14:37 PM	OLSONJ	MENDEZRI	SR Opened		Done	1/2/2007 12:14:37 PM	SR in Status of Closed has been Re- Opened by OLSONJ
Contact Last Name	Contact First Name		Account	BAC Code			

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/28/2006 01:01:30 PM	MELENZRI	MELENZRI	SR Closed - Satisfied		Done	12/28/2006 01:01:31 PM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAG Code				

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/28/2006 11:11:43 AM	OLSONJ	OLSONJ	Goodwill Status Change		Done	12/28/2006 11:11:43 AM	Goodwill Status has been changed from: PreAprv - Other to Approved
Contact Last Name	Contact First Name	Account	BAG Code				

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/28/2006 11:11:41 AM	OLSONJ	OLSONJ	Goodwill Status Change		Done	12/28/2006 11:11:42 AM	Goodwill Status has been changed from: Pending SITEL to PreAprv - Other
Contact Last Name	Contact First Name	Account	BAG Code				

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/28/2006 11:11:13 AM	OLSONJ	MELENZRI	Notify CRM	Goodwill Approved	Done	12/28/2006 01:00:58 PM	Goodwill Approved
Contact Last Name	Contact First Name	Account	BAG Code				

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/7/2006 12:35:17 PM	MELENZRI	MELENZRI	Scheduled Follow-up		Done	12/28/2006 01:01:18 PM	GW Scheduled Follow-up
Contact Last Name	Contact First Name	Account	BAG Code				

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 12:46:36 PM	MENDEZRI	OLSONJ	Submit for Approval	SITEL	Done	12/28/2006 11:11:12 AM	GMPP
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

GMPP- Final Approval
CRM is Level 0 Empowered, TM NELSONKS, GM SITEL Team Manager (C1) Site

Vin scan complete:
2 Additional Requests
2 Additional Goodwill, 2 MAINT LTRS
Final Approved request for GMPP - Major Guard for 48 months and / 32000 Miles
OLSONJ/GM SITEL CRM (C1)

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 12:46:24 PM	MENDEZRI	MENDEZRI	Goodwill Status Change		Done	12/1/2006 12:46:24 PM	Goodwill Status has been changed from: Returned to Pending SITEL
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 12:44:09 PM	MENDEZRI	MENDEZRI	Correspondence		Done	12/1/2006 12:44:09 PM	Created:CAC_RS0011. SR#1-438005255
Contact Last Name	Contact First Name		Account		BAC Code		

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 12:36:36 PM	MENDEZRI	MENDEZRI	Correspondence		Done	12/1/2006 12:36:36 PM	Created:CAC_RS0011. SR#1-438005255
Contact Last Name	Contact First Name		Account		BAC Code		

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 12:25:10 PM	MENDEZRI	MENDEZRI	Manager Review	Case Assessment	Done	12/1/2006 12:35:32 PM	Additional Review for GWL
Contact Last Name	Contact First Name		Account		BAC Code		*****48/32
							Major Guard*****

TO Match the 60/60 GMPP Major Guard offered to the customer, CRM reviewed for a 48/32 Major Guard Valued at \$1360.00

Customer gets an additional 1,733 miles coverage beyond the 60k miles advised to the customer AND 2 Months and 5 days with the 48/32 Major Guard

Rich Mendez/Austin/CAC/IV2
OTS Tamarra Harrington TL

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 12:11:57 PM	MENDEZRI	MENDEZRI	Correspondence		Done	12/1/2006 12:11:57 PM	Created:CAC_RS0011. SR#1-438005255
Contact Last Name	Contact First Name		Account		BAC Code		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 11:45:17 AM	MENDEZRI	MENDEZRI	Inbound Voice Mail	Complex Request	Done	12/1/2006 11:59:41 AM	From Customer
Contact Last Name	Contact First Name		Account		BAC Code		
Comments							

Cust states exact mileage is 30,267

Cust thanked CRM

Rich Mendez/Austin/CAC/IV2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 11:26:28 AM	MENDEZRI	MENDEZRI	Outbound Call Customer	Made Contact	Done	12/1/2006 11:30:04 AM	Calling to Verify exact mileage
Contact Last Name	Contact First Name		Account		BAC Code		

CRM seeks Exact mileage in order to process the GMPP

Cust states she will have to call CRM back with this information when she is in the car.

CRM advised cust on 866-790-5700 Ext 21160

Rich Mendez/Austin/CAC/IV2

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 11:22:07 AM	MENDEZRI	MENDEZRI	Dealer Notification	Information Only	Done	12/1/2006 11:24:56 AM	Notice of goodwill for [REDACTED]
Contact Last Name			Contact First Name	Account	BAC Code		
[REDACTED]			Burt Greenwald Chevrolet, Inc.		113558		
Comments							

CRM offering customer 60/60 GMPP Major Guard per following:

1. Cust could not have caused or prevented these repairs on the Multiple Repairs on vehicle.
2. As a onetime goodwill and appoligetic gesture to restore faith back in GM and GM products.
3. To Continue to foster relationship between the customer and the involved dealership.
4. To Promote Customer Satisfaction and maintain Customer Loyalty.

Rich Mendez/Austin/CAC/IV2
OTS Tamarra Harington TL

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 11:18:25 AM	MENDEZRI	MENDEZRI	Manager Review	Case Assessment	Done	12/1/2006 11:22:04 AM	Review
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		[REDACTED]	[REDACTED]		

CRM offering customer 60/60 GMPP Major Guard per following:

1. Cust could not have caused or prevented these repairs on the Multiple Repairs on vehicle.
2. As a onetime goodwill and appoligetic gesture to restore faith back in GM and GM products.
3. To Continue to foster relationship between the customer and the involved dealership.
4. To Promote Customer Satisfaction and maintain Customer Loyalty.

Rich Mendez/Austin/CAC/IV2
OTS Tamarra Harington TL

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 11:00:30 AM	MENDEZRI	MENDEZRI	Outbound Call Customer	Made Contact	Done	12/1/2006 11:18:22 AM	Calling customer to Verify mailing address.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRM advised cust that CRM MENDERI will continue this case with customer and send out CCL on Neccessary Components and Also Send out Additional \$200.00 maintenance letter as promised by Previous REP Tim Maynor.

Cust states she feels that BTB should be extended. *States this is the only way she will feel confident in GM and her vehicle again.

CRM reviewed case and GMVIS and determined that cust deserves GW of GMPP 60/60 Major Guard. Eliminating Deductable and covering components customer was concerned about.

Cust states she will accept this offer and is satisfied.

Po Box 2392
Stow, OH
44224

Cust seeks to know if she will still receive \$200.00 maintenance letter Promised to her by Tim Maynor.

CRM advised cust that \$200.00 maintenance letter will be sent out accordingly on another SR and She should receive confirmation of GMPP and Maintenance letter within 3/4 weeks

Cust sal

Rich Mendez/Austin/CAC/iv2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/29/2006 02:26:29 PM	MENDEZRI	MENDEZRI	Manager Review	Case Assessment	Done	11/29/2006 02:30:33 PM	File Review
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

11/29/06
DO NOT ASSUME FILE. CRM helping out customer and building case for assistance.

*****THANK YOU*****

Rich Mendez/Austin/CAC/iv2

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/29/2006 02:26:17 PM	MENDEZRI	MENDEZRI	Ownership Changed		Done	11/29/2006 02:26:17 PM	Service Request Ownership has changed FROM: HARRINGT TO: MENDEZRI
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/21/2006 06:40:57 PM	HARRINGT	HARRINGT	Ownership Changed		Done	11/21/2006 06:40:57 PM	Service Request Ownership has changed FROM: MAYNORTI TO: HARRINGT
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/17/2006 07:25:38 PM	WETHERBT	MAYNORTI	Notify CRM		Done	12/1/2006 10:59:22 AM	PLEASE SEE FEEDBACK
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/17/2006 07:24:52 PM	WETHERBT	WETHERBT	Goodwill Status Change		Done	11/17/2006 07:24:52 PM	Goodwill Status has been changed from: Pending SITEL to Returned
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/4/2006 01:02:35 PM	MAYNORTI	WETHERBT	Submit for Approval	SITEL	Done	11/17/2006 07:25:35 PM	5/100 Ignition cylinder component letter submitted for approval
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]							
Comments							
RETURNED							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/4/2006 12:59:33 PM	MAYNORTI	MAYNORTI	Dealer Notification	Information Only	Done	11/4/2006 01:02:11 PM	FYI - Cust asst. providing goodwill
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Crs providing component letter for following reasons.

1. Problem existed within warranty and continues to exist.
2. Restore cust faith back into current vehicle.
3. Apologetic gesture to offset customer inconvenience due to component failure three times while in wrty as confirm by GMVIS.
4. To show that GM stands behind its products
5. Well maintenance cust as verified by the dealership.

Timothy Maynor/Cac/Atx

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/4/2006 12:59:01 PM	MAYNORTI	MAYNORTI	Goodwill Status Change		Done	11/4/2006 12:59:01 PM	Goodwill Status has been changed from: Not Initiated to Pending SITEL
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/4/2006 12:49:47 PM	MAYNORTI	MAYNORTI	Correspondence		Done	11/4/2006 12:49:47 PM	Created:CAC_RS0025, SR#1-438005255
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/4/2006 12:34:20 PM	MAYNORTI	MAYNORTI	Other		Done	11/4/2006 12:41:40 PM	Continue from outbound call customer
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

really what the problem is. They just been replace hoping that the concern is adress correctly.

Crs sts: But you just slated that the veh is repaired and you believe that the vehicle is repaired to your satisfaction. Since the only major component you have been experiencing problems w/have been the ignition control module.

Cust sts: You know what just send me the component letter and the maintence letter, but if the vehicle does indeed break down in the future I'm going to drop the veh off at the dealer and its going to be there responsibility.

Crs adv: Thats something you will have to discuss with your saled department at the dealership I wouldn't be able to adress that. I will submit the offer that I have offered, but there is no guarantee that its going to be approved. Thank you for your time, and again I want to apologize for the concerns that have caused the frustration.

Timothy Maynor/Cac/Atx

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/4/2006 11:46:50 AM	MAYNORTI	MAYNORTI	Outbound Call Customer	Made Contact	Done	11/4/2006 12:41:56 PM	offer cust component letter and \$200.00 maint letter.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Crs sts: We apologize for the inconvience you have experience with your veh and to assure your satisfaction, so we have came up with a business decesion to assure your satisfaction.

-We want to offer you a component letter 6/100k component letter to off-set the inconvience you have experience with your vehicle. Also I will like to offer you an \$200.00 maint ltr for next maint item to be performed on your vehicle on the behalf of GM.

Cust sts: The car has been on the shop numerous of concerns. Everything needs to be covered. I will like to have a 100k bumper to bumper extension thats the only thing that will satisfied me right now.

Crs adv: I apologize that you feel that way towards your veh. Unfortunly I don't believe we have a strong enough business case to provide you with a wrty on the entire veh when there has been no other major component that fail your vehicle.

Cust sts: have you seen my history I have been to the dealership about 15 limes.

Crs sts: yes, but there where only one complaint for the shifter and one complaint for your bearings that you have not had any prior concerns with.

Cust sts: Even you have caused me some inconveniences b/c of not f/up with me when you requested the appointment.

Crs sts: Yes, in I have apologize for that but thats why I'm working on a off day to assist you and apologize for the Inconvience.

Cust sts: How can you guys denied my request when the dealership still have not really fix the problem. They don't even know

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/4/2006 10:32:54 AM	MAYNORTI	MAYNORTI	Outbound Call Dealer	Made Contact	Done	11/4/2006 10:47:01 AM	Diagnosis feedback
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Crs spoke w/Mike svc director

Concern - Ignition module replace 3 times./ Turn signals did not cancel/Shifter where loose. 10/10/06 replace ignition cyclinder and shifters.

Cause -Ignition lock cylinder is the main concern we have not really understood why this component continues to fail.

Correction - Replace

Condition of veh? - Good

Misuse/abuse/lack of maint? -No

Could Cust. cause/prevent this? -No

Is this concern related to time/mileage? No-

Out of pocket expenses? no,except-oil change and tire repairs.

Any previous Goodwill? - No

Dlr recommend Goodwill? - Yes

Why/Why Not? - B/c consecutive component failure.

Dlr willing to participate? -NO, cust already has ext wrty.

Field Contacted? - No.

Additional Comments:More info please contact Phil, he work directly with this customer.

Timothy Maynor/Cac/Atx

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/4/2006 10:18:16 AM	MAYNORTI	MAYNORTI	Manager Review	Case Assessment	Done	12/1/2006 10:56:30 AM	Review for 6/100k Ignition lock component letter
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

See New Review

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/4/2006 10:03:45 AM	MAYNORTI	MAYNORTI	Outbound Call Customer	Made Contact	Done	11/4/2006 10:12:33 AM	I'm calling for requested for vin number.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Crs sts: I'm calling for requested for vin number

Cust sts: 1g1al52f757

Crs adv: I still will be followin up with you on Monday afle my research is done.

Timothy Maynor/Cac/Atx

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/4/2006 09:42:50 AM	MAYNORTI	MAYNORTI	Outbound Call Customer	Made Contact	Done	11/4/2006 09:53:13 AM	SR-update
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Crs sts: Have your veh been repaired or is it still in the shop?

Cust sts: Currently my veh is repaired to my satisfaction.

Crs adv: I still want to be able to assist you on the behalf of GM, possibly with some maint items so you wouldn't have to pay out of pocket expenses for that willl this make you satisfied or perhap off-set some of this negativity your veh has caused you.

Cust sts: Yes, that will make feel appreciate.

Crs adv: I'm going to follow up with you Monday after I have all my research complete, then we are going to discuss how where going to be able to assist you.

Cust sts: Thank you.

Timothy Maynor/Cac/Atx

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/23/2006 06:42:15 PM	MAYNORTI	MAYNORTI	Scheduled Outbound Call Cust		Done	10/30/2006 04:22:21 PM	I need to contact the svc mgr to found out if the veh been in there for another diagnosis.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/23/2006 06:25:03 PM	MAYNORTI	MAYNORTI	Outbound Call Customer	Made Contact	Done	10/23/2006 06:42:14 PM	Cust requested callback
Contact Last Name	Contact First Name	Account	BAC Code				

COMMENTS

Crs sts: I receive all three of your voicemail and I have left you one voicemail.
-Is there anything I can assist you with.

Cust sts: Yea, I like to know whats going on. There replace my shifter which has some crazy noise. Its shifting but making a crazy noise. They replace my lock cylinder this is my second time they had to replace, and for some reason my blinker does not autmatically turn-off like it suppose to. I have to phisically push my blinker down for the signal to cut-off when it been doing it by itself all alone.

-They want me to bring my veh back in to the dealership which is inconviemt for me b/c I work nights and I only can bring it in on Saturday.

Cust sts: I don't think there diagnosis was actually done. I think they decided that they where going to replace it b/c the man stated that they where replacing it b/c they believe I may experience this concerns in about month.

Crs adv: I will schedule a callback with you for Monday since our offices are closes for the weekend.

Cust stated I can call here anytime between noon and three PM ET.

I'm extremely dis-appointed with the car and my service from GM.

Timothy Maynor/Cac/Alx

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/23/2006 06:23:07 PM	MAYNORTI	MAYNORTI	Inbound Voice Mail	Service Request Update	Done	10/23/2006 06:24:56 PM	SR-update
Contact Last Name	Contact First Name	Account	BAC Code				

COMMENTS

Cust left voicemail.

Cust stated that she had her veh in her possesion but the veh is still not operating to her satisfaction.

Timothy Maynor/Cac/Alx

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/16/2006 03:49:31 PM	MAYNORTI	MAYNORTI	Outbound Call Customer	Left Message	Done	10/16/2006 03:52:02 PM	SR-update
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Crs sts: Have your veh been repaired
if not please contact me if I can be any assistance.

Timothy Maynor/Cac/Alx

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/12/2006 12:57:10 PM	MAYNORTI	MAYNORTI	Outbound Call Dealer	Made Contact	Done	10/12/2006 01:06:17 PM	I need to know the veh diagnosis.
Contact Last Name	Contact First Name	Account	BAC Code				

CRM spoke w/ Mark Apana svc mgr

CRM adv: The cust concern is the veh had numerous problems w/his igniton.

Dlr sts:Cust came in yesterday with the concern look like she was in her three times.
Diagnosis? Y
Estimated cost? N/a
When will complete? unknown
Maint at dlr? unknown
Misuse/Abuse/Lack of maint?unknown
Cust caused or prevented? unknown
Prev out of pocket expense at dlr? unknown
Dlr provided prev GW?unknown
Prev related repairs? three times
Related to age/miles:NO

Timothy Maynor/Cac/Alx

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/12/2006 12:55:41 PM	GARDOSCI	GARDOSCI	Outbound Call Compound	Made Contact	Done	10/12/2006 12:56:17 PM	Transferred the case to the specialist-Timothy Maynor.
Contact Last Name	Contact First Name	Account	BAC Code				

Transferred the case to the specialist-Timothy Maynor.

Cindy Welling/CAC/Elemental/Mla

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2006 12:52:26 PM	MAYNORTI	MAYNORTI	Inbound Call Third Party	Transfer/Referral	Done	10/12/2006 01:15:35 PM	Vehicle complaint w/third time concern with the ignition.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust sts: Cust co-owns the 2005 Chevy Cobalt with Erica Lennox. She sts that this would be the 3rd time she has had a concern with the veh on the ignition. The first time was last June 06 when she turns the veh off there seems to be intermediate problems getting stuck locked in wait for about 7 to 8 sec. and the dirshp had one piece of steering column replaced. Last July 06, the dirshp had replaced everything inside the steering column and last Oct. 06, the dirshp thinks that maybe in the shifters don't know the real problem.
 Cust sts: The Car is a piece a crap I'm in the shop every other week. I'm constantly in a rental b/c my car is in the shop and I don't want to have to continue to pay these deductibls for problems I been experience since the purchase.
 Cust sks: Assistance/ I want a new car

Crs adv: The cust that I contacted the svc mgr that I did not receive a information about your veh b/c the svc mgr was busy at this time. However I did leave the case number and my contact information and will be contacting me later on today.

Crs provided the cust w/SR# and OCRS contact information.

Timothy Maynor/Cac/Atx

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2006 12:52:26 PM	MAYNORTI	MAYNORTI	Ownership Changed		Done	10/12/2006 12:52:26 PM	Service Request Ownership has changed FROM: GARDOSCI TO: MAYNORTI
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/12/2006 12:42:30 PM	GARDOSCI	GARDOSCI	Other		Done	10/12/2006 12:55:39 PM	continuation....
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

What has Dir told you about a diagnosis? Who working with? Philip Fry-svc mgr/one piece of steering column replaced last June 06 replaced everything inside the steering column last July 06; now in Oct. 06 the problem maybe in the shifters but dirshp don't know the real problem

Business Decision:

Where maint performed? at Burl Greenwald

Prev GM veh? had a Park Avenue

Prev related repairs? When?

Out of Pocket expense (document repairs & cost): n/a

Cust. Sks: interested in getting a different veh/buyback

CRM adv: gave info to make a research on the concern and to assign the case to the specialist.

Cindy Welling/CAC/Elemental/Mla

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/12/2006 12:33:29 PM	GARDOSCI	GARDOSCI	Inbound Call Customer	Complex Request	Done	10/12/2006 12:55:30 PM	complaint veh
Contact Last Name	Contact First Name	Account	BAC Code				

Cust Sts: Cust co-owns the 2005 Chevy Cobalt with Erica Lennox. She sts that this would be the 3rd time she has had a concern with the veh on the ignition. The first time was last June 06 when she turns the veh off there seems to be intermittent problem get stuck locked in wait for about 7 to 8 sec. and the dlrshp had one piece of steering column replaced. Last July 06, the dlrshp had replaced everything inside the steering column and last Oct. 06, the dlrshp thinks that maybe in the shifters don't know the real problem, Cust also had a Park Avenue. Cust did not provide the vin because the veh is at the dlrshp.

Owner Specific:

Orig Owner? yes

Primary driver? cust

Personal or business use? personal

Veh Specific:

Where purchased? Lake Shore Cleveland, OH

If 2nd Owner of Veh, when/what mlg? n/a

Current approx mlg? 27000

Ext Svc Plan? yes

Concern Specific:

Concern? ignition key

When 1st notice concern? June 06/July 06/Oct. 06

What conditions does concern occur?when she turn veh off intermittent problem get stuck locked in wait for about 7 to 8 sec. one piece

Where diagnosed? Burt Greenwald Chevy Akron, OH

Est cost of the repair? n/a

Current location of veh? at the dlrshp

Veh repaired? If yes, cost & where completed? not yet

If not GM dlr, phone # of repair facility? n/a

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/12/2006 12:27:37 PM	GARDOSCI	GARDOSCI	CTI - Inbound Call		Done	10/12/2006 12:55:34 PM	Inbound CAC call not found, #entered 3307019839
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

UCC Codes

UCC Code	UCC Symptom	UCC Description
Z35	No Symptom Indicated	Transaxle Shifting Rough
J55	No Symptom Indicated	Electrical Start/Charge - Ignition / Distributor / Rotor / Coil
N51	Inoperative	Electrical - Power Windshield Wiper - Motor / Blades / Arms



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

VIA FAX ONLY

March 8, 2007

FAX: 330-867-3415

Mr. Jim Centorbi, Service Manager
BURT GREENWALD CHEVROLET, INC.
PO BOX 8068
AKRON, OH 44320-0068

RE:

Service Request: 71-487228568
2005 Chevrolet Cobalt
Vehicle Identification Number: 1G1AL52F757
Legal Research Specialist: Nita DeHoyos

Dear Mr. Centorbi:

Pursuant to our telephone conversation, 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 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 1-866-255-3730. 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 me at our Business Resource Center at 1-866-790-5600 Ext 11285 Monday through Friday between 10:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040
V6302006



FAX COVER

DATE 3/27/07

LAKE SHORE CHEVROLET

543 E. 185TH STREET

EUCLID, OH 44119

PHONE: 216-486-4400 ext. 247

FAX: 216-486-4642

FROM: Delores Hewston

TO: Nita DeHoyos

Per our conversation 3/22/07
here are the papers you requested.
Please call me to confirm this
for you. These are the (3) papers
that were sent to you.
including cover letter!

THANK YOU

Delores Hewston
Customer Service Director

PURCHASER

ADDRESS

CITY

STATE

ZIP

RES. PHONE

BUS. PHONE

E-MAIL

DATE

DRIVER'S LICENSE NO.

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED
MOTOR VEHICLE: ☐ NEW ☐ USED ☐ DEMO ☐ RENTAL

VEHICLE
SOLDVEHICLE
TRADED IN
WILL BE:

MAKE	YR.	MODEL	BODY TYPE	COLOR	TRIM	STK. NO.	SERIAL NO.
CHEVROLET	2005	COBALT	SED	SANDST		57554640	1E1AL52F757
BUICK	1998	PARKAVE	CO			57554640	134CM53LSP1
MILEAGE ON TRADE IN: 171,314		<input type="checkbox"/> ACCURATE <input type="checkbox"/> NOT ACCURATE	DOES THE TRADE HAVE A SALVAGE VEHICLE HISTORY? <input type="checkbox"/> YES <input type="checkbox"/> NO		ODOMETER MILEAGE ON VEHICLE BEING PURCHASED 774		
					<input type="checkbox"/> ACCURATE <input type="checkbox"/> NOT ACCURATE		

MOTOR VEHICLE PURCHASE CONTRACT



Lakeshore Chevrolet LLC

543 East 185th Street, Euclid, Ohio 44119

216-486-4400 Toll Free 1-877-33CHEVY

www.chevyohio.com

DEPOSIT RECEIPT

Purchaser hereby provides to the Dealer the
sum of \$ _____ as a Non-Refundable
Deposit for the vehicle described above. If this
Receipt is for a Deposit, Dealer will refrain from
selling the described vehicle for _____ days
from the date of Deposit.

X

NEGATIVE EQUITY:

I am aware the balance owed on my trade-in
vehicle exceeds the trade-in allowance from
Dealer and, as a result, I have requested that
\$ _____ of negative equity from my
trade-in be included in the cash price of the
vehicle.

X

ARBITRATION

I agree that any dispute arising from this transaction
will go to arbitration and I have executed a detailed
arbitration agreement which is fully incorporated
herein. Arbitration is not required for the purchase
or financing of your vehicle.

X

A. BASE PRICE OF VEHICLE

16210.40

B. OPTIONAL EQUIPMENT

_____ \$ _____
 _____ \$ _____
 _____ \$ 395.00
 _____ \$ _____
 C. TOTAL CASH PRICE (A & B) _____ \$ 16605.40

DOWN PAYMENT
CASH OR CHECK (SEE #1 REVERSE SIDE)

N/A

TRADE IN
TERMS & CONDITIONS
REBATE

\$ 300.00

\$ 500.00

LESS BALANCE OWED TO

\$ N/A

D. TOTAL DOWN PAYMENT

\$ 800.00

MISCELLANEOUS

DOCUMENTARY SERVICE FEE

\$ 100.00

SALES TAX

(TAXABLE BALANCE \$ 17268.40)

\$ 1079.28

TITLE FEES

\$ 10.00

LICENSE FEES

\$ 15.25

E. TOTAL MISCELLANEOUS

\$ 1204.53

F. UNPAID BALANCE (C - D + E)

\$ 17812.89

OTHER CHARGES

EXTENDED SERVICE CONTRACT 48 MTHS/ 48000 MILES 1255.00

\$ N/A

G. TOTAL OTHER CHARGES

\$ 1255.00

H. TOTAL UNPAID BALANCE

\$ 18267.89

Seller shall also have a security interest in the proceeds of any insurance policy required or purchased in conjunction with this agreement and/or any unearned premiums of such policies. If the purchase of the motor vehicle described herein is to be financed, all disclosures required by Revised Regulation Z, Truth-in-Lending Simplification Act, will be made by the lending institution (creditor) to the purchaser at the time purchaser is to be contractually obligated on the credit transaction. If the purchase of the motor vehicle described herein is to be financed, the Annual Percentage Rate (APR) may be negotiated with the dealership and the dealership may receive a fee, commission, or other compensation for providing, procuring, or arranging financing.

NO ORAL REPRESENTATIONS HAVE BEEN MADE TO THE PURCHASER and all terms of the agreement are printed or written front and back. I understand this order requires the acceptance of the dealer or his authorized agent.

The undersigned purchaser agrees to the terms and conditions of this contract and hereby acknowledges receipt of a copy of the order and that the purchaser has read the terms and conditions on the front and back of this order. I represent that I am eighteen (18) years of age or over.

The information you see on the window form of this vehicle is part of this contract.

The information on the window form overrides any contrary provisions in the contract of sale.

Not binding unless accepted by seller and credit is approved, if applicable, by financial institution.

This motor vehicle contract is executed this _____ day of _____, 2005

3 Unpaid Balance of Cash Price (1 minus 2)

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 Insurance Company or Companies.

Life \$ N/A
Disability \$ N/A

B Other Insurance Paid to the Insurance Company

C Official Fees Paid to Government Agencies

D Taxes Not Included in Cash Price

E Government License and/or Registration Fees

LICENSE FILING FEE

F Government Certificate of Title Fees

G Other Charges (Seller must identify who is paid and describe purpose)

to LAKE SHORE for Prior Credit or Lease Balance
to LAKE SHORE for DOCUMENTARY FEE
to LAKE SHORE for GMPP
to for
to LAKE SHORE for GAP

\$ N/A
\$ N/A
\$ N/A
\$ N/A
\$ 15.25
\$ 10.00
\$ N/A
\$ 100.00
\$ 1255.00
\$ N/A
\$ N/A
\$ 395.00

Total Other Charges and Amounts Paid to Others on Your Behalf

5 Amount Financed (3 + 4)

\$ 300.00 (2)
\$ 16492.68 (3)
\$ 1775.25 (4)
\$ 18267.93 (5)

Bottom

Type of Insurance Term

Premium \$

Insurance Company Name

Home Office Address

I want the insurance checked above.

X
Buyer Signature Date

X
Co-Buyer Signature Date

THIS INSURANCE 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.

Returned Check Charge: You agree to pay a charge not to exceed \$20 if any check you give us is unpaid for any reason.

OPTION: ☐ You pay no finance charge if the amount financed, item 5, is paid in full on or before Year SELLERS INITIALS

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between the parties. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs 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.

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 you received a completely filled-in copy when you signed it.

Buyer Signs Date 09/27/2005 Co-Buyer Signs X Date 09/27/2005

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 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 Address By X Title
Seller signs Lake Shore (Inc) Date By X Title

Seller assigns its interest in this contract to (Assignee) under the terms of Seller's agreement(s) with Assignee.

Assigned without or with limited recourse Assigned with recourse
Seller By Title Seller By Title

Dealer Number

Contract Number

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)

AKRON OH

Creditor - Seller Name and Address

LAKESHORE CHEVROLET
543 EAST 105TH STREET
EUCLID, OH 44119

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/Demo	Year	Make and Model	Vehicle Identification Number	Mileage	Primary Use For Which Purchased
NEW	2005	CHEVROLET COBALT	1G1AL52F757	<input type="checkbox"/> estimate <input checked="" type="checkbox"/> actual 774	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
19.99%	\$ 13368.87	\$ 18267.93	\$ 31636.80	\$ 800.00 is \$ 32436.80

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	439.40	Monthly beginning 11/04/2005

Or As Follows:

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of \$ 20 or 5 % of the part of the payment that is late, whichever is greater.

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.

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 \$ N/A

Credit Disability \$ 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 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. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. 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 below.

Other Insurance

☐ Type of Insurance Term

Premium \$

Insurance Company Name

Home Office Address

I want the insurance checked above.

X Buyer Signature Date

X Co-Buyer Signature Date

THIS INSURANCE DOES NOT INCLUDE

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including \$ 1079.28 sales tax) \$ 17292.68 (1)

2 Total Downpayment: 1993 BUICK PARKAVE
Trade-in (Year) (Make) (Model)

Gross Trade-In Allowance

Less Pay Off Made By Seller

Equals Net Trade In

+ Cash

+ Other REBATE

(If total downpayment is negative, enter "0" and see G below)

\$ 300.00

\$ N/A

\$ 300.00

\$ N/A

\$ 500.00

\$ 800.00 (2)

\$ 16492.68 (3)

3 Unpaid Balance of Cash Price (1 minus 2)

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 Insurance

Company or Companies.

Life \$ N/A

Disability \$ N/A

B Other Insurance Paid to the Insurance Company

C Official Fees Paid to Government Agencies

D Taxes Not Included in Cash Price

E Government License and/or Registration Fees

F Government Certificate of Title Fees

\$ N/A

\$ N/A

\$ N/A

\$ N/A

\$ 15.25

\$ 10.00

\$



KIMMEL & SILVERMAN

P.C.

30 EAST BUTLER PIKE
AMBLER, PA 19002



02 1M

\$ 00.41⁰

0004233445

JUN 04 2007

MAILED FROM ZIP CODE 19002

JUN 06 2007

**Cara Didion
General Motors Corporation
c/o MSX International
Attn: BRC Legal
1919 Concept Drive
Warren, MI 48091**

48091+6013



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
* Member, AZ Bar
* Member, CO Bar
* Member, VT Bar
* Member, MI Bar
* Member, RI Bar



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

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 Q29, 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) 982-9116

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT**
ROBERT A. RAPKIN**
HY DAVID RUBENSTEIN**
AMY D. COX**
LOUIS DOBI, JR.**
HILARY WHEATLEY TAYLOR**
BARRY R. WINDERMANN**
MELISSA K. FIALA**
DRA P. IMADES**
DAVID L. LIEBERMAN**
ANGELA K. TROCCOLI**
FRED DAVIS**
ANNE WARD**
RONALD ROWLAND**
CHRISTOPHER R. HOLLIDAY**
AMY L. BENNETT**
MARY T. FOY**

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

RE: [REDACTED] v. General Motors

Dear Ms. Didion:

Enclosed please find the executed Release of Claim for the captioned matter. Please recall that the captioned matter settled prior to litigation.

Please forward the settlement checks when they are available.

If you need additional information, please contact this office immediately.

Thank you,


DAVID WILLIAM KELLY

Enclosure
c.file

RELEASE OF CLAIM

We, [REDACTED] (hereinafter referred to as "Releasors"), on behalf of ourselves and our assigns, heirs and executors, in consideration of: \$4,250.00 paid by General Motors Corporation, hereby release and discharge General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasors 2005 Chevrolet Cobalt bearing Vehicle Identification Number 1G1AL52F757 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasors have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasors immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$2,500.00, made payable to [REDACTED] the second in the amount of \$1,750.00, made payable to Krohn & Moss, Ltd.

The subject vehicle's mileage is _____ on the date of the signing of this release.

Releasors have carefully read and understand this release. Releasors agree and acknowledge that this Release constitutes the entire agreement between Releasors and General Motors Corporation, and Releasors are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

We agree to the terms of this Release of All Claims

DATE SIGNED: 05/30/07

[REDACTED]
Claimant's Signature

[REDACTED]
Claimant's Signature

[REDACTED]
Address

[REDACTED]
Address

Columbus, OH [REDACTED]
City, State, Zip Code

Stow, Ohio [REDACTED]
City, State, Zip Code

STATE OF Ohio
COUNTY OF Summit

Sworn to (or affirmed) and subscribed before me this 30 day of May,
2007, by [REDACTED]

Kimberly L. Bridges
Signature of Notary Public
Kimberly L. Bridges
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification X
Type of identification OHIO DL RT7705925
125875002
My commission expires: May 24, 2011

CC: File

LG0029
V6302006

 ORIGINAL

 ORIGINAL

BURT GREENWALD CHEVROLET INC.

1490 VERNON ODOM BLVD.

P. O. BOX 8068

AKRON, OH 44320-8068

PHONE: 330-867-3010

FAX: 330-867-3415

FACSIMILE TRANSMITTAL SHEET

TO: NITA,	FROM: Jim CENTORBI, SERV. MGR.
COMPANY: Gm LEGAL	DATE:
FAX NUMBER: 1-866-255-3730	TOTAL NO. OF PAGES INCLUDING COVER: 49
PHONE NUMBER:	RE: [REDACTED]

☐ URGENT☐ FOR REVIEW☐ PLEASE COMMENT☐ PLEASE REPLY☐ PLEASE RECYCLE

NOTES/COMMENTS:

Fax Server

3/8/2007 5:01:24 PM

PAGE

2/002

Fax Server



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

VIA FAX ONLY

March 8, 2007

FAX: 330-867-3415

Mr. Jim Centorbi, Service Manager
BURT GREENWALD CHEVROLET, INC.
PO BOX 8068
AKRON, OH 44320-0068

RE:

Service Request: 71-487228568
2005 Chevrolet Cobalt
Vehicle Identification Number: 1G1AL52F757
Legal Research Specialist: Nita DeHoyos

Dear Mr. Centorbi:

Pursuant to our telephone conversation, 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 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 1-866-255-3730. 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 me at our Business Resource Center at 1-866-790-5600 Ext 11285 Monday through Friday between 10:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040
V6302006



Fax Server

3/8/2007 5:01:24 PM

PAGE

1/002

Fax Server

**GMC****HUMMER****General Motors Business Resource Center****FAX****To: Mr. Jim Centorhi, Service Manager****Company: BURT GREENWALD CHEVROLET, INC.****Fax: 13308673415****Phone:****From:****Fax:****Phone:****E-mail:****CC:**

NOTES:

Information contained in this transmission is privileged and confidential. It is intended only for the use of the individual or entity named above. If you are not the intended recipient, you are hereby notified that any dissemination, distribution or duplication of this communication is strictly prohibited. If you have received this communication in error, please notify the writer by telephone immediately. Thank you.

BURT GREENWALD CHEVROLET INC.

1490 VERNON ODOM BLVD.

P. O. BOX 8068

AKRON, OH 44320-8068

PHONE: 330-867-3010

FAX: 330-867-3415

FACSIMILE TRANSMITTAL SHEET

TO: [REDACTED]	FROM: Jim
COMPANY:	DATE: 3/6/07
FAX NUMBER:	TOTAL NO. OF PAGES INCLUDING COVER: 11
PHONE NUMBER [REDACTED]	RE:

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

NITA - GM LEGAL

866-790-5600 x 11285

03/06/2007

HISTORY LISTING

3030

14:40:41

PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : 1G1AL52F757 [REDACTED]

R.O NO. : 198137 R.O DATE : 02/24/2007 R.O TYPE : S
MILEAGE : 35399 ADVISOR NO. : 261JOB NUMBER : 1 OPERATION 160VZ OP. DESC. BODY ELECTRICAL
SALE TYPE : N TECHNICIAN NO(S). 4333
COMPLAINT : CUSTOMER STATES THAT MP3 ON RADIO IS INOP SINCE RADIO REP
LACEMENT
CORRECTION : REPLACE RADIO ASSYJOB NUMBER : 2 OPERATION 110VZ OP. DESC. STEERING
SALE TYPE : N TECHNICIAN NO(S). 4333
COMPLAINT : CUSTOMER STATES POWER STEERING INOP. WENT OUT ALL AT ONCE
HAPPENED AFTER DRIVING 100 MILES.
CAUSE : SCANNED VEHICLE CODE C0475
CORRECTION : REPLACE ELECTRONIC COLUMN ASSY PER BULLETIN 05-02-32-002BJOB NUMBER : 3 OPERATION 010VZ-LOF OP. DESC. LUBE,OIL AND FILTER
SALE TYPE : I TECHNICIAN NO(S). 4333
COMPLAINT : PERFORM LUBE, OIL AND FILTER CHANGE
CORRECTION : PERFORMED LUBRICATION, ENGINE OIL AND FILTER CHANGE.
ADJUSTED ALL FLUID LEVELS TO SPECIFICATIONS, ADJUSTED TIRE
PRESSURES TO SPECIFICATIONS, INSPECTED ENGINE DRIVE BELT AND
AIR FILTER.

R.O NO. : 197743 R.O DATE : 02/12/2007 R.O TYPE : S
MILEAGE : 34937 ADVISOR NO. : 261JOB NUMBER : 1 OPERATION 110VZ OP. DESC. STEERING
SALE TYPE : N TECHNICIAN NO(S). 253
COMPLAINT : CUSTOMER STATES THAT SHE HAD LOSS OF POWER STEERING
WARNING CHIME RANG FIRST-NO POWER STEERING
CAUSE : SCANNED VEHICLE CODE C0476 PER TSB 06-02-32-002B
CORRECTION : NOTE PER BULLETIN NORMAL OPERATING CHARACTERISTICS
OF THE ELECTRIC POWER STEERING SYSTEM WHEN THE STEERING
WHEEL IS TURNED IN EITHER DIRECTION FOR AND EXTENDED PERIOD
OF TIMEWARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] Z7903 [REDACTED] Z5001
E7431JOB NUMBER : 2 OPERATION 170VZ-1/INT OP. DESC. INTERIOR
SALE TYPE : W TECHNICIAN NO(S). 253 4323
COMPLAINT : CUSTOMER STATES THAT FINISH IS COMING OFF LEFT AND RIGHT
DOOR HANDLES AND FASCIA AROUND RADIO
S.O.P.
CORRECTION : REPLACE RIGHT DOOR PANEL-FASIA AROUND RADIO AND LEFT AND
RIGHT DOOR TRIM BEZEL ASSYS

03/06/2007
14:40:41

HISTORY LISTING

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PAGE 2

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] C3303
 [REDACTED] C3348

JOB NUMBER : 3 OPERATION 170VZ-RAD OP. DESC. RADIO
 SALE TYPE : W TECHNICIAN NO(S). 4323
 COMPLAINT : CUSTOMER STATES THAT FINISH IS COMING OFF OF RADIO BUTTONS
 CORRECTION : REPLACE RADIO ASSEMBLY

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] R0760

COMMENTS : HERTZ RENTAL
 INV# H64014716
 VIN 1G1ALS5F277 [REDACTED]
 3 DAYS FOR \$111.00
 MARY

R.O NO. : 196323 R.O DATE : 12/27/2006 R.O TYPE : S
 MILEAGE : 32517 ADVISOR NO. : 261

JOB NUMBER : 1 OPERATION 010VZ-LOFMPI OP. DESC. LUBE,OIL AND FILTER
 SALE TYPE : W TECHNICIAN NO(S). 253
 COMPLAINT : PERFORM LUBE, OIL AND FILTER CHANGE
 AND MULTI-POINT INSPECTION
 CORRECTION : PERFORMED LUBRICATION, ENGINE OIL AND FILTER CHANGE.
 ADJUSTED ALL FLUID LEVELS TO SPECIFICATIONS, ADJUSTED TIRE
 PRESSURES TO SPECIFICATIONS, INSPECTED ENGINE DRIVE BELT AND
 AIR FILTER.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] Z7410

JOB NUMBER : 2 OPERATION 010VZ-BAL OP. DESC. TIRE ROTATION & BAL
 SALE TYPE : W TECHNICIAN NO(S). 253
 COMPLAINT : PERFORM TIRE ROTATION & BALANCE OF ALL FOUR WHEELS & TIRES -
 ADVISE ON REMAINING TREAD DEPTH AND INSPECT BRAKES (.8)
 CAUSE :
 CORRECTION : PERFORM SERVICE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] Z7410

JOB NUMBER : 3 OPERATION 130VZ-FLUSH OP. DESC. BG TRANS FLUSH
 SALE TYPE : W TECHNICIAN NO(S). 253
 COMPLAINT : COMPLETE TRANSMISSION FLUSH WITH BG ADDITIVE
 CORRECTION : COMPLETE ABOVE SERVICE AND RECHECK FLUID LEVEL.
 USE CLEANER AND ADDITIVE.

03/06/2007

HISTORY LISTING

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14:45:41

PAGE 3

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] Z7410

JOB NUMBER : 4 OPERATION 010VZ-AIR/FIL OP. DESC. REPLACE AIR FILTER
 SALE TYPE : W TECHNICIAN NO(S). 253
 COMPLAINT : REPLACE AIR FILTER ELEMENT

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] Z7410

JOB NUMBER : 5 OPERATION 050VZ OP. DESC. FUEL SYSTEM
 SALE TYPE : W TECHNICIAN NO(S). 253
 COMPLAINT : CUSTOMER STATES THAT TETHER KEEPS ON COMING OFF OF FUEL
 CAP
 CORRECTION : REPLACE GAS CAP ASSY

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] L1020

RECOMMEND : 1 TIRE WORN

R.O. NO. : [REDACTED] R.O. DATE : 10/30/2006 R.O. TYPE : S
 MILEAGE : 28025 ADVISOR NO. : 261

JOB NUMBER : 1 OPERATION 160VZ OP. DESC. BODY ELECTRICAL
 SALE TYPE : W TECHNICIAN NO(S). 4089
 COMPLAINT : CUSTOMER STATES THAT TURN SIGNALS WILL NOT CANCEL
 IGNITION LOCK CYLINDER JUST REPLACED
 CAUSE : SIR COIL BROKEN
 CORRECTION : REPLACE SIR COIL AND TURN SIGNAL SWITCH-VERIFIED REPAIR

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] Z7902 Z5001
 [REDACTED] E7060 C8800

JOB NUMBER : 2 OPERATION 130VZ OP. DESC. TRANSMISSION AUTO
 SALE TYPE : W TECHNICIAN NO(S). 4089
 COMPLAINT : CUSTOMER STATES THAT SHIFTER FEELS LOOSE WHEN SHIFTING INTO
 DRIVE
 CORRECTION : NO CONCERN WITH SHIFTER-OPERATING AS DESIGNED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] K9995

JOB NUMBER : 3 OPERATION 010VZ-LOF OP. DESC. LUBE,OIL AND FILTER
 SALE TYPE : C TECHNICIAN NO(S). 4089
 COMPLAINT : PERFORM LUBE, OIL AND FILTER CHANGE
 CORRECTION : PERFORMED LUBRICATION, ENGINE OIL AND FILTER CHANGE.
 ADJUSTED ALL FLUID LEVELS TO SPECIFICATIONS, ADJUSTED TIRE
 PRESSURES TO SPECIFICATIONS, INSPECTED ENGINE DRIVE BELT AND

**KIMMEL & SILVERMAN**

P.C.

F A X

Kimmel & Silverman, P.C.
30 E. Butler Pike
Ambler, PA 19002

1-800-LEMON LAW
<http://www.lemonlaw.com>

To:

Cara Didion

Fax Number:

From:

D. Kelly

Fax Number:

(215)540-8817

Business Phone:

(215)540-8888

Date & Time:

06/04/07

Pages (including cover):

3

Re:

-executed Release

The information contained in this electronic communication is to be considered confidential and intended only for the use of the recipient named above. The information is or may be legally privileged and expresses the opinion of the writer only. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents, is strictly prohibited. If you have received this communication in error, please re-send this communication to the sender listed above, and destroy this copy. Thank you.

For more information about Kimmel & Silverman, please visit us at <http://www.lemonlaw.com/>

RELEASE OF CLAIM

We [REDACTED] (hereinafter referred to as "Releasors"), on behalf of ourselves and our assigns, heirs and executors, in consideration of: \$4,250.00 paid by General Motors Corporation, hereby release and discharge General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasors 2005 Chevrolet Cobalt bearing Vehicle Identification Number 1G1AL52F757 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasors have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasors immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$2,500.00, made payable to Erica Lennox and Leishawn Bailey; the second in the amount of \$1,750.00, made payable to Krohn & Moss, Ltd.

The subject vehicle's mileage is _____ on the date of the signing of this release.

Releasors have carefully read and understand this release. Releasors agree and acknowledge that this Release constitutes the entire agreement between Releasors and General Motors Corporation, and Releasors are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

We agree to the terms of this Release of All Claims

DATE SIGNED: 05/30/07

[REDACTED]
Claimant's Signature

[REDACTED]
Address

Columbus, OH [REDACTED]
City, State, Zip Code

[REDACTED]
Address

Stow, Ohio [REDACTED]
City, State, Zip Code

STATE OF Ohio
COUNTY OF Summit

Sworn to (or affirmed) and subscribed before me this 30 day of May,
2007, by Erica [REDACTED]

Kimberly L. Bridges
Signature of Notary Public

Kimberly L. Bridges
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification X

Type of identification OHIO DL RT705925
125875002

My commission expires: May 24, 2011

CC: File

LG0029
V6302006

BURT GREENWALD CHEVROLET INC.

1490 VERNON ODOM BLVD.


P. O. BOX 8068

AKRON, OH 44320-8068

PHONE: 330-867-3010

FAX: 330-867-3415

FACSIMILE TRANSMITTAL SHEET

TO: NITA,	FROM: Jim CENTORBI, SERV. MGR.
COMPANY: Gm LEGAL	DATE:
FAX NUMBER: 1-866-255-3730	TOTAL NO. OF PAGES INCLUDING COVER: 51
PHONE NUMBER:	RE: 

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:



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

VIA FAX ONLY

FAX: 330-867-3415

March 8, 2007

Mr. Jim Centorbi, Service Manager
BURT GREENWALD CHEVROLET, INC.
PO BOX 8068
AKRON, OH 44320-0068

RE: [REDACTED]
Service Request: 71-487228568
2005 Chevrolet Cobalt
Vehicle Identification Number: LG1AL52F757 [REDACTED]
Legal Research Specialist: Nita DeHoyos

Dear Mr. Centorbi:

Pursuant to our telephone conversation, 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 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 1-866-255-3730. 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 me at our Business Resource Center at 1-866-790-5600 Ext 11285 Monday through Friday between 10:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040
V6302006



Fax Server

3/8/2007 5:01:24 PM

PAGE 1/002

Fax Server

**GMC****HUMMER****General Motors Business Resource Center****FAX**

To: Mr. Jim Centorbi, Service Manager
Company: BURT GREENWALD CHEVROLET, INC.
Fax: 13308673415
Phone:

From:
Fax:
Phone:
E-mail:

cc:

NOTES:

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03/06/2007

HISTORY LISTING

3030

14:45:41

PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : 1G1AL52F757 [REDACTED]

R.O NO. : [REDACTED] R.O DATE : 02/24/2007 R.O TYPE : S
MILEAGE : 35399 ADVISOR NO. : 261

JOB NUMBER : 1 OPERATION 160VZ OP. DESC. BODY ELECTRICAL
SALE TYPE : N TECHNICIAN NO(S). 4333
COMPLAINT : CUSTOMER STATES THAT MP3 ON RADIO IS INOP SINCE RADIO RE-
PLACEMENT
CORRECTION : REPLACE RADIO ASSY

JOB NUMBER : 2 OPERATION 110VZ OP. DESC. STEERING
SALE TYPE : N TECHNICIAN NO(S). 4333
COMPLAINT : CUSTOMER STATES POWER STEERING INOP, WENT OUT ALL AT ONCE
HAPPENED AFTER DRIVING 100 MILES.
CAUSE : SCANNED VEHICLE CODE C0475
CORRECTION : REPLACE ELECTRONIC COLUMN ASSY PER BULLETIN 05-02-32-002B

JOB NUMBER : 3 OPERATION 010VZ-LOF OP. DESC. LUBE, OIL AND FILTER
SALE TYPE : I TECHNICIAN NO(S). 4333
COMPLAINT : PERFORM LUBE, OIL AND FILTER CHANGE
CORRECTION : PERFORMED LUBRICATION, ENGINE OIL AND FILTER CHANGE.
ADJUSTED ALL FLUID LEVELS TO SPECIFICATIONS, ADJUSTED TIRE
PRESSURES TO SPECIFICATIONS, INSPECTED ENGINE DRIVE BELT AND
AIR FILTER.

R.O NO. : [REDACTED] R.O DATE : 02/12/2007 R.O TYPE : S
MILEAGE : 34937 ADVISOR NO. : 261

JOB NUMBER : 1 OPERATION 110VZ OP. DESC. STEERING
SALE TYPE : N TECHNICIAN NO(S). 253
COMPLAINT : CUSTOMER STATES THAT SHE HAD LOSS OF POWER STEERING
WARNING CHIME RANG FIRST-NO POWER STEERING
CAUSE : SCANNED VEHICLE CODE C0476 PER TSB 06-02-32-002B
CORRECTION : NOTE PER BULLETIN NORMAL OPERATING CHARACTERISTICS
OF THE ELECTRIC POWER STEERING SYSTEM WHEN THE STEERING
WHEEL IS TURNED IN EITHER DIRECTION FOR AN EXTENDED PERIOD
OF TIME

WARRANTY	: CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	[REDACTED]	27903	[REDACTED]	25001
		E7671		

JOB NUMBER : 2 OPERATION 170VZ-1/INT OP. DESC. INTERIOR
SALE TYPE : N TECHNICIAN NO(S). 253 4323
COMPLAINT : CUSTOMER STATES THAT FINISH IS COMING OFF LEFT AND RIGHT
DOOR HANDLES AND PANELS AROUND RADIO
S.O.P.
CORRECTION : REPLACE RIGHT DOOR PANEL-PANEL AROUND RADIO AND LEFT AND
RIGHT DOOR TRIM BEZEL ASSYS

03/06/2007
14:45:41

HISTORY LISTING

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PAGE 2

WARRANTY	: CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
		03301		02326
		03348		

JOB NUMBER : 3 OPERATION 170V2-RAD OP. DESC. RADIO
SALE TYPE : W TECHNICIAN NO(S). 4323
COMPLAINT : CUSTOMER STATES THAT FINISH IS COMING OFF OF RADIO BUTTONS
CORRECTION : REPLACE RADIO ASSEMBLY

WARRANTY	: CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
		R0760		

COMMENTS : HERTZ RENTAL
INVE H64014716
VIN 1G1AL55F277
3 DAYS FOR \$111.00
MARY

R.O NO. : 196323	R.O DATE : 12/27/2006	R.O TYPE : S
	MILEAGE : 32317	ADVISOR NO. : 261

JOB NUMBER : 1 OPERATION 010VZ-LDFMPI OP. DESC. LUBE,OIL AND FILTER
SALE TYPE : W TECHNICIAN NO(S). 253
COMPLAINT : PERFORM LUBE, OIL AND FILTER CHANGE
AND MULTI-POINT INSPECTION
CORRECTION : PERFORMED LUBRICATION, ENGINE OIL AND FILTER CHANGE.
ADJUSTED ALL FLUID LEVELS TO SPECIFICATIONS, ADJUSTED TIRE
PRESSURES TO SPECIFICATIONS, INSPECTED ENGINE DRIVE BELT AND
AIR FILTER.

WARRANTY	: CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
		27470		

JOB NUMBER : 2 OPERATION 010VZ-BAL OP. DESC. TIRE ROTATION & BAL
SALE TYPE : W TECHNICIAN NO(S). 253
COMPLAINT : PERFORM TIRE ROTATION & BALANCE OF ALL FOUR WHEELS & TIRES -
ADVISE ON REMAINING TREAD DEPTH AND INSPECT BRAKES (.8)
CAUSE :
CORRECTION : PERFORM SERVICE

WARRANTY	: CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
		27410		

JOB NUMBER : 3 OPERATION 130VZ-FLUSH OP. DESC. B6 TRANS FLUSH
SALE TYPE : W TECHNICIAN NO(S). 253
COMPLAINT : COMPLETE TRANSMISSION FLUSH WITH B6 ADDITIVE
CORRECTION : COMPLETE ABOVE SERVICE AND RECHECK FLUID LEVEL.
USE CLENNER AND ADDITIVE.

03/06/2007

HISTORY LISTING

3030

14:43:41

PAGE 3

WARRANTY : CLAIM NO. [REDACTED] OPERATION NO. Z7410 CLAIM NO. OPERATION NO.

JOB NUMBER : 4 OPERATION 010VZ-AIR/FIL OP. DESC. REPLACE AIR FILTER
 SALE TYPE : N TECHNICIAN NO(S). 253
 COMPLAINT : REPLACE AIR FILTER ELEMENT

WARRANTY : CLAIM NO. [REDACTED] OPERATION NO. Z7410 CLAIM NO. OPERATION NO.

JOB NUMBER : 5 OPERATION 090VZ OP. DESC. FUEL SYSTEM
 SALE TYPE : N TECHNICIAN NO(S). 253
 COMPLAINT : CUSTOMER STATES THAT TETHER KEEPS ON COMING OFF OF FUEL CAP
 CORRECTION : REPLACE GAS CAP ASSY

WARRANTY : CLAIM NO. [REDACTED] OPERATION NO. L1020 CLAIM NO. OPERATION NO.

RECOMMEND : 1 TIRE WORN

R.O NO. : [REDACTED] R.O DATE : 10/30/2006 R.O TYPE : S
 MILEAGE : 28025 ADVISOR NO. : 261

JOB NUMBER : 1 OPERATION 160VZ OP. DESC. BODY ELECTRICAL
 SALE TYPE : W TECHNICIAN NO(S). 4089
 COMPLAINT : CUSTOMER STATES THAT TURN SIGNALS WILL NOT CANCEL
 IGNITION LOCK CYLINDER JUST REPLACED
 CAUSE : SIR COIL BROKEN
 CORRECTION : REPLACE SIR COIL AND TURN SIGNAL SWITCH-VERIFIED REPAIR

WARRANTY : CLAIM NO. [REDACTED] OPERATION NO. Z7702 CLAIM NO. OPERATION NO. Z5001
 E7060 C8900

JOB NUMBER : 2 OPERATION 130VZ OP. DESC. TRANSMISSION AUTO
 SALE TYPE : W TECHNICIAN NO(S). 4089
 COMPLAINT : CUSTOMER STATES THAT SHIFTER FEELS LOOSE WHEN SHIFTING INTO DRIVE
 CORRECTION : NO CONCERN WITH SHIFTER-OPERATING AS DESIGNED

WARRANTY : CLAIM NO. [REDACTED] OPERATION NO. K9995 CLAIM NO. OPERATION NO.

JOB NUMBER : 3 OPERATION 010VZ-LOF OP. DESC. LUBE,OIL AND FILTER
 SALE TYPE : C TECHNICIAN NO(S). 4089
 COMPLAINT : PERFORM LUBE, OIL AND FILTER CHANGE
 CORRECTION : PERFORMED LUBRICATION, ENGINE OIL AND FILTER CHANGE.
 ADJUSTED ALL FLUID LEVELS TO SPECIFICATIONS, ADJUSTED TIRE PRESSURES TO SPECIFICATIONS, INSPECTED ENGINE DRIVE BELT AND

03/06/2007
14:45:41

HISTORY LISTING

3030
PAGE 4

AIR FILTER.

R.O NO. : [REDACTED] R.O DATE : 10/10/2006 R.O TYPE : S
MILEAGE : 27502 ADVISOR NO. : 261

JOB NUMBER : 1 OPERATION 16CVZ-LOCKS OP. DESC. LOCKS
SALE TYPE : W TECHNICIAN NO(S). 4089
COMPLAINT : CUSTOMER STATES THAT KEY IS GETTING CAUGHT IN IGNITION
BETWEEN ACC AND OFF-CUSTOMER STATES THAT SHE WILL
HEAR A CLICKING NOISE IN THE SHIFTER AREA WHEN THIS
HAPPENS
CAUSE : IGNITION LOCK CYLINDER HOUSING INTERMITTENTLY STICKING
CORRECTION : REPLACED IGNITION LOCK CYLINDER ASSY AND HOUSING

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] Z7906 [REDACTED] E7650

JOB NUMBER : 2 OPERATION 13CVZ OP. DESC. TRANSMISSION AUTO
SALE TYPE : W TECHNICIAN NO(S). 4089
COMPLAINT : SHIFT CONTROL ASSY STICKING CAUSING IGNITION LOCK CYLINDER
NOT TO ENGAGE
CORRECTION : REPLACE TRANSMISSION SHIFT CONTROL ASSY

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] K5225

COMMENTS : WILL DROP TUES EVE

R.O NO. : [REDACTED] R.O DATE : 09/05/2006 R.O TYPE : S
MILEAGE : 24815 ADVISOR NO. : 261

JOB NUMBER : 1 OPERATION 16CVZ OP. DESC. BODY ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 4089
COMPLAINT : CUSTOMER STATES THAT THE IGNITION IS STICKING
SEE HISTORY-CUSTOMER STATES THAT IT HAS NOT ACTED
UP TODAY
CAUSE : BINDING LOCK CYLINDER
CORRECTION : REPLACE BINDING LOCK CYLINDER

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] Z7903 [REDACTED] Z5001
[REDACTED] E7200

COMMENTS : TAN CASE 9145013 LARRY RANGER

R.O NO. : [REDACTED] R.O DATE : 08/24/2006 R.O TYPE : S

03/06/2007
14:45:41

HISTORY LISTING

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PAGE 5

MILEAGE : 24815

ADVISOR NO. : 261

JOB NUMBER : 1 OPERATION 11CVZ OP. DESC. STEERING
SALE TYPE : W TECHNICIAN NO(S). 4089
COMPLAINT : POWER STEERING LIGHT CAME ON-POWER STEERING LIGHT CAME ON
SEE HISTORY
CAUSE : SCANNED VEHICLE CODES FOR LOSS NOF COMMUNICATION WITH BCM
CORRECTION : RELOCATED O3 CONNECTOR HARNESS AT COLUMN PER TAG
ROAD TESTED TO VERIFY REPAIR

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] Z7903 192769 N6628

COMMENTS : TAN CASE 9143015 LARRY RANGER

R.O NO. : [REDACTED] R.O DATE : 08/22/2006 R.O TYPE : S
MILEAGE : 24675 ADVISOR NO. : 261

JOB NUMBER : 1 OPERATION 16CVZ OP. DESC. BODY ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 4089
COMPLAINT : CUSTOMER STATES THAT KEY IS INTERMITTENTLY STICKING
REPLACE IGNITION LOCK CYLINDER B.O.P.
CORRECTION : REPLACE IGNITION LOCK CYLINDER
SEE JOB 2 ALSO

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] Z7901 [REDACTED] E7200

JOB NUMBER : 2 OPERATION 03CVZ OP. DESC. ENGINE ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 4089
COMPLAINT : CUSTOMER STATES THAT TCC LIGHT CAME ON-CHECK POWER STEERING
LIGHT CAME ON-VEHICLE HAD LOSS OF POWER STEERING
CAUSE : SCANNED VEHICLE CODES FOR BCM-ECM
CORRECTION : CLEARED CODES PER BULLETIN AND TEST DROVE-CODES
DID NOT RESET-OPERATING NORMALLY AT THIS TIME

R.O NO. : [REDACTED] R.O DATE : 08/08/2006 R.O TYPE : S
MILEAGE : 23092 ADVISOR NO. : 4297

JOB NUMBER : 1 OPERATION 01CVZ-LOF OP. DESC. LUBE,OIL AND FILTER
SALE TYPE : C TECHNICIAN NO(S). 4089
COMPLAINT : PERFORM LUBE- OIL AND FILTER CHANGE
CORRECTION : PERFORMED LUBRICATION, ENGINE OIL AND FILTER CHANGE.
ADJUSTED ALL FLUID LEVELS TO SPECIFICATIONS, ADJUSTED TIRE
PRESSURES TO SPECIFICATIONS, INSPECTED ENGINE DRIVE BELT AND
AIR FILTER.

JOB NUMBER : 2 OPERATION 16CVZ-LOCKS OP. DESC. LOCKS

03/06/2007
14:45:41

HISTORY LISTING

3030
PAGE 6

SALE TYPE : W TECHNICIAN NO(S). 4089
COMPLAINT : IGNITION LOCK CYLINDER STICKING
CORRECTION : ORDERED NEW LOCK CYLINDER WILL NOTIFY CUSTOMER WHEN
IN

JOB NUMBER : 3 OPERATION 16CVZ OP. DESC. BODY ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 4089
COMPLAINT : TRACTION CONTROL LIGHT WILL COME ON INTERMITTENTLY
CORRECTION : ONLY NORMAL ACTIVATION OF TCC NOTED

JOB NUMBER : 4 OPERATION 22CVZ-PLUGTIRE OP. DESC. PLUG TIRE
SALE TYPE : C TECHNICIAN NO(S). 4089
COMPLAINT : CHECK FOR ANY FOREIGN MATERIAL IN TIRE TREAD AND PLUG IF
POSSIBLE - ADVISE IF UNREPAIRABLE OR IF FURTHER WORK NEEDED
CORRECTION : PLUG LEFT REAR AND RIGHT REAR TIRES

R.O NO. : [REDACTED] R.O DATE : 06/10/2006 R.O TYPE : S
MILEAGE : 18535 ADVISOR NO. : 4285

JOB NUMBER : 1 OPERATION 22CVZ OP. DESC. WHEELS & TIRES
SALE TYPE : C TECHNICIAN NO(S). 4278
COMPLAINT : RIGHT FRONT TIRE LOOSING AIR
CAUSE : NAIL IN TREAD
CORRECTION : REMOVED AND REPAIRED WITH PLUG

R.O NO. : [REDACTED] R.O DATE : 06/01/2006 R.O TYPE : S
MILEAGE : 18045 ADVISOR NO. : 4287

JOB NUMBER : 1 OPERATION 09CVZ OP. DESC. FRONT SUSPENSION
SALE TYPE : C TECHNICIAN NO(S). 4278
COMPLAINT : ADVISE ON CONDITION OF LEFT FRONT TIRE (IN TRUNK)
CAUSE : REPLACED LEFT FRONT TIRE

JOB NUMBER : 2 OPERATION 01CVZ-LDF OP. DESC. LUBE,OIL AND FILTER
SALE TYPE : C TECHNICIAN NO(S). 4278
COMPLAINT : PERFORM LUBE, OIL AND FILTER CHANGE
CORRECTION : PERFORMED LUBRICATION, ENGINE OIL AND FILTER CHANGE,
ADJUSTED ALL FLUID LEVELS TO SPECIFICATIONS, ADJUSTED TIRE
PRESSURES TO SPECIFICATIONS, INSPECTED ENGINE DRIVE BELT AND
AIR FILTER.

R.O NO. : [REDACTED] R.O DATE : 04/12/2006 R.O TYPE : S
MILEAGE : 14593 ADVISOR NO. : 4287

03/06/2007
14:45:41

HISTORY LISTING

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PAGE 7

JOB NUMBER : 1 OPERATION 01CVZ-LOF OP. DESC. LUBE-OIL AND FILTER
SALE TYPE : C TECHNICIAN NO(S). 271
COMPLAINT : PERFORM LUBE, OIL AND FILTER CHANGE
CORRECTION : PERFORMED LUBRICATION, ENGINE OIL AND FILTER CHANGE.
ADJUSTED ALL FLUID LEVELS TO SPECIFICATIONS, ADJUSTED TIRE
PRESSURES TO SPECIFICATIONS, INSPECTED ENGINE DRIVE BELT AND
AIR FILTER.

R.O NO. : [REDACTED] R.O DATE : 02/24/2006 R.O TYPE : S
MILEAGE : 11304 ADVISOR NO. : 261

JOB NUMBER : 1 OPERATION 01CVZ-LOF OP. DESC. LUBE,OIL AND FILTER
SALE TYPE : C TECHNICIAN NO(S). 4247
COMPLAINT : PERFORM LUBE, OIL AND FILTER CHANGE
CORRECTION : PERFORMED LUBRICATION, ENGINE OIL AND FILTER CHANGE.
ADJUSTED ALL FLUID LEVELS TO SPECIFICATIONS, ADJUSTED TIRE
PRESSURES TO SPECIFICATIONS, INSPECTED ENGINE DRIVE BELT AND
AIR FILTER.

JOB NUMBER : 2 OPERATION 10CVZ OP. DESC. REAR SUSPENSION
SALE TYPE : W TECHNICIAN NO(S). 4247
COMPLAINT : CUSTOMER STATES THAT THERE IS A KNOCKING NOISE
IN THE CAR-STARTED THE CAR ONE AM-VEHICLE WAS SITTING
IDLING-HEARD THREE KNOCKS COMING FROM THE CENTER OF
VEHICLE IN REAR-TRUNK AREA
CAUSE : CHECKED SUSPENSION,EXHAUST AND UNDER VEHICLE COULD NOT
VERIFY ANY LOOSE COMPONENT NO REPAIR REQUIRED AT THIS
CORRECTION : TIME

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] 27911

JOB NUMBER : 3 OPERATION 09CVZ OP. DESC. FRONT SUSPENSION
SALE TYPE : N TECHNICIAN NO(S). 4247
COMPLAINT : CUSTOMER STATES THAT VEHICLE IS PULLING TO THE LEFT
CAUSE : ROAD TESTED VEHICLE TOE WAS OFF
CORRECTION : CHECKED ALIGNMENT AND SET TOE ROAD TESTED GOOD

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] E3337

JOB NUMBER : 4 OPERATION 01CVZ-BAL OP. DESC. TIRE ROTATION & BAL
SALE TYPE : C TECHNICIAN NO(S). 4247
COMPLAINT : PERFORM TIRE ROTATION & BALANCE OF ALL FOUR WHEELS & TIRES -
ADVISE ON REMAINING TREAD DEPTH AND INSPECT BRAKES (.8)
CAUSE :
CORRECTION : PERFORM SERVICE

03/06/2007
14:45:41

HISTORY LISTING

3030
PAGE 8

R.O NO. : [REDACTED] R.O DATE : 01/27/2006 R.O TYPE : S
MILEAGE : 9234 ADVISOR NO. : 4287

JOB NUMBER : 1 OPERATION 48CVZ-05046 OP. DESC. A/C SYSTEM WIRING
SALE TYPE : W TECHNICIAN NO(S). 428
COMPLAINT : PERFORM PRODUCT RECALL #05046 - A/C SYSTEM WIRING AND DUAL
STAGE AIRBAG MODULE WIRING (2005 COBALT & PURSUIT)
CAUSE : ABNORMAL VOLTAGE SPIKES IN SYSTEM CAUSING ABNORMAL SWITCHES
IN FAN SPEED
CORRECTION : INSTALL WIRING TO ISOLATE VOLTAGE SPIKES AND MODIFY
CIRCUITRY TO THE AIR BAG MODULE (V1359 .3, ADD .2 TO
REPLACE A/C REFRIGERANT PRESSURE SENSOR IF A/C IS INOP
FOR INITIAL CONCERN)

WARRANTY : CLAIM NO. [REDACTED] OPERATION NO. CLAIM NO. OPERATION NO.
V1359

R.O NO. : [REDACTED] R.O DATE : 12/22/2005 R.O TYPE : S
MILEAGE : 7055 ADVISOR NO. : 261

JOB NUMBER : 1 OPERATION 01CVZ-LDF OP. DESC. LUBE,OIL AND FILTER
SALE TYPE : C TECHNICIAN NO(S). 4247
COMPLAINT : PERFORM LUBE, OIL AND FILTER CHANGE
CORRECTION : PERFORMED LUBRICATION, ENGINE OIL AND FILTER CHANGE.
ADJUSTED ALL FLUID LEVELS TO SPECIFICATIONS, ADJUSTED TIRE
PRESSURES TO SPECIFICATIONS, INSPECTED ENGINE DRIVE BELT AND
AIR FILTER.

JOB NUMBER : 2 OPERATION 01CVZ-TIRE OP. DESC. TIRE ROTATION
SALE TYPE : C TECHNICIAN NO(S). 4247
COMPLAINT : PERFORM TIRE ROTATION - INSPECT BRAKES AND ADVISE ON TREAD
DEPTH AND BRAKE LIFE REMAINING (.5)
CORRECTION : ROTATE TIRES PER MANUFACTURER RECOMMENDATIONS

JOB NUMBER : 3 OPERATION 22CVZ OP. DESC. WHEELS & TIRES
SALE TYPE : W TECHNICIAN NO(S). 4247
COMPLAINT : CUSTOMER STATES THAT LEFT REAR WHEEL WEIGHT IS MISSING TIRE
SHIMMYS
CAUSE : VERIFIED SHIMMY
CORRECTION : BALANCED 4 TIRES AND ROAD TESTED

WARRANTY : CLAIM NO. [REDACTED] OPERATION NO. CLAIM NO. OPERATION NO.
E0203

COMMENTS : LR TIRE MISSING WHEEL WEIGHT-BALANCED

R.O NO. : 184713 R.O DATE : 12/01/2005 R.O TYPE : S

03/06/2007
14:45:41

HISTORY LISTING

3030
PAGE 9

MILEAGE : 3893

ADVISOR NO. : 261

JOB NUMBER : 1 OPERATION 08CVZ OP. DESC. BRAKES
SALE TYPE : M TECHNICIAN NO(S). 4210
COMPLAINT : CUSTOMER STATES THAT BRAKES FEEL MUSHY AND NOT RESPOSIVE
CUSTOMER STATES THAT RED BRAKE LIGHT WILL COME ON INTERM
ITTENTLY-CUSTOMER STATES THAT WHEN BRAKING "ICE POSSIBLE"
MESSAGE WILL COME ON DIC
CAUSE : VERIFIED BRAKE LIGHT COMING ON-TEST DROVE VEHICLE FOR
BRAKE CONCERN-NORMAL ABS ACTIVATION NOTED
CORRECTION : REPROGRAMMED INSTRUMENT CLUSTER PER BULLETIN
ONLY NORMAL ABS ACTIVATION NOTED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] 27701 [REDACTED] N9522

JOB NUMBER : 2 OPERATION 09CVZ OP. DESC. FRONT SUSPENSION
SALE TYPE : M TECHNICIAN NO(S). 4210
COMPLAINT : CUSTOMER STATES THAT SHE FEELS LIKE VEHICLE IS PULLING TO
THE RIGHT
CORRECTION : TEST DROVE VEHICLE AND CHECKED ALIGNMENT SPECS
ONLY NOTICED CROWN PULL ON SLOPE OF ROAD

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] E2020

R.O. NO. : 104055 R.O. DATE : 11/12/2005 R.O. TYPE : S
MILEAGE : 3474 ADVISOR NO. : 261

JOB NUMBER : 1 OPERATION 01CVZ-LDF OP. DESC. LUBE,OIL AND FILTER
SALE TYPE : C TECHNICIAN NO(S). 4235
COMPLAINT : PERFORM LUBE, OIL AND FILTER CHANGE
CORRECTION : PERFORMED LUBRICATION, ENGINE OIL AND FILTER CHANGE.
ADJUSTED ALL FLUID LEVELS TO SPECIFICATIONS, ADJUSTED TIRE
PRESSURES TO SPECIFICATIONS, INSPECTED ENGINE DRIVE BELT AND
AIR FILTER.

JOB NUMBER : 2 OPERATION 01CVZ OP. DESC. MAINTENANCE
SALE TYPE : C TECHNICIAN NO(S). 4235
COMPLAINT : CUSTOMER STATES THAT WHEN SHE IS DRIVING THE RIDE FEELS
ROUGH-CHECK TIRE PRESSURE IN TIRES
CORRECTION : CHECKED AND ADJUSTED ALL TIRE PRESSURES

COMMENTS : DROP

R.O. NO. : [REDACTED] R.O. DATE : 10/17/2005 R.O. TYPE : S
MILEAGE : 2048 ADVISOR NO. : 261

03/06/2007

HISTORY LISTING

3030

14:45:41

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JOB NUMBER : 1 OPERATION 16CVZ OP. DESC. BODY ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 4237
COMPLAINT : CUSTOMER STATES THAT ABS LIGHT COMES ON-WITH TRACTION
CONTROL LIGHT
CAUSE : SCANNED VEHICLE FOUND INTERMITTENT FAULT WITH LEFT REAR
WHEEL SPEED SENSOR
CORRECTION : REPLACED LEFT REAR HUB ASSY

WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
		Z7911		Z7901
		Z3001		E4301

JOB NUMBER : 2 OPERATION 09CVZ OP. DESC. FRONT SUSPENSION
SALE TYPE : W TECHNICIAN NO(S). 4237
COMPLAINT : CUSTOMER STATES THAT VEHICLE IS PULLING TO THE LEFT
CORRECTION : RESET FRONT ALIGNMENT TO SPECS

WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
		E2020		

JOB NUMBER : 3 OPERATION 05CVZ OP. DESC. FUEL SYSTEM
SALE TYPE : W TECHNICIAN NO(S). 4237
COMPLAINT : CUSTOMER STATES THAT SOMETIMES FUEL CAP WILL NOT LOCK INTO
PLACE-GETS TO GAS STATION AND CAP JUST PULLS OUT
CORRECTION : REPLACE GAS CAP ASSY

WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
		L1020		

TERMS	VEHICLE ID. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
CASH <input type="checkbox"/>	1G1AL52F757	05/CHEVROLET/CORAL				197743
CREDIT CARD <input type="checkbox"/>		CUSTOMER NO.	COLOR	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
CHECK <input type="checkbox"/>		113341	SAND			02/12/07
FOR APPROVAL <input type="checkbox"/>		SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR
OTHER <input type="checkbox"/>						291
CALL WHEN READY		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.				TAG NO.
<input type="checkbox"/> YES <input type="checkbox"/> NO		WRITTEN ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> I DO NOT REQUEST AN ESTIMATE <input type="checkbox"/>				1456
SAVE REMOVED PARTS FOR CUSTOMER		THE SELLER, BURT GREENWALD CHEVROLET, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.				MILEAGE
<input type="checkbox"/> YES <input type="checkbox"/> NO		ROAD TESTED BY				34937
APPOINTMENT		MILEAGE AFTER ROAD TEST				TRANS.
<input type="checkbox"/> YES <input type="checkbox"/> NO		ORIGINAL ESTIMATE \$ CUSTOMERS ACCEPTANCE AUTHORIZED ADDITIONS DATE TIME AUTH. BY				AIR COND.
		TERM: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work hereunder set forth to be done along with the necessary material and agree that you are not responsible for any delay due to the repair work and/or your employee of testing and/or repairs thereto. SIGNED				TURBO
		LABOR INSTRUCTIONS				P.S.

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

W 11002
U2103
00
STEERING
CUSTOMER STATES THAT SHE HAD LOSS OF POWER STEERING
WARNING CHINE RANG FIRST NO POWER STEERING
C0415
1860020

W 170VZ-1/INT

INTERIOR
CUSTOMER STATES THAT FINISH IS COMING OFF LEFT AND RIGHT
DOOR HANDLES AND FASCIA AROUND RADIO
S.O.P.

W 170VZ-RAD

RADIO
CUSTOMER STATES THAT FINISH IS COMING OFF OF RADIO BUTTONS

22731178 DRR

15272191 Radio

PARTS ON ORDER

DATE

INITIAL

2/13/07
PB

1325
JAN

Amount: \$ 111.00

INV: H64014716

Vin: 1G1AL55F277

Days: 3

C3348.3
C2326

B44
2-13-07

Done
253

NOTICED BODY DAMAGE:

FRONT ☐ REAR ☐ L & R ☐ L FRONT ☐ R FRONT ☐ L SIDE ☐ R SIDE ☐ NONE ☐

BURT GREENWALD CHEVROLET INC. AKRON, OHIO 44320

[illegible]

WARRANTY PARTS
RETURNED
JOB 1

Date _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 2

Date 2/13/07
Rec. By: PO

WARRANTY PARTS
RETURNED
JOB 3
Date 2/13/07
Rec. By: (Signature)

**WARRANTY PARTS
RETURNED
JOB 4**

Date _____

Rec. By: _____

**WARRANTY PARTS
RETURNED
JOB 5**

Date _____

Rec. By: _____

<input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> CASH <input type="checkbox"/> OTHER		MAKE / MODEL 05/CHEVROLET/COBALT		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 194638
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO		CUSTOMER NO. 113341	COLOR SAND	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 10/30/06
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO		SERVICE CONTRACT		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR 261
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 <input type="checkbox"/> WRITTEN ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> I DO NOT REQUEST AN ESTIMATE				THE SELLER, BURT GREENWALD CHEVROLET, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.			
ROAD TESTED BY		RELEASE AFTER ROAD TEST		ORIGINAL ESTIMATE		CUSTOMER'S ACCEPTANCE	
APPOINTMENT <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		DATE / TIME PROMISED 10/30/06 06:00pm		PRIORITY		TRANS.	
TIME RECEIVED 08:44am		BUSINESS PHONE		LABOR RATE		AIR COND.	
STATE REGN. 4 ENTERED NOV - 6 2006		I hereby authorize the repair work hereafter 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 delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express warranty has been acknowledged on above vehicle to secure the amount of repair costs.		AUTH. BY		TURBO	
				DATE		PS.	
				TIME			

ORIGINAL ESTIMATE TOTAL

LABOR INSTRUCTIONS

1. **PERFORM LUBE, OIL & FILTER CHANGE**

2. **PERFORM LUBE, OIL & FILTER CHANGE**

3. **PERFORM LUBE, OIL & FILTER CHANGE**

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100. **PERFORM LUBE, OIL & FILTER CHANGE**

BURT GREENWALD CHEVROLET, INC.

1490 V Odorn Boulevard at I-77 • Akron, OH 44320
(800) 544-3010 • www.burtgreenwald.com

LUBE, OIL & FILTER

\$500 OFF

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Visit With This Coupon
Not valid with other discounts

NOTICED BODY DAMAGE:

☐ FRONT ☐ REAR ☐ L FRONT ☐ R FRONT ☐ L SIDE ☐ R SIDE ☐ NONE

JOB
1
MECH. #CAUSE AND
CORRECTION

#1

Concern verified

Cause - delays for turn signal switch would not
hold switch in place- Cam Camer on SIR coil broken
replaced SIR coil & turn signal switchJOB
2
MECH. #CAUSE AND
CORRECTION

#2

Concern not verified

Shifter operates as designed. all positions line up ok

JOB
3
MECH. #CAUSE AND
CORRECTION

Ree Air Filter

STRAIGHT
TIME (HRS.)FLAT RATE
PRICE

R. O. NO.

EST. NO.

ORDER NO.

TIME

OFF

2

ON

BAILEY

JOB
4
MECH. #CAUSE AND
CORRECTIONJOB
5
MECH. #CAUSE AND
CORRECTIONWARRANTY PARTS
RETURNED
JOB 1

Date

Rec. By:

WARRANTY PARTS
RETURNED
JOB 2

Date

Rec. By:

WARRANTY PARTS
RETURNED
JOB 3

Date

Rec. By:

WARRANTY PARTS
RETURNED
JOB 4

Date

Rec. By:

WARRANTY PARTS
RETURNED
JOB 5

Date

Rec. By:

LABOR RECORD

TIME CLOCK

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

<input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> PRIOR APPROVAL <input type="checkbox"/> OTHER		YEAR / MAKE / MODEL 05 / CHEVROLET / COBALT		PRODUCTION DATE	STOCK NO.	LICENSE NO.	P.O. NO. 194130
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO		CUSTOMER NO. 113341	COLOR SAND /	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 10/10/06
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO		SERVICE CONTRACT		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR 261
BUSINESS PHONE 732.79		ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS FOR THE VEHICLE WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOURS:		THE SELLER, BURT GREENWALD CHEVROLET, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, NEITHER ASSUMED NOR AUTHORIZED BY ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.		TAG NO. 1627	
APPOINTMENT <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		ROAD TESTED BY		MILEAGE AFTER ROAD TEST		ORIGINAL ESTIMATE CUSTOMERS ACCEPTANCE	
DATE TIME PROMISED 05:35pm 10/11/06 06:00pm		PRIORITY		LABOR RATE		AIR COND.	
STATE STAMP ENTERED OCT 24 2006		I hereby authorize the repair of the vehicle and agree that you are not responsible for loss or damage to the vehicle or any delay caused by the repair of the vehicle or any other cause beyond your control or for the purpose of the repair of the vehicle.		I hereby grant you the use of the vehicle for the purpose of the repair of the vehicle.		TURBO	
LABOR INSTRUCTIONS		SIGNED		AUTH. BY		P.S.	

DRIBINDA CUSTOMER ESTIMATE TOTAL

LABOR INSTRUCTIONS

CUSTOMER STATES THAT KEY IS GETTING CAUGHT IN IGNITION BETWEEN ACC AND OFF-CUSTOMER STATES THAT SHE WILL HEAR A CLICKING NOISE IN THE SHIFTER AREA WHEN THIS HAPPENS

PARTS ON ORDER

DATE: 10-12-06

INITIALS: GKW

* EXCESSIVE RENTAL -
PARTS ARRIVAL 10-18-06 AM.

H2 (N) REPLACE SHIFTER ASSY K5225
ordered 12th
hsg + lock up
8 day rental

BU4-10-11-2:50 PM
10-18-06
\$337.60
D111041 VIN# 1GCEK
13467289
897
4089

NOTICED BODY DAMAGE:

FRONT ☐ REAR ☐ L. FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐ NONE ☐

BURT GREENWALD CHEVROLET INC. AKRON, OHIO

JOB 1. MECH. #	CAUSE AND CORRECTION	STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. 194136 (EMP. NO. / EFF. NO.)	TIME	LABOR TIME ON OFF DIT
	Replaced lock cylinder & housing (ignition) Replaced binding shifter (2 separate concerns)		2.3255	1010	OF	ON OFF DIT
JOB 2. MECH. #	CAUSE AND CORRECTION					ON OFF DIT
JOB 3. MECH. #	CAUSE AND CORRECTION					ON OFF DIT
JOB 4. MECH. #	CAUSE AND CORRECTION					ON OFF DIT
JOB 5. MECH. #	CAUSE AND CORRECTION					ON OFF DIT

WARRANTY PARTS
RETURNED
JOB 1

Date 10-18-06
Rec. By: [Signature]

WARRANTY PARTS
RETURNED
JOB 2

Date _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 3

Date _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 4

Date _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 5

Date _____
Rec. By: _____

CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> PRE-APPROVAL <input type="checkbox"/> OTHER <input type="checkbox"/>		YEAR / MAKE / MODEL 05/CHEVROLET/CORAL		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 193086
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO		CUSTOMER NO. 113341	COLOR SAND	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 09/05/06
HAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO		SERVICE CONTRACT		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR 261
ADDRESS AKRON, OH		BUSINESS PHONE 263.92		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 ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> I DO NOT REQUEST AN ESTIMATE <input type="checkbox"/>		TAG NO. 26756	
TIME RECEIVED 12:27pm		DATE / TIME PROMISED 08/24/06 06:00pm		ROAD TESTED BY		MILEAGE AFTER ROAD TEST	
APPOINTMENT <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		STATE REG# 4		LABOR RATE		ORIGINAL ESTIMATE	
ENTERED SEP 11 2006		LABOR INSTRUCTIONS		TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work hereunder and 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 delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount or balance thereof.		CUSTOMERS ACCEPTANCE DATE _____ TIME _____	
				AUTH. BY _____		TRANS.	
						AIR COND.	
						TURBO	
						P.S.	

ORIGINAL CUSTOMER ESTIMATE

LABOR INSTRUCTIONS

SECURITY NOTICE: I HAVE NOTED THAT IT HAS NOT NOTED UP TODAY

central lock cylinder

PARTS ON ORDER

DATE 9/5/06INITIALS (signature)

Norcon @ 12:1pm 9-8-06

\$126.00 3 days

2G1WFS2E059

 OK TO
 KEEP CAR
 ONNT - 9-5-06

NOTICED BODY DAMAGE:

 FRONT ☐ REAR ☐ L.F. ☐ L.FRONT ☐ R.FRONT ☐ L.SIDE ☐ R.SIDE ☐ NONE ☐

BURT GREENWALD CHEVROLET

JOB 1. MECH.#	CAUSE AND CORRECTION		LABOR RECORD
	<i>Replaced ign. look cylinder (again)</i> <i>inspected look housing - ok - turns free</i>		TIME CLOCK OFF ON OFF ON
JOB 2. MECH.#			OFF ON OFF ON OFF ON
JOB 3. MECH.#		STRAIGHT TIME (HRS) / FLAT RATE PRICE / R.O. NO. / ORDER NO.	OFF ON OFF ON OFF ON
JOB A. MECH.#			OFF ON OFF ON OFF ON
JOB S. MECH.#			OFF ON OFF ON OFF ON

WARRANTY PARTS
RETURNED
JOB 1
Date 9/7/06
Rec. By *[Signature]*

**WARRANTY PARTS
RETURNED
JOB 2**

Date _____

Rec. By: _____

**WARRANTY PARTS
RETURNED
JOB 3**

Date _____

Rec. By: _____

**WARRANTY PARTS
RETURNED
JOB 4**

Date _____
Rec. By: _____

**WARRANTY PARTS
RETURNED
JOB 5**

Date _____

Rec. By: _____

REPAIR CARD <input type="checkbox"/> CHECK <input type="checkbox"/> TO ORDER PARTS <input type="checkbox"/> OTHER <input type="checkbox"/> CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/>		05/CHEVROLET/CDBALT CUSTOMER NO. 113341 COLOR SAND/ SERVICE CONTRACT 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 ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> I DO NOT REQUEST AN ESTIMATE <input type="checkbox"/>		PRODUCTION DATE DELIVERY DATE DELIVERY MILES EXPIRATION DATE EXPIRATION MILES		LICENSE NO. SELLING DEALER NO. TAG NO. 192769 R.O. DATE 08/24/06 ADVISOR 261	
AKRON, OH BUSINESS PHONE 321.81		ROAD TESTED BY A. Sims / B. Hams MILEAGE AFTER ROAD TEST 24858		THE SELLER, BURT GREENWALD CHEVROLET, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.		TAG NO. 1393 MILEAGE 24815	
APPOINTMENT 10:14am 08/24/06 06:00pm YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>		PRIORITY LABOR RATE		ORIGINAL ESTIMATE CUSTOMER'S ACCEPTANCE AUTHORIZED ADDITIONS DATE TIME AUTH. BY		TRANS. AIR COND. TURBO P.S.	

ORIGINAL CUSTOMER ESTIMATE: TOTAL

LABOR INSTRUCTIONS

STEERING

POWER STEERING
SEE HISTORY

POWER STEERING LIGHT CAME ON POWER STEERING LIGHT CAME ON

TAN CASE

9145013

N9522

Candice@ 11:37 AM 8-29-06
 \$2100 (5 days)
 Vin 1GCDT136958

4089

NOTICED BODY DAMAGE:

 FRONT ☐ REAR ☐ L. FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐ NONE ☐

BURT GREENWALD CHEVROLET INC. AKRON, OHIO 44308

JOB #	MECH. #	CAUSE AND CORRECTION	STRAIGHT TIME (HRS.)	FLAT RATE PRICE	B.O. NO.	TIME	OFF	ON	LABOR RECORD	TIME CLOCK
1		BCM - 02111 EBCM - 02100-00 PSCM - 02107 test comm. TCM - 02100-00 CAN Command		1.5	192264	8-29	OK	BAILEY		
2		C3 @ the column relocated C3 corrector harness @ column per fac Rel test - <u>never able to duplicate DTG</u>								
3		TAC - Larry Rayner Cost# 9145013								
4										
5										

WARRANTY PARTS
RETURNED
JOB 1

Date _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 2

Date _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 3

Date _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 4

Date _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 5

Date _____
Rec. By: _____

<input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> CASH <input type="checkbox"/> OTHER		454 H 32 F 7 57 05/CHEVROLET/CORAL		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 192760
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO		CUSTOMER NO. 113341 COLOR SAND/		DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 08/22/06
HAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO		SERVICE CONTRACT		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR 263
AKRON, OH		BUSINESS PHONE 138.91		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.		THE SELLER, BURT GREENWALD CHEVROLET, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.	
APPOINTMENT 11:05am		DATE / TIME PROMISED 08/22/06 06:00pm		ROAD TESTED BY		MILEAGE AFTER ROAD TEST	
ENTERED AUG 28 2006		LABOR RATE		TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE		ORIGINAL ESTIMATE	
STATE REG.		PRIORITY		I hereby authorize the repair work hereinafter 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 under your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.		CUSTOMERS ACCEPTANCE	
ENTERED AUG 28 2006		LABOR RATE		AUTH. BY:		TRANS.	

ORIGINAL CUSTOMER ESTIMATE TOTAL

LABOR INSTRUCTIONS

W 1160V2

BODY ELECTRICAL
 CUSTOMER STATES THAT KEY IS INTERMITTENTLY STICKING
 REPLACE IGNITION LOCK CYLINDER S.D.P.

W 03CV2

ENGINE ELECTRICAL
 CUSTOMER STATES THAT TCC LIGHT CAME ON-CHECK POWER STEERING
 LIGHT CAME ON-VEHICLE HAD LOSS OF POWER STEERING

1B3ES56C
 15D216360

RENTAL
 RENTAL

NOTICED BODY DAMAGE:

FRONT ☐ REAR ☐ L. FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐ NONE ☐

BURT GREENWALD CHEVROLET INC.

JOB #	MECH. #	CAUSE AND CORRECTION	STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	LABOR RECORD
1		<p>U267-00 lost Cam. with DCM</p> <p>U2100-00 CAM has Cam.</p>			192760		<p>AUG 23 '07</p> <p>TIME CLOCK</p> <p>OFF</p> <p>ON</p> <p>OFF</p> <p>ON</p> <p>OFF</p> <p>ON</p>
2		<p>✓</p> <p>Concern - loss of pow. steering not verified</p> <p>Cause/Diag - codes stored in ECM, EBCM, DBCM, PBCM</p>	1.3	40878-22	OK		<p>AUG 22 '07</p> <p>TIME CLOCK</p> <p>OFF</p> <p>ON</p> <p>OFF</p> <p>ON</p> <p>OFF</p> <p>ON</p>
3		<p>Doc # 1850788</p> <p>Charged codes per bulletin + fast drive</p> <p>Codes did not reset</p> <p>Did not replace column</p>					<p>OFF</p> <p>ON</p> <p>OFF</p> <p>ON</p> <p>OFF</p> <p>ON</p> <p>OFF</p> <p>ON</p>
4							<p>OFF</p> <p>ON</p> <p>OFF</p> <p>ON</p> <p>OFF</p> <p>ON</p> <p>OFF</p> <p>ON</p>
5							<p>OFF</p> <p>ON</p> <p>OFF</p> <p>ON</p> <p>OFF</p> <p>ON</p> <p>OFF</p> <p>ON</p>

WARRANTY PARTS RETURNED
JOB 1

Date 8-23-06

Rec. By: ELD

WARRANTY PARTS RETURNED
JOB 2

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED
JOB 3

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED
JOB 4

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED
JOB 5

Date _____

Rec. By: _____

CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> DEBIT APPROVAL <input type="checkbox"/> OTHER <input type="checkbox"/>		YEAR/MAKE/MODEL 05/CHEVROLET/CORAL		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/>		CUSTOMER NO. 13341	COLOR \$AND/	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 08/08/06
HAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/>		SERVICE CONTRACT		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR 4297
AKRON, OH		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.		THE SELLER, BURT GREENWALD CHEVROLET, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NEITHER ASSURES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.		TAG NO. 3375	MILEAGE 23092
BUSINESS PHONE		WRITTEN ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> I DO NOT REQUEST AN ESTIMATE <input type="checkbox"/>	ROAD TESTED BY		MILEAGE AFTER ROAD TEST	ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
TIME RECEIVED 11:11am	DATE/TIME PROMISED 08/08/06 06:00pm	PRIORITY	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE		AUTHORIZED ADDITIONS	DATE	TIME
ENTERED AUG 15 2006		LABOR RATE	I hereby authorize the repair work hereafter 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 delay caused by unavailability of parts or delays in service. I hereby grant you elsewhere for the purpose to secure the amount of repair.		AUTH. BY	TRANS.	AIR COND.
STATE REG.		LABOR INSTRUCTIONS		SIGN		TURBO	PS.

ORIGINAL CUSTOMER ESTIMATE:

TOTAL
30.00

C. DICVZ-LOF

LUBE, OIL AND FILTER
PERFORM LUBE, OIL AND FILTER CHANGE

2) when AC is being used when vehicle is shut off
unable to remove key from ignition

3) WAITER

traction control light comes on & customer
has to pull off road turn off vehicle & restart
vehicle for light to go off

4

PLUG LEFT & RIGHT ROAD TIRES 16

**BURT GREENWALD
CHEVROLET, INC.**

 1490 V. Odom Blvd. - Akron, OH 44320
 (800) 544-3010 - www.burtgreenwald.com

**\$5.00
OFF**

 Your Next LUBE, OIL
& FILTER Service
with this coupon.

Not valid with any other offer.

NOTICED BODY DAMAGE:

 FRONT ☐ REAR ☐ L. FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐ NONE ☐

BURT GREENWALD

JOB 1. MECH. #	CAUSE AND CORRECTION	STRAIGHT TIME (HRS)	FLAT RATE FLAT RATE PRICE	1. O. NO. 192284	TIME	OFF BAILEY	ON BAILEY	LABOR RECORD
				9 40878-8	DP			TIME CLOCK OFF ON OFF ON
JOB 2. MECH. #	unrelated to A/C - ordered new ign lock cylinder							OFF ON OFF ON
JOB 3. MECH. #	Concern - not verified Cause - No OTC's new updates Correction - may be due to customer driving (normal) bumps, wheel slip, etc.							AUG08 OFF ON OFF ON
JOB 4. MECH. #								AUG08 OFF ON OFF ON
JOB 5. MECH. #								AUG08 OFF ON OFF ON

WARRANTY PARTS RETURNED JOB 1	WARRANTY PARTS RETURNED JOB 2	WARRANTY PARTS RETURNED JOB 3	WARRANTY PARTS RETURNED JOB 4	WARRANTY PARTS RETURNED JOB 5
Date _____ Rec. By: _____	Date _____ Rec. By: _____	Date _____ Rec. By: _____	Date _____ Rec. By: _____	Date _____ Rec. By: _____

<input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> PRO APPROVAL <input type="checkbox"/> OTHER		YEAR / MAKE / MODEL 03 / CHEVROLET / CORAL		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.	
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO		CUSTOMER NO. 113341	COLOR SAND	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 06/01/06	
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO		SERVICE CONTRACT		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR 4287	
BUSINESS PHONE		ESTIMATE UNDER \$250.00 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.		THE SELLER, BURT GREENWALD CHEVROLET, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURERS WARRANTY.		TAG NO. 2074	MILEAGE 18045	
TIME RECEIVED 09:36am	DATE / TIME PROMISED 06/01/06 08:00pm	PRIORITY	WRITTEN ESTIMATE <input type="checkbox"/>	ORAL ESTIMATE <input type="checkbox"/>	I DO NOT REQUEST AN ESTIMATE <input type="checkbox"/>	ROAD TESTED BY	MILEAGE AFTER ROAD TEST	
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO		STATE REG# 4 ENTERED JUN - 2 2006		LABOR RATE		TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE 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 and/or your business 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 established on above vehicle to secure the amount of repairs thereto.	ORIGINAL ESTIMATE \$	CUSTOMERS ACCEPTANCE DATE TIME
						AUTH. BY	TRANS. AIR COND. TURBO P.S.	

ORIGINAL CUSTOMER ESTIMATE: TOTAL
45.00

LABOR INSTRUCTIONS

REPRINT

D #09CVZ FRONT SUSPENSION
ADJUST DISCORDION OF LEFT FRONT TIRE (IN TRUNK)

C #01CVZ-LOF LUBE, OIL AND FILTER
PERFORM LUBE, OIL AND FILTER CHANGE

HARD COPY
IS
LOST! -JM

NOTICED BODY DAMAGE:

FRONT ☐ REAR ☐ L. ☐ R. ☐ L. FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐ NONE ☐

BURT GREENWALD CHEVROLET

<input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> CASH APPROVAL <input type="checkbox"/> OTHER		YEAR / MAKE / MODEL 05 / CHEVROLET / CORAL		PRODUCTION DATE	STOCK NO	LICENSE NO. 190453	R.O. NO. 190453
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO		CUSTOMER NO. 113941	COLOR SAND	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 06/10/06
HAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO		SERVICE CONTRACT		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR 4285
AKRON, OH		BUSINESS PHONE		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. <input type="checkbox"/> WRITTEN ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> I DO NOT REQUEST AN ESTIMATE		THE SELLER, BURT GREENWALD CHEVROLET, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.	
APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		DATE / TIME PROMISED 10:00am 06/10/06 05:00pm	PRIORITY	ROAD TESTED BY		MILEAGE AFTER ROAD TEST	TAG NO. 2142
STATE REGN 4 ENTERED JUN 20 2006		LABOR RATE		TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work hereinafter 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 thereof while in your shop or in any other cause beyond your control or under or transport. I hereby grant you highway or elsewhere for the purpose above vehicle to secure the amount of		ORIGINAL ESTIMATE \$	CUSTOMER'S ACCEPTANCE DATE _____ TIME _____
AUTH. BY		AUTH. BY		AUTH. BY		AUTH. BY	P.S.

ORIGINAL CUSTOMER ESTIMATE: TOTAL
X----- 20.00

C 22CVZ

WHEELS & TIRES
RIGHT FRONT TIRE LOOSING AIR

NOTICED BODY DAMAGE:

FRONT ☐ REAR ☐ L4 ☐ R4 ☐ L FRONT ☐ R FRONT ☐ L SIDE ☐ R SIDE ☐ NONE ☐

BIRT GREENWALD

[illegible]

**WARRANTY PARTS
RETURNED
JOB 1**

Date _____

Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 2

Date _____
Rec. By: _____

**WARRANTY PARTS
RETURNED
JOB 3**

Date _____

Rec. By: _____

**WARRANTY PARTS
RETURNED
JOB 4**

Date _____

Rec. By: _____

**WARRANTY PARTS
RETURNED
JOB 5**

Date _____
Rec. By: _____

CREDIT CARD <input type="checkbox"/>		CHECK <input type="checkbox"/>		FOR APPROVAL <input type="checkbox"/>		OTHER <input type="checkbox"/>		CALL WHEN READY <input type="checkbox"/>		YES <input type="checkbox"/> NO <input type="checkbox"/>		HAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/>		YES <input type="checkbox"/> NO <input type="checkbox"/>		APPOINTMENT <input type="checkbox"/>		YES <input type="checkbox"/> NO <input type="checkbox"/>						
1-800-525-7572		1-800-525-7572		1-800-525-7572		1-800-525-7572		1-800-525-7572		1-800-525-7572		1-800-525-7572		1-800-525-7572		1-800-525-7572		1-800-525-7572						
AKRON, OH		RESIDENCE PHONE		BUSINESS PHONE		DATE TIME PROMISED		PRIORITY		LABOR RATE		STATE REG# 4		ENTERED APR 14 2006		COUNTRY MAKE / MODEL		CHRYSLER / CORALIS						
CUSTOMER NO.		COLOR		PRODUCTION DATE		STOCK NO.		LICENSE NO.		R.O. NO.		DELIVERY DATE		DELIVERY MILES		SELLING DEALER NO.		R.O. DATE						
113341		SAND/								04/12/06														
SERVICE CONTRACT		CONTRACT NO.		EXPIRATION DATE		EXPIRATION MILES		ADVISOR		TAG NO.		MILEAGE		TRANS.		AIR COND.		TURBO						
										4287		14593												
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										THE SELLER, BURT GREENWALD CHEVROLET, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, NEITHER AS GIVEN NOR AUTHORIZED ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.														
WRITTEN ESTIMATE					ORAL ESTIMATE					I DO NOT REQUEST AN ESTIMATE					ROAD TESTED BY					MILEAGE AFTER ROAD TEST				
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE										I HEREBY AUTHORIZE THE REPAIR WORK HEREON 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 AND/OR YOUR EMPLOYEES' NEGLIGENCE IN PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SELLER OR TRANSPORTER. I HEREBY GRANT YOU RELEASE FOR THE PURPOSE OF SECURING THE AMOUNT OF														
SIGNED										SIGNED														

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL 25.00

X- LUBE, OIL AND FILTER
C- 01602 LUBE, OIL AND FILTER CHANGE

Vol 3

**BURT GREENWALD
CHEVROLET, INC.**

480 V Odem Boulevard at I-77 • Akron, OH 44320
(800) 544-3010 • www.burtgreenwald.com



LUBE, OIL & FILTER

\$5.00 OFF

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Visit With This Coupon
Not valid with other discounts

NOTICED BODY DAMAGE:

FRONT ☐ REAR ☐ L ☐ R ☐ L FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐ NONE ☐

BURT GREENWALD CHEVROLET, INC.

JOB 1 MECH. #	CAUSE AND CORRECTION											
JOB 2 MECH. #	CAUSE AND CORRECTION											
JOB 3 MECH. #	CAUSE AND CORRECTION											
JOB 4 MECH. #	CAUSE AND CORRECTION	<table border="1"> <tr> <td>STRAIGHT TIME (HRS.)</td> <td>FLAT RATE PRICE</td> <td>R.O. NO. 198621</td> <td>TIME</td> <td>OFF</td> </tr> <tr> <td></td> <td>03</td> <td>211</td> <td>4-12</td> <td>BAILEY</td> </tr> </table>	STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 198621	TIME	OFF		03	211	4-12	BAILEY
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 198621	TIME	OFF								
	03	211	4-12	BAILEY								
JOB 5 MECH. #	CAUSE AND CORRECTION											

WARRANTY PARTS RETURNED JOB 1 Date _____ Rec'd By _____	WARRANTY PARTS RETURNED JOB 2 Date _____ Rec'd By _____	WARRANTY PARTS RETURNED JOB 3 Date _____ Rec'd By _____	WARRANTY PARTS RETURNED JOB 4 Date _____ Rec'd By _____	WARRANTY PARTS RETURNED JOB 5 Date _____ Rec'd By _____
--	--	--	--	--

CHECK <input type="checkbox"/> CHECK <input type="checkbox"/> CHECK <input type="checkbox"/> CHECK <input type="checkbox"/> CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> HAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/>		YEAR/MAKE/MODEL 05/CHEVROLET/CORAL		PRODUCTION DATE STOCK NO.		LICENSE NO. R.O. NO.	
CUSTOMER NO. 113341		COLOR SAND/		DELIVERY DATE		DELIVERY MILES	
SERVICE CONTRACT		CONTRACT NO.		EXPIRATION DATE		EXPIRATION MILES	
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.				THE SELLER, BURT GREENWALD CHEVROLET, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NEITHER ASSURES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURERS WARRANTY.			
WRITTEN ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> I DO NOT REQUEST AN ESTIMATE <input type="checkbox"/>				ROAD TESTED BY			
BUSINESS PHONE				MILEAGE AFTER ROAD TEST			
DATE/TIME PROMISED				ORIGINAL ESTIMATE			
DATE/TIME RECEIVED				CUSTOMERS ACCEPTANCE			
PRIORITY				TRANS.			
LABOR RATE				AIR COND.			
STATE REG# 4				TURBO			
ENTERED FEB 27 2006				P.S.			
ORIGINAL CUSTOMER ESTIMATE				LABOR INSTRUCTIONS			

ORIGINAL CUSTOMER ESTIMATE:

TOTAL:
\$0.00

LABOR INSTRUCTIONS

C 01GVZ-LDF

LUBE, OIL AND FILTER
PERFORM LUBE, OIL AND FILTER CHANGE

10CVZ

REAR SUSPENSION
CUSTOMER STATES THAT THERE IS A KNOCKING NOISE
IN THE CAR-STARTED THE CAR ONE AN-VEHICLE WAS SITTING
IDLING-HEARD THREE KNOCKS COMING FROM THE CENTER OF
VEHICLE IN REAR-TRUNK AREA

W 09CVZ

FRONT SUSPENSION
CUSTOMER STATES THAT VEHICLE IS PULLING TO THE LEFT

2020

01CVZ-BAL

TIRE ROTATION & BAL
PERFORM TIRE ROTATION & BALANCE OF ALL FOUR WHEELS & TIRES -
ADVISE ON REMAINING TREAD DEPTH AND INSPECT BRAKES (C.B)

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CHEVROLET, INC.
1400 M. C.

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(800) 544-3010 • www.burtgreenwald.com



\$5.00 OFF Your Next LUBE, OIL & FILTER Service with this coupon.

Not valid with any other offer.

NOTICED BODY DAMAGE.

FRONT ☐ REAR ☐ L. ☐ R. ☐ L. FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐ NONE ☐

JOB
1.
MECH.#CAUSE AND
CORRECTION5000 mile SERVICE
ROTATE + BALANCE

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
	208	157211 4247	2:24	BALAY

JOB
2.
MECH.#

LF 10mm

RF 10mm

LF 9/32

RF 9/32

LR 8mm

RR 8mm

LR 9/32

RR 9/32

CUSTOMER COMPLAINED OF A PULL TO THE LEFT
HAND SIDE WHILE DRIVINGJOB
3.
MECH.#CAUSE AND
CORRECTIONSET UP VEHICLE ON ALIGNMENT MACK FOUND TOE
WAS OFF TO THE RIGHT ADJUSTED TOE
AND TEST DROVE
CORE ADJUST TOE OK AT THIS TIMEJOB
4.
MECH.#CAUSE AND
CORRECTIONCUSTOMER COMPLAINED OF A THUMP/KNOCK
FROM REAR OF VEHICLE ON START UP AT IDLE.
COULD NOT VERIFY CONCERN. LOOKED FOR TSB'S
AND TRIED TO VERIFY. NO LOOSE COMPONENTS
FOUND UNDER VEHICLE. OK AT THIS TIMEJOB
5.
MECH.#CAUSE AND
CORRECTIONWARRANTY PARTS
RETURNED
JOB 1Date _____
Rec. By _____WARRANTY PARTS
RETURNED
JOB 2Date _____
Rec. By _____WARRANTY PARTS
RETURNED
JOB 3Date _____
Rec. By _____WARRANTY PARTS
RETURNED
JOB 4Date _____
Rec. By _____WARRANTY PARTS
RETURNED
JOB 5Date _____
Rec. By _____

CREDIT CARD CHECK		YEAR / MAKE / MODEL 05/CHEVROLET/CORAL		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
FROM APPROVAL		CUSTOMER NO. 113341	COLOR SAND	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 01/27/06
OTHER		SERVICE CONTRACT		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR
CALL WHEN READY		ESTIMATE UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTYFIVE DOLLARS INITIAL YOUR CHOICE.		THE SELLER, BURT GREENWALD CHEVROLET, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURERS WARRANTY.		TAG NO. 4267	
YES <input type="checkbox"/> NO <input type="checkbox"/>		WRITTEN ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> I DO NOT REQUEST AN ESTIMATE <input type="checkbox"/>		RELEASE AFTER ROAD TEST		MILEAGE 2610	
SAVE REMOVED PARTS FOR CUSTOMER		ROAD TESTED BY				TRANS.	
YES <input type="checkbox"/> NO <input type="checkbox"/>		APPOINTMENT				AIR COND.	
YES <input type="checkbox"/> NO <input type="checkbox"/>		DATE / TIME PROMISED 08:34am 01/27/06 03:00pm		PRIORITY		TURBO	
STATE REG# 4		LABOR RATE				P.S.	
ENTERED JAN 31 2006							

ORIGINAL CUSTOMER ESTIMATE TOTAL

X

400075-060427

SYSTEM WIRING
RECALL PRODUCT RECALL NO. 0121 (A/C SYSTEM WIRING AND DUAL
STAGE AIRBAG MODULE WIRING (2005 COBALT & PURSUIT))

V1359

NOTICED BODY DAMAGE:

FRONT ☐ REAR ☐ L. FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐ NONE ☐

BURT GREENWALD CHEVROLET INC. AKRON, OHIO 44316

428

CAUSE AND
CORRECTION

Perform 05046

JOB
1
MECH.#

4/28

JOB
2
MECH.#JOB
3
MECH.#JOB
4
MECH.#CAUSE AND
CORRECTIONJOB
5
MECH.#WARRANTY PARTS
RETURNED
JOB 1Date _____
Rec. By: _____WARRANTY PARTS
RETURNED
JOB 2Date _____
Rec. By: _____WARRANTY PARTS
RETURNED
JOB 3Date _____
Rec. By: _____WARRANTY PARTS
RETURNED
JOB 4Date _____
Rec. By: _____WARRANTY PARTS
RETURNED
JOB 5CAUSE AND
CORRECTION

JOB 1

JOB 2

JOB 3

JOB 4

JOB 5

JOB 6

JOB 7

JOB 8

JOB 9

JOB 10

JOB 11

JOB 12

JOB 13

JOB 14

JOB 15

JOB 16

JOB 17

JOB 18

JOB 19

JOB 20

JOB 21

JOB 22

JOB 23

JOB 24

JOB 25

JOB 26

JOB 27

JOB 28

JOB 29

JOB 30

JOB 31

JOB 32

JOB 33

JOB 34

JOB 35

JOB 36

JOB 37

JOB 38

JOB 39

CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> FISCAL APPROVAL <input type="checkbox"/> OTHER <input type="checkbox"/> CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/>		YEAR / MAKE / MODEL 03 / CHEVROLET / MALIBU / MALIBU 4DR SED		PRODUCTION DATE 08/21/02		STOCK NO. 69		LICENSE NO. 186446		R.O. NO. 186446	
SERVICE CONTRACT NONE		CUSTOMER NO. 105501		COLOR REDFIRE MET/GRAY		DELIVERY DATE 08/21/02		DELIVERY MILES 69		SELLING DEALER NO. 4290	
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. AT YOUR CHOICE.		THE SELLER, BURT GREENWALD CHEVROLET, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.		TAG NO. 15899		MILEAGE 15899		TRANS. A		AIR COND. Y	
ANKON, OH RESIDENCE PHONE BUSINESS PHONE		ROAD TESTED BY MILEAGE AFTER ROAD TEST		TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work hereunder 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 delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon.		ORIGINAL ESTIMATE CUSTOMERS ACCEPTANCE		AUTH. BY:		P.S. Y	
APPOINTMENT YES <input type="checkbox"/> NO <input type="checkbox"/>		DATE / TIME PROMISED 03:34 PM 01/28/06 05:00 PM		PRIORITY LABOR RATE		S AUTHORIZED ADDITIONS DATE TIME		STATE REGH 4 ENTERED JAN 31 2006 EH 3.1L V6 SFI 170HP		LABOR INSTRUCTIONS ORIGINAL CUSTOMER ESTIMATE: TOTAL 5.95	
MAINTENANCE WASH											
NOTICED BODY DAMAGE: FRONT <input type="checkbox"/> REAR <input type="checkbox"/> L. FRONT <input type="checkbox"/> R. FRONT <input type="checkbox"/> L. SIDE <input type="checkbox"/> R. SIDE <input type="checkbox"/> NONE <input type="checkbox"/>											

<input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> FOR APPROVAL <input type="checkbox"/> OTHER <input type="checkbox"/> CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO		YEAR/MAKE/MODEL 05/CHEVROLET/CORAL		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 9583
CUSTOMER NO. 115341		COLOR SAND/		DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 12/22/05
SERVICE CONTRACT		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	ADVISOR 4251	TAG NO. 3722
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.				THE SELLER, BURT GREENWALD CHEVROLET, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.			
WRITTEN ESTIMATE		ORAL ESTIMATE		I DO NOT REQUEST AN ESTIMATE		ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
ROAD TESTED BY		MILEAGE AFTER ROAD TEST		AUTHORIZED ADDITIONS		DATE	TIME
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE				I hereby authorize the repair work hereafter 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 delay caused by unavailability of parts or services by the supplier or transporter. I hereby grant you and on street, highways or elsewhere for the purpose of knowledge on above vehicle to secure the amount or		AUTH. BY	PS.

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL
 X- ACROSS FOR 20.00

LUBE, OIL AND FILTER
 PERFORM LUBE, OIL AND FILTER CHANGE

DROP

by 7p

4247

Tire Rotation

E2020
 R0184713

LR WW M55, etc

OK
 3K

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Not valid with any other offer.

NOTICED BODY DAMAGE:

FRONT ☐ REAR ☐ L. FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐ NONE ☐

BURT GREENWALD CHEVROLET, INC.

3000 mile Service 4247

ROTATE TIRES L/R TIRE MISSING WHEEL --
WEIGHT ROTATED TO FRONT + TEST DRIVE REIT
SLIGHT VIBRATION
AT THIS TIME

STRAIGHT TIME (HRS)	PLAT RATE /hr	P.O. NO. 76533	TIME	OFF
1.6	4.24	2-22	OK	



WARRANTY PARTS RETURNED JOB 1		WARRANTY PARTS RETURNED JOB 2		WARRANTY PARTS RETURNED JOB 3		WARRANTY PARTS RETURNED JOB 4		WARRANTY PARTS RETURNED JOB 5	
Date		Date		Date		Date		Date	
By		By		By		By		By	

CHECK CHAFFIN OTHER CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO		05/CHEVROLET/CORAL CUSTOMER NO. 113341 SERVICE CONTRACT		PRODUCTION DATE DELIVERY DATE CONTRACT NO.	STOCK NO. DELIVERY MILES EXPIRATION DATE	LICENSE NO. SELLING DEALER NO. EXPIRATION DATES	R.O. NO. 184713 R.O. DATE 12/01/05 ADVISOR 261
AKRON, OH BUSINESS PHONE 106.62		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 ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> I DO NOT REQUEST AN ESTIMATE <input type="checkbox"/>		THE SELLER, BURT GREENWALD CHEVROLET, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.		TAG NO. 1408 MILEAGE 5883	
DATE/TIME PROMISED 04:11 PM 12/02/05 08:00 AM ENTERED DEC - 7 2005 1019139		ROAD TESTED BY MILEAGE AFTER ROAD TEST		TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work hereinafter set forth to be done along with the necessary incident and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle to cause or contribute to the loss or damage.		ORIGINAL ESTIMATE CUSTOMERS ACCEPTANCE AUTHORIZED ADDITIONS DATE TIME AUTH. BY	

ORIGINAL CUSTOMER ESTIMATE: TOTAL

LABOR INSTRUCTIONS

E4301
R0183133

N9522.4

E2020.5

E2020
R0183133

B47

WASH

4210

W 08CVZ
BRAKES
CUSTOMER STATES THAT BRAKES FEEL MUSHY AND NOT RESPONSIVE
CUSTOMER STATES THAT RED BRAKE LIGHT WILL COME ON INTERMITTENTLY-CUSTOMER STATES THAT WHEN BRAKING "ICE POSSIBLE" MESSAGE WILL COME ON DIC

W 09CVZ
FRONT SUSPENSION
CUSTOMER STATES THAT SHE FEELS LIKE VEHICLE IS PULLING TO THE RIGHT

TEST DRIVEN
BY GARY
ABS ACTING
UP.

Test driven Again by 4210 -
ABS operating as
designed

NOTICED BODY DAMAGE:

FRONT ☐ REAR ☐ L. FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐ NONE ☐

BURT GREENWALD CHEVROLET, INC. AKRON, OHIO 44308

DATE _____

JOE
KFC-

100

JOB
3
INCHES

JOB
4.
MECH. #

MECH. #

STRAIGHT
TIME (HRS.)

**FLAT RATE
PRICE**

R. O. NO. 184713

TIME

EMP. NO. 4

DEP. IN

Q

Test drive car, brakes are operating as designed. The possible message appears at 371, 8444. This is normal. Reprogrammed IP per Bulletin 51 to remove unwanted red brake light warning. (4210)
During test drive, found vehicle drifts to "crawl" on slope of road. This is normal.

4210

Figure 1. Schematic representation of the experimental design. The subjects were divided into two groups: the control group and the experimental group. The control group received a standard diet and water, while the experimental group received a diet supplemented with 0.5% of the active ingredient. The subjects were then subjected to a 10-day period of fasting, followed by a 10-day period of refeeding. The subjects were then subjected to a 10-day period of fasting, followed by a 10-day period of refeeding. The subjects were then subjected to a 10-day period of fasting, followed by a 10-day period of refeeding.

100

1.1

11

100

2

22

OF:

OR

OFF

52

5

212

100

• •

1

WARRANTY PARTS
RETURNED
JOB 1

Date _____
 By _____

WARRANTY PARTS
RETURNED
JOB 2

1511
1512

WARRANTY PARTS
RETURNED
JOB 5

10

WARRANTY PARTS
RETURNED
JOB #

10

WARRANTY PART
RETURNED
JOB 2

100

<input type="checkbox"/> CHECK CARD <input type="checkbox"/> CHECK <input type="checkbox"/> FOR APPROVAL <input type="checkbox"/> OTHER <input type="checkbox"/> CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO		YEAR/MAKE/MODEL 05/CHEVROLET/CORVETTE		PRODUCTION DATE	STOCK NO.	LICENSE NO.	I.R.O. NO. 194095
AKRON, OH		CUSTOMER NO. 113341	COLOR SANDY	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	I.R.O. DATE 11/12/05
BUSINESS PHONE		SERVICE CONTRACT		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR 261
TIME RECEIVED 09:17am		DATE/TIME PROMISED 11/12/05 05:00pm		PRIORITY		TAG NO. 1242	
STATE REG. 751 1159		LABOR RATE		ROAD TESTED BY		MILEAGE 3474	
ENTERED NOV 22 2005		I hereby authorize the repair work hereafter 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 delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle until the repairs are completed for the purpose of testing or repairs thereon.		THE SELLER BURT GREENWALD CHEVROLET, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.		ORIGINAL ESTIMATE	
ORIGINAL CUSTOMER ESTIMATE: TOTAL 24.95		CUSTOMERS ACCEPTANCE		AUTHORIZED ADDITIONS		DATE	
COMMENTS: DROP		LUBE, OIL AND FILTER		PERFORM LUBE, OIL AND FILTER CHANGE		TURBO	
C 01CVZ		MAINTENANCE		CUSTOMER STATES THAT WHEN SHE IS DRIVING THE RIDE FEELS ROUGH-CHECK TIRE PRESSURE IN TIRES		P.S.	

TIRE PRESSURE OK
 FELT NORMAL ON
 ROADTEST

B42

4255

NOTICED BODY DAMAGE:
 FRONT ☐ REAR ☐ L. FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐ NONE ☐

BURT GREENWALD CHEVROLET, INC.

JOB #	MECH. #	CAUSE AND CORRECTION	LABOR RE	TIME CL
JOB 1				OFF
JOB 2				ON
JOB 3				OFF
JOB 4				ON
JOB 5				OFF

STRAIGHT TIME (HRS.) FLAT RATE PRICE R.O. NO. 184095 TIME

3 423.11-12PF 184095 PF

DEAD OPEN

ON OFF

WARRANTY PARTS
RETURNED
JOB 1Date _____
Rec. By: _____WARRANTY PARTS
RETURNED
JOB 2Date _____
Rec. By: _____WARRANTY PARTS
RETURNED
JOB 3Date _____
Rec. By: _____WARRANTY PARTS
RETURNED
JOB 4Date _____
Rec. By: _____WARRANTY PARTS
RETURNED
JOB 5Date _____
Rec. By: _____

YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
CUSTOMER NO.	COLOR	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR
ESTIMATE UNDER NO 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		THE SELLER, BURT GREENWALD CHEVROLET, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.		
WRITTEN ESTIMATE	ORAL ESTIMATE	I DO NOT REQUEST AN ESTIMATE	TAG NO.	
ROAD TESTED BY	MILEAGE AFTER ROAD TEST	ORIGINAL ESTIMATE		CUSTOMER'S ACCEPTANCE
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE		AUTHORIZED ADDITIONS		DATE
I hereby authorize the repair work hereafter 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 delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your authorized commission to complete the work on the vehicle for the purpose of the repair.		AUTH. BY		TIME
APPOINTMENT		DATE/TIME PROMISED		PRIORITY
08:10 AM		10/17/05		08:00 AM
STATE REG.		LABOR RATE		
ENTERED OCT 27 2005				

ORIGINAL CUSTOMER ESTIMATE: TOTAL

W 12CVZ BODY ELECTRICAL
CUSTOMER STATES THAT ABS LIGHT COMES ON WITH TRACTION CONTROL LIGHT

W 09CVZ FRONT SUSPENSION
CUSTOMER STATES THAT VEHICLE IS PULLING TO THE LEFT

W 05CVZ FUEL SYSTEM
CUSTOMER STATES THAT SOMETIMES FUEL CAP WILL NOT LOCK INTO PLACE-GETS TO GAS STATION AND CAP JUST PULLS OUT

PARTS ON ORDER
DATE: 10/17/05
INITIALS: [Signature]

Rental 4:21 pm 10-18-05

Jenna

D292665 \$42.00

IGN DV 23L 36D

NOTICED BODY DAMAGE:

FRONT ☐ REAR ☐ L. ☐ R. ☐ L. FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐ NONE ☐

BURT GREENWALD

4237

JOB #	MECH #	CAUSE AND CORRECTION	LABOR RECORD								
JOB 1	MECH #	① V ABS Clean LR Wheel SPD sensor internal fault Diag + Rpt LR Hub internal short causing speed signal white noise	TIME CLOCK OFF ON OFF ON								
JOB 2	MECH #	② V Susp pull suspicious swap Rt + Lft - No change Alignment off spec Align Fnt susp to spec	OFF ON OFF ON								
JOB 3	MECH #	③ V Gas cap not locking Spring bent Rt Gas Cap Asm	OFF ON OFF ON								
JOB 4	MECH #	<table border="1"> <thead> <tr> <th>STRAIGHT TIME (HRS.)</th> <th>FLAT RATE PRICE</th> <th>R.O. NO.</th> <th>TIME</th> </tr> </thead> <tbody> <tr> <td></td> <td>3.2</td> <td>4237</td> <td>10-18-05</td> </tr> </tbody> </table>	STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME		3.2	4237	10-18-05	OFF ON OFF ON
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME								
	3.2	4237	10-18-05								
JOB 5	MECH #		OFF ON OFF ON								

Time for pull Diag

Time for Hub Repair & test Drive

WARRANTY PARTS
RETURNED
JOB 1

Date

10/18/05

Rec. By

WARRANTY PARTS
RETURNED
JOB 2

Date

Rec. By

WARRANTY PARTS
RETURNED
JOB 3

Date

Rec. By

WARRANTY PARTS
RETURNED
JOB 4

Date

Rec. By

WARRANTY PARTS
RETURNED
JOB 5

Date

Rec. By

YEAR/MAKE/MODEL 08/CHEVROLET/CORAL		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
CUSTOMER NO. 119341	COLOR SAND	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 12/27/06
SERVICE CONTRACT		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR
ESTIMATE UNDER 0.30 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		THE SELLER, BURT GREENWALD CHEVROLET, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURERS WARRANTY.		TAG NO. 1283	
WRITTEN ESTIMATE	ORAL ESTIMATE	I DO NOT REQUEST AN ESTIMATE		MILEAGE 32517	
ROAD TESTED BY	MILEAGE AFTER ROAD TEST		ORIGINAL ESTIMATE	CUSTOMERS ACCEPTANCE	TRANS.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE		I hereby authorize the repair work hereinafter 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 control of transporter. I hereby grant you access to the vehicle for the purpose of repairs.		AUTH. BY	
TIME RECEIVED 11:37 AM	DATE/TIME PROMISED 12/27/06	PRIORITY	LABOR RATE	ABR COND.	
STATE RECH ENTERED DEC 29 2006		TURBO			
LABOR INSTRUCTIONS		PS.			

ORIGINAL CUSTOMER ESTIMATE: TOTAL
X- 265.95

C 01CVZ-LOMPI

LUBE, OIL AND FILTER
PERFORM LUBE, OIL AND FILTER CHANGE
AND MULTI-POINT INSPECTION

COK

C 01CVZ-BAL

TIRE ROTATION & BAL
PERFORM TIRE ROTATION & BALANCE OF ALL FOUR WHEELS & TIRES -
ADVISE ON REMAINING TREAD DEPTH AND INSPECT BRAKES (L.B)

C 13CVZ-FLUSH

DG TRANS FLUSH
COMPLETE TRANSMISSION FLUSH WITH DG ADDITIVE

TRANS Flush

C 01CVZ-AIR/FIL

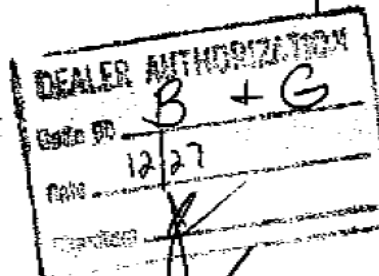
REPLACE AIR FILTER
REPLACE AIR FILTER ELEMENT

Replace air filter

C 08CVZ

FUEL SYSTEM
CUSTOMER STATES THAT TETHER KEEPS ON COMING OFF OF FUEL
CAP

Remove fuel cap



NOTICED BODY DAMAGE:

FRONT ☐ REAR ☐ L. ☐ R. ☐ L. FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐ NONE ☐

BURT GREENWALD

BOARD <input type="checkbox"/> FOR <input type="checkbox"/> APPROVAL <input type="checkbox"/> ER <input type="checkbox"/> WHEN READY YES <input type="checkbox"/> NO <input type="checkbox"/>		YEAR MAKE & MODEL 05/CHEVROLET/CADILLAC		PRODUCTION DATE	STOCK NO	LICENSE NO.	I.R.O. NO 196823
REMOVED PARTS FOR CUSTOMER YES <input type="checkbox"/> NO <input type="checkbox"/>		CUSTOMER NO. 113341	COLOR SAND/	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	I.R.O. DATE 12/27/06
TIME RECEIVED 11:37 AM		SERVICE CONTRACT		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR 261
DATE/TIME PROMISED 12/27/06 04:00 PM		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 METAL YOUR CHOICE)		THE SELLER, BURT GREENWALD CHEVROLET, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.		TAG NO. 1263	MILEAGE 32517
TIME RECEIVED 11:37 AM		DATE/TIME PROMISED 12/27/06 04:00 PM		ROAD TESTED BY		MILEAGE AFTER ROAD TEST	TRANS.
PRIORITY		LABOR RATE		TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work hereafter set forth to be done along with the necessary material and agree that you are not responsible for loss of or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control and without your express permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto.		ORIGINAL ESTIMATE	CUSTOMERS ACCEPTANCE
STATE REG # 4		LABOR RATE		AUTHORIZED ADDITIONS		DATE	TURBO
SIGNATURE		LABOR INSTRUCTIONS		AUTH. BY		TIME	P.S.

MAINTENANCE
CUSTOMER RECEIVED LETTER FOR 200.00 TOWARD MAINT

NOTICED BODY DAMAGE:

FRONT ☐ REAR ☐ L. ☐ R. ☐ L. FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐ NONE ☐

BURT GREENWALD CHEVROLET INC. 10000

JOB # MECH #	CAUSE AND CORRECTION	LABOR RECORD			
		STRAIGHT TIME (HRS.)	FLAT RATE PRICE	F.O. NO. B.P. NO. DESH. NO.	TIME ON OFF
JOB 1 MECH #			28	F1323 253 12-27	OK [REDACTED]
JOB 2 MECH #					
JOB 3 MECH #					
JOB 4 MECH #					
JOB 5 MECH #					

DEC 27 '06 PM 2.

WARRANTY PARTS
RETURNED
JOB 1

Date: _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 2

Date: _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 3

Date: _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 4

Date: _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 5

Date: _____
Rec. By: _____

CASH <input type="checkbox"/>	CREDIT CARD <input type="checkbox"/>	CHECK <input type="checkbox"/>	UPON APPROVAL <input type="checkbox"/>	OTHER <input type="checkbox"/>	CALL WHEN READY <input type="checkbox"/>	YES <input type="checkbox"/> NO <input type="checkbox"/>	SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/>	YES <input type="checkbox"/> NO <input type="checkbox"/>	APPOINTMENT <input type="checkbox"/>	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	
YEAR/MAKE/MODEL 05/CHEVROLET/CORAL T			PRODUCTION DATE		STOCK NO.		LICENSE NO.		R.O. NO. 198137		
CUSTOMER NO. 113341			COLOR SAND/		DELIVERY DATE		DELIVERY MILES		R.O. DATE 02/24/07		
SERVICE CONTRACT			CONTRACT NO.		EXPIRATION DATE		EXPIRATION MILES		ADVISOR 261		
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.)						THE SELLER, BURT GREENWALD CHEVROLET, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.					
WRITTEN ESTIMATE			ORAL ESTIMATE			DO NOT REQUEST AN ESTIMATE			TAG NO. 3123		
ROAD TESTED BY			MILEAGE AFTER ROAD TEST			ORIGINAL ESTIMATE			CUSTOMER'S ACCEPTANCE		
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE						AUTHORIZED ADDITIONS			DATE		
I hereby authorize the repair work hereinafter 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 delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employee permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or transportation.						TIME			TRANS.		
SIGN						AUTH. BY			AIR COND.		
LABOR INSTRUCTIONS						P.B.			TURBO		

ORIGINAL CUSTOMER ESTIMATE TOTAL

LABOR INSTRUCTIONS

X- BODY ELECTRICAL
CUSTOMER STATES THAT MP3 ON RADIO IS INOP SINCE RADIO REP

STEERING
CUSTOMER STATES POWER STEERING INOP. WENT OUT ALL AT ONCE
HAPPENED AFTER DRIVING 100 MILES

Change oil change N/C

DEALER AUTHORIZATION

CODE 80 B

DATE 2/24

SIGNATURE

DATE/TIME 2/28 5:50pm

TOTAL AMT 185.00

VIN 1G1AL55F27

REP Cole

DAYS 5

INV # H6400535

NOTICED BODY DAMAGE:

FRONT ☒ REAR ☐ L. FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐ NONE ☐

JOB #	MECH. #	CAUSE AND CORRECTION	STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	LABOR RECORD
1		MP3 OPTION NOT ON Radio Installed Properly					
1		Installed MP3 Radio and Program					
2		CO175 Ret-set. Refound Bulbhorn PIC4145A					
2		Internal motor Issue					
2		Replaced Column					
3		LOF					
4							
5							

FEB26'07 AM 9.41

FEB26'07 AM 11.2

FEB27'07 PM 12.46

FEB27'07 11:18AM

WARRANTY PARTS RETURNED JOB 1 Date: 2/27/07 Rec. By: [Signature]	WARRANTY PARTS RETURNED JOB 2 Date: 2/27/07 Rec. By: [Signature]	WARRANTY PARTS RETURNED JOB 3 Date: _____ Rec. By: _____	WARRANTY PARTS RETURNED JOB 4 Date: _____ Rec. By: _____	WARRANTY PARTS RETURNED JOB 5 Date: _____ Rec. By: _____
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Privileged and Confidential Information**CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)****By: Nita DeHoyos State: OH****Customer Name:** [REDACTED]**Service Request:**
71-487228568**GM Legal File No.: N/A****Vehicle ID No.:****1G1AL52F757** [REDACTED]**In Service Date:****9/27/2005****Vehicle is: New****BAC Code: 164333****Year, Make & Model: 2005 Chevrolet Cobalt****Vehicle Purchased Used on: N/A at
odometer: N/A****Lien holder: GMAC ☐ Other ☒: CitiFinancial Auto****VEHICLE REPAIR HISTORY******NOTE: ITEMS UNDERLINED ARE WITHIN PRESUMPTION PERIOD**☐ **Engine/Fuel/Exhaust**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
<u>10/15/05</u>	<u>183133</u>	<u>*</u>	<u>2048</u>	C/S TETHER CAME OFF FUEL CAP / REPLACED GAS TANK CAP
<u>12/27/06</u>	<u>196323</u>	<u>1</u>	<u>32517</u>	C/S TETHER KEEPS COMING OFF THE FUEL CAP / REPLACED GAS CAP ASSEMBLY

☐ **Steering**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/24/06	192769	5	24675	C/S POWER STEERING LIGHT STAYS ON, LOSS OF COMMUNICATION WITH BDM / TAC CASE #9145013 – RELOCATED C3 CONNECTOR HARNESS AT COLUMN PER TAC, COULD NOT DUPLICATE – KEPT VEHICLE OVER WEEKEND TO TRY TO DUPLICATE
02/12/07	197743	1	34937	5-DAY RENTAL PROVIDED C/S SHE HAD LOSS OF POWER STEERING. WARNING CHIME RANG FIRST THEN LOSS OF POWER STEERING / SCANNED VEHICLE FOR CODE AND FOUND C0476 – PER BULLETIN # 06-025-32-002B. EDUCATED CUSTOMER OF NORMAL OPERATING CHARACTERISTICS OF THE EPS (ELECTRIC POWER SYSTEM). "...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..."
02/24/07	198137	*	35399	C/S POWER STEERING INOP – WENT OUT ALL AT ONCE AFTER DRIVING APPROXIMATELY 100 MILES / REPLACED ELECTRONIC COLUMN ASSEMBLY PER BULLETIN #05-02-32-002B

☐ **Transmission**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/30/06	194638	1	28025	C/S SHIFTER FEELS LOOSE WHEN SHIFTING INTO DRIVE / NO CONCERN FOUND – SHIFTER OPERATING AS DESIGNED

☐ **Body/Trim**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
02/12/07	197743	<input type="checkbox"/>	34937	C/S FINISH IS COMING OFF LEFT AND RIGHT DOOR HANDLES AND FASCIA AROUND RADIO / SOP AND REPLACED DOOR PANEL AROUND RADIO AND LEFT AND RIGHT DOOR TRIM BEZEL ASSEMBLY

☐ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/22/06	192700	1	24675	C/S KEY IS STUCK IN IGNITION / IGNITION LOCK CYLINDER REPLACED
09/05/06	193086	3	24815	1-DAY RENTAL PROVIDED C/S KEY IS STUCK IN IGNITION / IGNITION LOCK CYLINDER REPLACED
10/10/06	194130	8	27502	3-DAY RENTAL PROVIDED C/S KEY IS GETTING CAUGHT IN THE IGNITION BETWEEN ACC AND OFF. SAYS HEARS A CLICKING NOISE IN THE SHIFTER AREA WHEN THIS HAPPENS / HOUSING AND LOCK CYLINDER WERE ORDERED, BUT DUE TO BACKORDER DID NOT RECEIVE UNTIL THE 18TH
10/30/06	194638	1	28025	8-DAY RENTAL PROVIDED C/S TURN SIGNALS WILL NOT CANCEL / FOUND SIR COIL BROKEN – REPLACED SIR COIL AND TURN SIGNAL SWITCH – VERIFIED REPAIR OKAY
02/24/07	198137	1	35399	C/S MP3 ON RADIO IS INOP SINCE RADIO REPLACEMENT / REPLACED RADIO ASSEMBLY

☒ Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
<u>10/15/05</u>	<u>183133</u>	<u>2</u>	<u>2048</u>	C/S NOISE AND PULSATING REAR / PERFORMED WHEEL ALIGNMENT. ALSO LEFT REAR WHEEL FOUND BEARING AND HUB ASSEMBLY REPLACED
<u>12/01/05</u>	<u>184713</u>	<u>1</u>	<u>5883</u>	2-DAY TRANSPORTATION PROVIDED C/S CHECK TIRE LIGHT IS ON / WHEEL ALIGNMENT PERFORMED. I/P REPROGRAM USING SPS PASS-THRU PROGRAMMING
<u>02/24/06</u>	<u>187211</u>	<u>1</u>	<u>11304</u>	1-DAY TRANSPORTATION PROVIDED C/S TIRE NOISE / ARM ASSEMBLY, FRONT CONTROL, BOTH LOWER REPLACED
				2-WAY SHUTTLE PROVIDED

☐ Restraints

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
01/27/06	186399	1	9234	PERFORMED RECALL CAMPAIGN #05046: REWIRE AIRBAG AND INSTALL JUMPER HARNESS

THE STATE LEMON LAW READS:

Days out of service: 30 OR MORE CALENDAR DAYS

Repairs: 3 OR MORE

Time period 12 MONTHS / 18,000 MILES

Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs: 1 OR MORE

Safety-related time period: 12 MONTHS / 18,000 MILES

Number of repair attempts in the presumption period:	3
Total days out of service during the presumption period:	4
Total days out of service during customer's ownership:	27

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: **SR# 1-438005255 – ELECTRICAL START/CHARGE – IGNITION CONCERN**

Date ☐ Offer/Result: **1/2/2007: 48/32000 GMPP MAJOR GUARD W/\$0.00 DEDUCTIBLE OFFERED, ACCEPTED AND PROCESSED BY CAC WITH ODOMETER MILES AT 30,267 – EXPIRATION 12/1/2010 @ 62,267 MILES**

Concern: **REFERENCE SR# 71-429734749 & 71-446009711 – REGAIN CUSTOMER FAITH**

Date ☐ Offer/Result: **12/1/06 CAC OFFERED \$200.00 MAINTENANCE LETTER**

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) if there are any unrepaired defects, and 2) are the problems alone or cumulatively a ☐substantial impairment☐of the vehicle's use, value or safety.

REASON FOR REMOVAL

CRS FINAL OFFER:	:	DATE:	<div>OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$</div>
------------------	---	-------	---

PLAINTIFF'S FINAL DEMAND:	:	DATE:	<div>AMOUNT TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$</div>
---------------------------	---	-------	--

TEAM LEAD APPROVING:

Date:

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, □ rear end.
Body/ Trim	All body panels □associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth □leather fabric, seats □associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel □key, column, rack and pinion, pump assembly and QuadraSteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic □manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

*** SES light is to be captured under affected component above.**



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

VIA FAX ONLY

March 12, 2007

FAX: 216-266-6928

Mr. Don Wood, General Sales Mgr
c/o Delores Hewston
LAKESHORE CHEVROLET
543 E 185TH ST
EUCLID, OH 44119-1671

RE:

Service Request: 71-487228568
2005 Chevrolet Cobalt
Vehicle Identification Number: 1G1AL52F757
Legal Research Specialist: Nita DeHoyos

Dear Mr. Wood and Ms. Hewston:

Pursuant to our conversation, 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 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 1-866-255-3730. 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 me at our Business Resource Center at 1-866-790-5600 Ext 11285 Monday through Friday between 10:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,

Nita DeHoyos
General Motors Corporation

LG0040
V6302006



BURT GREENWALD CHEVROLET INC.

1490 VERNON ODOM BLVD.

P. O. BOX 8068

AKRON, OH 44320-8068

PHONE: 330-867-3010

FAX: 330-867-3415

FACSIMILE TRANSMITTAL SHEET

TO: NITA, FROM: Jim CENTORBI, SERV. MGR.
COMPANY: Gm LEGAL DATE:
FAX NUMBER: 1-866-255-3730 TOTAL NO. OF PAGES INCLUDING COVER: 49
PHONE NUMBER: RE: [REDACTED]

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

Fax Server

3/8/2007 5:01:24 PM

PAGE 2/002

Fax Server

GM

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

VIA FAX ONLY

March 8, 2007

FAX: 330-867-3415

Mr. Jim Centorbi, Service Manager
BURT GREENWALD CHEVROLET, INC.
PO BOX 8068
AKRON, OH 44320-0068

RE:

Service Request: 71-487228568
2005 Chevrolet Cobalt
Vehicle Identification Number: 1G1AL52F757
Legal Research Specialist: Nita DeHoyos

Dear Mr. Centorbi:

Pursuant to our telephone conversation, 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 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 1-866-255-3730. 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 me at our Business Resource Center at 1-866-790-5600 Ext 11285 Monday through Friday between 10:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,

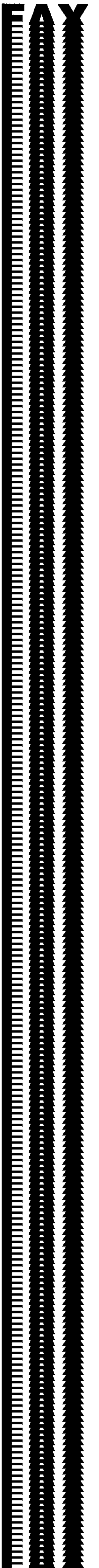
General Motors Corporation

LG0040
V6302006





General Motors Business Resource Center



To: dehoyoju@gmexpert.com

cc:

Subject: Re: lennox/bailey - signed release

Nita,

This is my approval email to go ahead and cut the checks to K&S even though the release is prepared in K&M's name.

Thanks,

Cara Didion

General Motors Corp. - GM Legal Staff

PH: (512) 386-0773

Fax: (248) 267-4552

E-Mail: cara.didion@gm.com



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General Motors Corporation

ATTN: Legal Department

PO Box 33170

Detroit MI 48232-5170

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Nevada, Ohio, Wisconsin, Washington, DC)

Ohio Office

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Independence, Ohio 44131

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www.krohnandmoss.com

Licensed to practice

Only in:

Ohio

March 5, 2007

General Motors Corporation

ATTN: Legal Department

PO Box 33170

Detroit, MI 48232-5170

RE: [REDACTED] v. General Motors Corporation

Vehicle: 2005 Chevy Colbalt

VIN: 1G1AL52F757 [REDACTED]

Our File No.: 0070749H

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the State Lemon Law and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective body/electrical;
2. Defective suspension system;
3. Defective brakes;
4. Defective locks/electrical;
5. Defective steering;
6. Defective interior trim;
7. Defective transmission; and
8. Any additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My client's repair history clearly shows there was a breach of both written and implied warranties:

based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

March 5, 2007

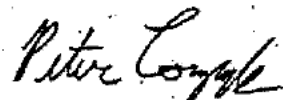
Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the State Lemon Law and the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,



Peter Cozmyk
Attorney at Law

PJC/cn

cc: [REDACTED]

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	3/29/2007
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-498403164	<u>VIN:</u>	1G1AK12F457 [REDACTED]

Inspector EDWARD J LAPOSTA

Number of Rolls DIGITAL

Roll Number DIGITAL

<u>Neg.#</u>	<u>Description</u>
0	<u>0 VIN PLATE</u>
1.	<u>1 VIN LABEL</u>
2.	<u>2 ODOMETER</u>
3.	<u>3 FRONT EXTERIOR</u>
4.	<u>4 LF EXTERIOR</u>
5.	<u>5 L EXTERIOR</u>
6.	<u>6 LF EXTERIOR</u>
7.	<u>7 REAR EXTERIOR</u>
8.	<u>8 RIGHT EXTERIOR</u>
9.	<u>9 DRIVER INTERIOR AND STEERING WHEEL</u>
10.	<u>10 RF FENDER</u>
11.	<u>11 11 DRIVER SEAT BELT LATCH</u>
12.	<u>12 DRIVER SEAT BELT</u>
13.	<u>13 STEERING RACK MOUNT</u>
14.	<u>14 CENTER UNDERCARRIAGE</u>
15.	<u>15 RACK AND PINION</u>
16.	<u>16 REAR UNDERCARRIAGE</u>
17.	<u>17 PASSENGER SIDE DASH</u>
18.	<u>18 ENGINE COMPARTMENT LEFT</u>
19.	<u>19 ENGINE COMPARTMENT CENTER</u>
20.	<u>20 ENGINE COMPARTMENT RIGHT</u>
21.	<u>21 MASTER CYLINDER CAP</u>
22.	<u>22 ACCELERATOR AND BRAKE PEDALS</u>
23.	<u>23 POWER STEERING ASSIST MOTOR</u>
24.	<u>24 POWER STEERING ASSIST CONTROLLER</u>
25.	<u>25 STEERING COLUMN</u>
26.	<u>26 VETRONIX</u>
27.	<u>27 TECH II</u>
28.	<u>28 TECH II ELECTRIC STEERING MOTOR CIRCUIT</u>
29.	<u>29 TECH II ELECTRIC STEERING MOTOR CIRCUIT</u>
30.	<u>30 ELECTRIC POWER STEERING MOTOR</u>

0 VIN PLATE IM000422.JPG



1 VIN LABEL IM000431.JPG



2 ODOMETER IM000434.JPG



3 FRONT EXTERIOR IM000407.JPG



4 LF EXTERIOR IM000409.JPG



5 L EXTERIOR IM000413.JPG



6 LF EXTERIOR IM000412.JPG



7 REAR EXTERIOR IM000415.JPG



8 RIGHT EXTERIOR IM000418.JPG



9 DRIVER INTERIOR AND STEERING WHEEL IM000426.JPG



10 RF FENDER IM000420.JPG



11 DRIVER SEAT BELT LATCH IM000440.JPG



12 DRIVER SEAT BELT IM000441.JPG



13 STEERING RACK MOUNT IM000445.JPG



14 CENTER UNDERCARRIAGE IM000447.JPG



15 RACK AND PINION IM000448.JPG



16 REAR UNDERCARRIAGE IM000449.JPG



17 PASSENGER SIDE DASH IM000427.JPG



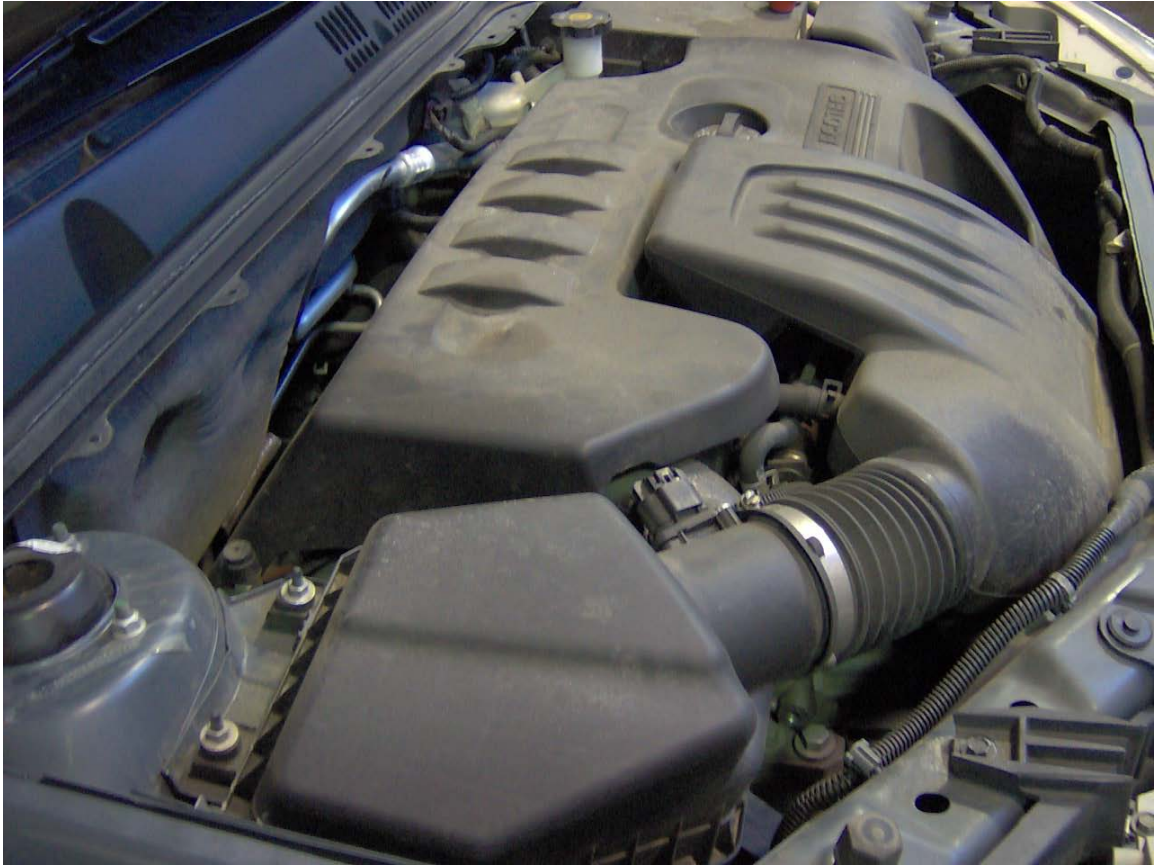
18 ENGINE COMPARTMENT LEFT IM000437.JPG



19 ENGINE COMPARTMENT CENTER IM000438.JPG



20 ENGINE COMPARTMENT RIGHT IM000439.JPG



21 MASTER CYLINDER CAP IM000436.JPG



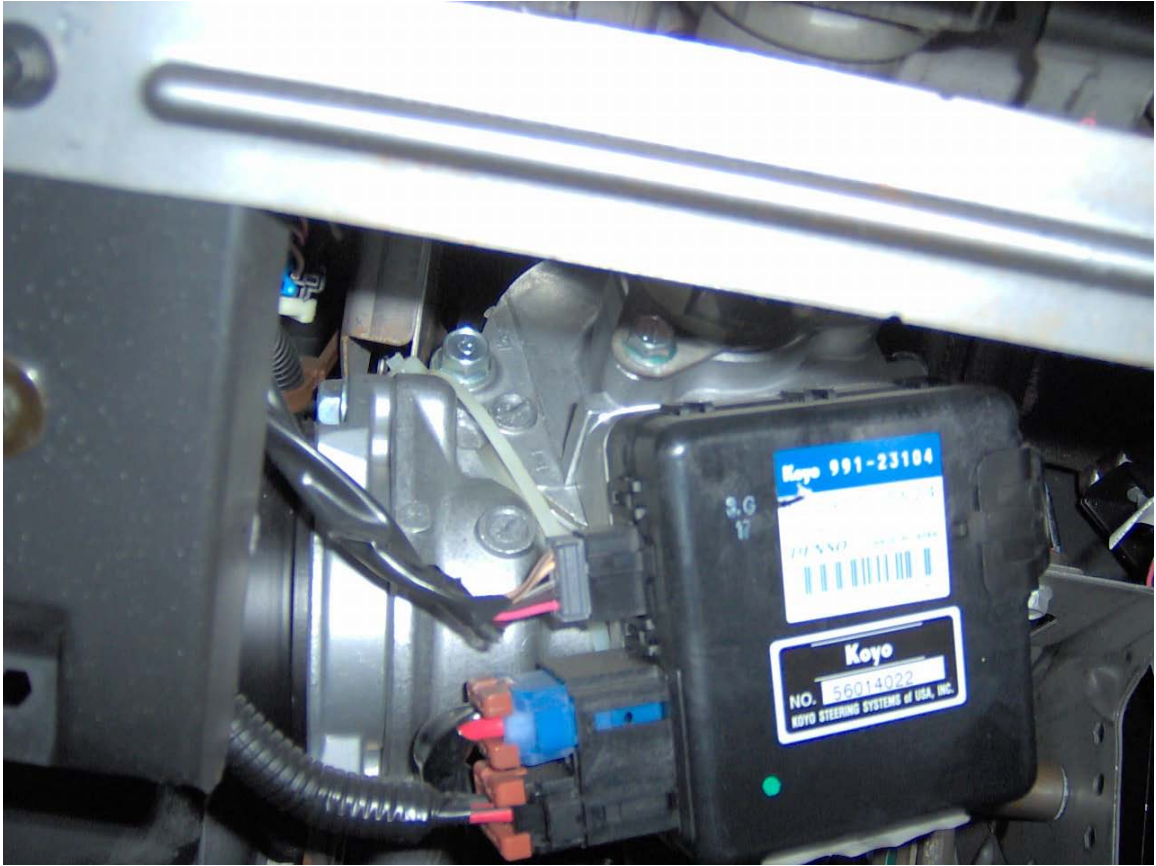
22 ACCELERATOR AND BRAKE PEDALS IM000467.JPG



23 POWER STEERING ASSIST MOTOR IM000451.JPG



24 POWER STEERING ASSIST CONTROLLER IM000452.JPG



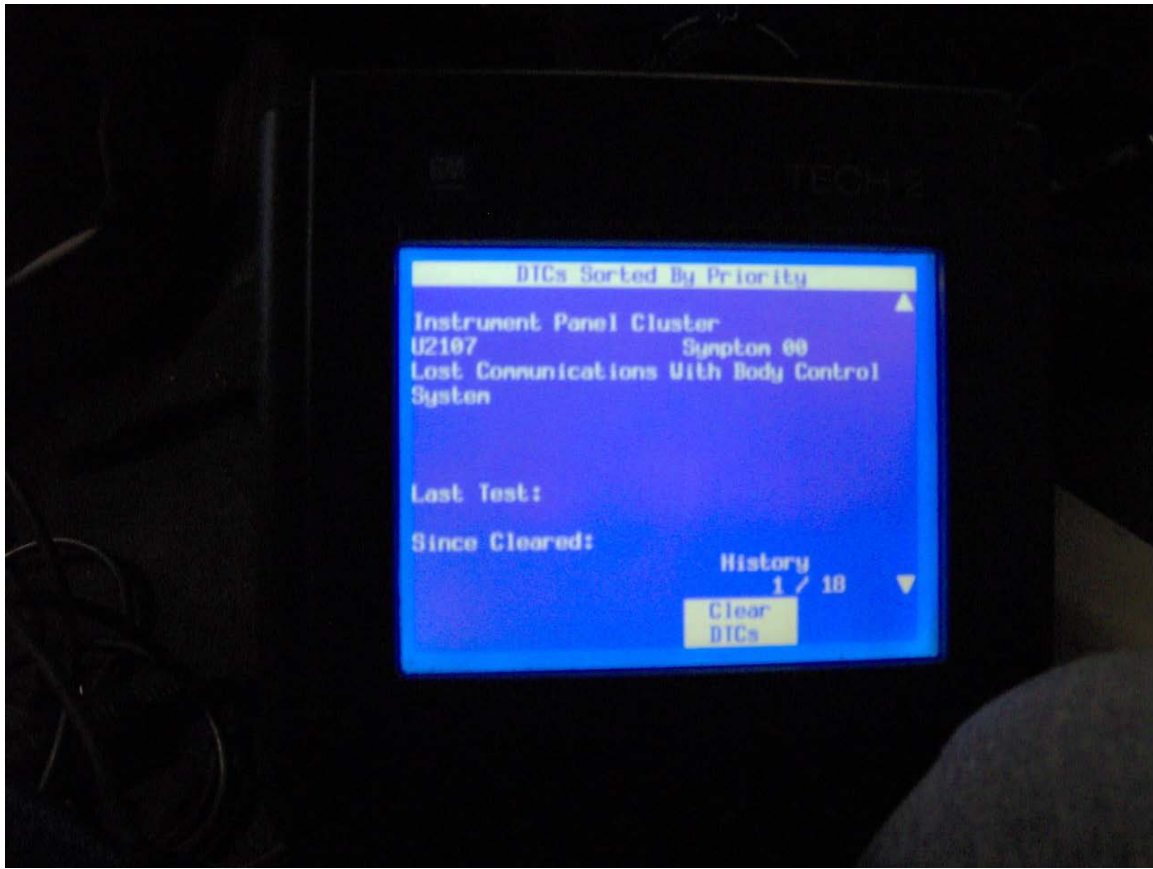
25 STEERING COLUMN IM000454.JPG



26 VETRONIX
IM000456.JPG



27 TECH II IM000458.JPG



28 TECH II ELECTRIC STEERING MOTOR CIRCUIT IM000460.JPG



29 TECH II ELECTRIC STEERING MOTOR CIRCUIT IM000461.JPG



30 ELECTRIC POWER STEERING MOTOR
IM000466.JPG



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

Customer's Name: [REDACTED] Inspection Date: 3/29/2007
 Vehicle Brand: Chevrolet Model: Cobalt
 File ☐ 71-498403164 VIN: 1G1AK12F457 [REDACTED]

Mileage at Inspection: 33133

Inspection Location: Day Chevrolet
 1600 Golden Mile Hwy, Monroeville, PA 15146

Inspector's phone number: 740-632-0875

Inspected By: EDWARD J LAPOSTA

Section 1 INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:

Driver/Owner [REDACTED] alleges that she was slowing down at a stop sign and her vehicle lost power steering assist causing her to hit a parked S-10 and the air bags did not deploy.

Following the inspection, summarize the facts and observations: (Additional cmts may be placed in section 9)

The right front bumper cover corner is scraped and paint is scuffed from the head lamp lens area to the front of the wheel well. The front corner of the right front fender is dented in 1/2 inch from the head lamp to the center of the wheel opening. The right front wheel opening lip of the right front fender is scraped and dented in 1/4 inch to the center of the wheel opening.

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: 3/24/2007 3:00PM

Interview date: {

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)

Driver/Owner [REDACTED] states the following: I was slowing down at a stop sign and my vehicle lost power steering assist causing me to hit a parked S-10 and the air bags did not deploy. I was traveling on ridge road in Clarion, PA and had been driving for 20 minutes at 35MPH. I came to a stop sign, slowed to about 5MPH and felt the steering wheel get harder to turn. I turned the steering wheel hard to the right and all of a sudden the car veered off to the right and I hit an S-10 pickup truck that was parked on the side of the road. I got out of my vehicle and talked to the owner of the truck and then moved my vehicle to the side of the road. I called a tow truck and had the vehicle towed to Day Chevrolet to have it checked out. My son [REDACTED] and I were not injured in the accident.

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

Customer's Name: [REDACTED] Inspection Date: **3/29/2007**
 Vehicle Brand: **Chevrolet** Model: **Cobalt**
 File ☐ **71-498403164** VIN: **1G1AK12F457** [REDACTED]

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities): Driver: Female
 Passenger in front passenger seat: Male(son)

{

If there was a collision:

Describe extent of any injuries to the Driver: **The driver alleges no injuries.**

{

Describe where other occupants were seated & extent of any injuries: **Driver's son, [REDACTED] was in front passenger seat and alleges no injuries.**

{

{

What was the exact location of the incident. Ridge Road, Clarion, PA

Driving conditions at the time of the incident:

Weather conditions & Visibility: **Dry, sunny, clear** Approximate Temp (°F): **65 degrees**

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 **35**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **None**

Length of Drive Prior to incident:

Total Time (hrs. & mins.): **20 minutes** Distance (miles): **12 miles**

Estimate of vehicle speed: **5** mph Source of est. **Driver**

Estimated vehicle speed at impact: **5** mph Source of est. **Driver**

(Do Not report speed information from the Vetronix data here)

If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.

Steering	Normal <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	Describe Driver alleges power steering was stiff and hard to turn.
Suspension	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____
Brakes	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____
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. **None**

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. { _____

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

Customer's Name: [REDACTED] Inspection Date: **3/29/2007**
 Vehicle Brand: **Chevrolet** Model: **Cobalt**
 File ☐ VIN: **71-498403164** **1G1AK12F457** [REDACTED]

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

Additional comments concerning the incident: **None**

{ _____
 { _____

Section 3 INTERVIEW - VEHICLE HISTORY

Source of information (name, address, phone number, & relationship), if other than claimant:

Driver/Owner [REDACTED] **Celmer**

Comments: (Additional cmts may be placed in section 9)

None

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date **8/5/2005** 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: { _____

{ _____

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:

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

Customer's Name: [REDACTED] Inspection Date: 3/29/2007
 Vehicle Brand: Chevrolet Model: Cobalt
 File [] 71-498403164 VIN: 1G1AK12F457 [REDACTED]

{
 {
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.

None

CORNER ASSEMBLIES

Struts/shocks
 Springs
 Control arms

Ball joints
 Steering knuckles
 Axle assemblies

Comments: **None**

UNDERHOOD

Engine compartment
 Brake fluid level and condition

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

Comments:

None

GENERAL OBSERVATIONS

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

Comments:

None

Section 5

VEHICLE INSPECTION - PASSENGER COMPARTMENT

INTERIOR

Instrument panel
 Controls

Odometer

Steering wheel and column

Overall view of seat position

Driver and passenger seat back angle (inclinometer measurement)

Photo of options label-glove box/trunk

Sunvisors and headliner

Personal items/cargo

INTERIOR INSPECTION (Describe any damage and photograph)

None

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

Customer's Name: [REDACTED] Inspection Date: **3/29/2007**
Vehicle Brand: **Chevrolet** Model: **Cobalt**
File ☐ **71-498403164** VIN: **1G1AK12F457** [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: 3/29/2007
Vehicle Brand: Chevrolet Model: Cobalt
File # 71-498403164 VIN: 1G1AK12F457 [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 components in place and connected. Steering wheel rotates lock to lock smoothly and with moderate effort and appropriate movement of front wheels. No binding, sticking or uneven feel.
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	Steering linkage tight and no loose connections. No visible scrapes, abrasions or signs of contact with any linkage,
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	No visible leaks at steering rack and pinion. No visible damage to boots on rack or contact by foreign objects.
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	Steering column, ignition switch and intermediate shaft tight and no loose connections. Column unlocks with ignition key correctly. Steering column fasteners clean and tight.
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.	Steering assist assembly and connections clean and tight. Steering wheel rotates lock to lock smoothly and with moderate effort. (see photos 23, 24 25)
PS fluid level and condition-Color, contamination, odor	Power Steering fluid clear and full.
Steering knuckle-All attachments secure and proper?	All attachments to steering knuckle secure and proper.
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	LF strut attachments, springs and control arms intact and properly attached, no scrapes or deformities.
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	RF Strut attachments, springs and control arms intact and properly attached, no scrapes or deformities.
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	LR Strut attachments, springs, control arms and rear sway bars intact and properly attached, no scrapes or deformities.

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

Customer's Name: [REDACTED] Inspection Date: 3/29/2007
 Vehicle Brand: Chevrolet Model: Cobalt
 File ☐ 71-498403164 VIN: 1G1AK12F457 [REDACTED]

trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	RR Strut attachments, springs, control arms and rear sway bars intact and properly attached, no scrapes or deformities.
Rear axle assembly-deformed, signs of impact, properly located, etc.	Rear axle intact and no signs of impact, properly located.
Deformation to the frame	No visible deformation of frame.
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	No visible 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)	No visible contact of the under-carriage with road surface, shoulder, curb or grass.
Stability Enhancement system/components-check for codes with Tech II	Not available.
Engine (normal, other)-Obtain codes using a Tech II.	No engine or drive train active or stored Tech II codes.
Electrical (normal, other)	No electrical Tech II codes.
Warning lights/messages displayed? Describe and obtain codes using a Tech II	No warning lights/messages displayed or Tech II codes.
Anything components missing?	No visible components missing.
Other	None

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". **Vehicle steering is responsive and power steering assists turning with moderate effort. Steering does not bind or stick and works smoothly and consistently. Brakes are firm and responsive and operate with moderate pressure applied to brake pedal.**

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: **3/29/2007**
 Vehicle Brand: **Chevrolet** Model: **Cobalt**
 File # **71-498403164** VIN: **1G1AK12F457** [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	<u>Delta</u>	<u>unknown</u>	<u>P195/60R15</u>	<u>36</u>	<u>5/32</u>	<u>U9V9WDI</u>
RF	<u>Delta</u>	<u>unknown</u>	<u>P195/60R15</u>	<u>35</u>	<u>5/32</u>	<u>U9V9WDI</u>
LR	<u>Delta</u>	<u>unknown</u>	<u>P195/60R15</u>	<u>34</u>	<u>4/32</u>	<u>U9V9WDI</u>
RR	<u>Delta</u>	<u>unknown</u>	<u>P195/60R15</u>	<u>35</u>	<u>4/32</u>	<u>U9V9WDI</u>

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

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF, RR and LR).

LF No damage

RF No damage

LR No damage

RR No damage

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	<u>P195/60R15</u>	<u>30</u>	<u>35</u>
SPARE TIRE	<u>Space saver</u>	<u>60</u>	<u>60</u>

Section 7

SITE INSPECTION

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

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

Photograph the scene and property if involved.

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

Customer's Name: [REDACTED] Inspection Date: 3/29/2007
 Vehicle Brand: Chevrolet Model: Cobalt
 File ☐ 71-498403164 VIN: 1G1AK12F457 [REDACTED]

Comments:
Not available.

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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.

The safety belt emergency locking system was tested for the driver and passenger belts. The driver and passenger belts were rapidly pulled from their retractors and each belt locked and held tension. On release of tension, each belt retracted into the retractor cover smoothly and quickly. The driver and passenger seat belt buckles latched easily and firmly and released easily. The seat belt webbing was not stressed or stretched and there were no visible witness marks on the belt webbing. No open recalls on the vehicle.

The brake system on the vehicle holds the vehicle while racing engine in gear. All brake lines are properly routed and there are no leaks in the system. The master cylinder is operational with no leakage and is full of fluid. Brake fluid is full and shows no sign of contamination. Brake pedal feel is firm and positive and does not leak down while holding constant pressure with engine running or off. The power brake booster functions and only light pressure is needed to hold vehicle in drive. The brake pedal operates easily and is not bound or sticking. The pedal returns to normal position at rest. No ABS warning lights are on with engine running and no active or stored codes are in ABS system. Test drive of the vehicle was performed and brakes stopped vehicle easily and effectively. The park brake system was tested with engine in drive and reverse and the park brake held vehicle in all gears. All park brake cables and controls are operational and the cables are adjusted and routed correctly.

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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

CDR File Information

Vehicle Identification Number	1G1AK12F457 [REDACTED]
Investigator	EDWARD J LAPOSTA
Case Number	71-498403164
Investigation Date	Thursday, March 29 2007
Crash Date	Saturday, March 24 2007
Filename	1G1AK12F457 [REDACTED].CDR
Saved on	Thursday, March 29 2007 at 05:41:48 PM
Collected with CDR version	Crash Data Retrieval Tool 2.8077
Reported with CDR version	Crash Data Retrieval Tool 2.8077
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.

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

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

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

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

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

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

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

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

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

SDM Data Source:

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

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

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

Hexadecimal Data

```
$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 7D 7D 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 05 0F 00 00 00
$0C 00 00 00 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 00 00 00 00 00 00 00
$0F A0 00 00 00 00 00 00
$10 47 31 41 4B 31 32 46
$11 34 35 37 36 36 34 31
$12 32 32 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 02 03 00 00 00
$18 02 02 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 30 00 66 00 78 00
$1C 3F 00 00 02 00 18 00
$1D 00 00 00 00 00 00 00
$1E 4F 00 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 01 01 00 00 F0 00 00
$22 00 8F 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 00 B8 00 02 00 00
$2F 00 FE 10 0B 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
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$33 FF FF FF FF FF 80 00
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$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
$3E FF FF FF FF 00 00 00
$3F 00 00 F0 00 00 00 00
$40 E0 FF 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 FF FF FF FF 00 00
$43 FF FF FF 00 00 00 00
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$44 FF FF FF FF FF FF 00
$45 FF FF FF FF FF FF 00
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$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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$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

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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
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$04 01 02 03 04
$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06 FF FF FF FF
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$08 FF FF FF FF
$0D 41 48 34 37 30 35 52 35 31 31 30 33 34 58 4A 34
$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
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$14 FF FF FF FF
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$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

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$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 33 53 59 54 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
```


EAA Inspection Request

Date: 3/28/07

TO: EAA

EAA/SPX Field Coordinator

Phone: 586-582-5835

Fax: 586-582-5840

Email: eaafc@servicesolutions.spx.com

From: Joe Garcia

PAR Customer Relations Mgr

Email: garciajr@gmexpert.com

Phone: 866-790-5600 ext.11291

or 866-790-5700 ext.

Fax: 866-270-0217

Mailing Address:

GM PAR Investigations

7401 E. Ben White

Building 3

Austin, TX 78741

Vehicle Information

VIN#: 1G1AK12F457

Year/Make: 2005/Chevrolet

Model: Cobalt

Contact's Name: Danny

Contact's Number: (724) 327-0900

**Vehicle Location: DAY CHEVROLET INC.
MONROEVILLE, PA 15146-20
(City, ST ZIP)**

If located at a Salvage/Auction Yard:

Ins. Adj. Name:

Phone #:

Claim or Salvage ID #:

Claimant Information

PAR File #: 71-498403164

Claimant Name:

Claimant Home #:

Claimant Work #:

Claimant Cell #:

Address:

GREENSBURG, PA

Required Actions:

- ☒ Advise PAR CRM via voicemail/email of inspection date.
- ☒ Repair Estimate Required
- ☒ Review All PAR File information
- ☒ Contact PAR CRM After Inspection

Please Use Form(s):

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

Special Instructions:

Interview Owner? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Vetronix Requested	<input checked="" type="checkbox"/> Obtain Fire/Police Report
<input type="checkbox"/> Other (define) _____		

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

☐ **RUSH** (Name of Team Manager or Ops Mgr Approving the Rush): _____

EAA Internal Use Only

To: SA:	Date E-Mailed to SA: _____
From: EAA Field Coordinator	Due Date: _____

EAA SA Use Only

Case Acceptance/Investigation: <input type="checkbox"/> YES <input type="checkbox"/> NO
Please acknowledge acceptance of this case promptly by phone, fax or email.
Date Report Uploaded to EAA FTP SITE: _____

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

May 25, 2011

[REDACTED]
Broadalbin, NY [REDACTED]

Service Request: 71-501331551

Customer Relationship Specialist: Giovanna Floreno

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 Major Guard plan for your 2005 Chevrolet Cobalt, Vehicle Identification Number 1G1AL52FX57 [REDACTED] is for the following:

- 48 months or 48,000 miles, whichever occurs first, beginning on August 22, 2007 and ending on August 22, 2011 and begins with 23,000 and ends with 71,000 odometer miles
- Standard rental
- A \$0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

General Motors Business Resource Center

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

May 25, 2011

[REDACTED]
Broadalbin, NY [REDACTED]

Service Request: 71-501331551

Customer Relationship Specialist: Giovanna Floreno

Dear [REDACTED]:

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

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

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

Sincerely,

General Motors Business Resource Center

ALBANY NY 122
12 APR 2007 PM 2 T



Broadalbin, NY

RETURN SERVICE REQUESTED

APR 16 2007

Chevrolet
PO Box 33170
Detroit, MI 48232-5170

48232+5170



Faxed April 11, 2007
@ 5:35 PM - 866-962-2868

April 11, 2007

And the saga continues. After talking to a customer services representative recently I am even more dissatisfied than before our conversation. I was called regarding my original mailing (attached) and was told that my concerns were going to be immediately escalated to the highest it could go (district customer service manager?); I was told this is the person who handles concerns like mine and all the dealerships in the area. I was told that I would get a call back after that person was contacted and the dealership was contacted. We scheduled a call back appointment for Wednesday April 4. At which time I spoke to Mary. She told me that the district person was contacted and he said my car does not qualify for a buy back/repurchase and that I was to schedule an appointment with my dealership, which I had been doing all along. April 11th will be the 5th time in the shop for related problems. I was shocked and could not even talk for a few seconds, and then I said, "That's it". I had been making appointments with the dealership all along and was waiting for a phone call telling me that my parts were in so I could bring my vehicle back yet again to be fixed yet again. Mary went on to explain that was all that could be done, that was all my car qualified for after researching my concerns. We talked a few minutes more regarding my car and how dissatisfied I was and what all my concerns and problems were, and she said that she could do nothing else for me, yet nothing had been done. I asked to speak to someone else. She first told me there was no one else and she could handle my problem. I told her she did nothing for me, she did not handle my concerns, and I wanted to talk to some one else. Finally she said I could talk to a supervisor. Now Elizabeth enters the picture. Just an FYI, I know Mary's name and Elizabeth's name but not the elusive District Customer Service Manager. After a long, drawn out conversation with Elizabeth, I felt more flustered than ever. I went over and over my concerns with her, but all she could say was I understand, I am sorry you feel that way, and there is no one else you can talk to, we have escalated this as far as it can go. I discussed with her my concerns that there is no one from GMC/Chevy that cares enough to speak to a 30+ year consumer of the Chevy Company. I expressed my concerns to her that my car was made with inferior parts and actually sounded like it was falling apart, (also discussed this with the dealership). I also asked her if she was aware after talking to the dealership that they told me I had to replace all 4 tires, I asked her if she was aware that I had brought my car to Eagle Chevrolet exclusively and they had done my inspection, they did all my oil changes which includes checking my tires and yet no one there ever told me that my tires needed to be rotated which would have prevented me buying 4 new tires at \$420.00 after only 23,000 miles. Elizabeth's response to that was no she was not aware of that and the dealership did not make her aware of that. Well I plan on talking to the dealership about that myself. At one point during the conversation I told Elizabeth that I had been driving Chevy's for a very long time, I had driven Blazer's, Trucks, and Car's and never had I driven a vehicle such as this one. I told her she just was not getting what I was saying. The car is no good, I don't think it can be fixed, I am not being taken care of in any way, shape, or form. The Chevy Company does not care about me the consumer at all. I told her that I was thinking of buying some other product and she actually said that I have that right if that is what I choose to do. Imagine that my right as a 30+ year veteran of Chevy is to just go ahead and buy some other car companies product without a thought on your part. My

response to that was thank you for telling me I have that right, that right that I have actually had for the past 30+ years and I have chosen Chevy's because I trusted the Chevy product. But I guess that means nothing. Since this conversation I have had the brake lights go on a few times, the brakes have a (for lack of better terminology) dragging sound to them, and there is something wrong with the steering. The steering wheel pulls to the right and when making a left turn and backing out of a spot when I have to turn the steering wheel to the left it is hard to turn. This is just unbelievable that a new car should have this many problems. And rest assured I will be discussing the situation as well as my concerns with Eagle Chevrolet regarding the past problems with my vehicle, the new problems with my vehicle, how they handled or better yet did not handle the situation with my tires and why they did not pass along my concerns with the Cobalt to the so called District Customer Service Manager. Although after my conversation with Mary and Elizabeth I guess I am not expecting much from the company. So in closing my summary of the situation is, I bought a lemon/inferior vehicle from Salisbury Chevrolet. I am not getting satisfaction in fixing my vehicle, and things keep popping up that are wrong with it. The company does not care if I buy a vehicle from some other car company other than Chevy. The company does not care that I as well as my Husband have been a loyal 30+ year veteran of Chevy.

Now you tell me, is this right?? How do you feel after reading this?? What do you think I am going to say about Chevy for the rest of my life?? So much for customer satisfaction?? What good is your survey if nothing is done to satisfy the consumer??


Broadalbin, NY

Reference #71-501331551

Service Satisfaction Survey

March 19, 2007

The service I receive at Eagle Chevrolet is wonderful... It is the Chevy Cobalt I am having an issue with. It has had a recall to start with, which was taken care of by Eagle Chevrolet promptly. The radio/sound system is not at all what I am used to in a Chevy product. It has static and does not provide very good sound. I have had to take my Cobalt to the dealership several times so far and it is only a year and a half old. Mind you this is for the same problems. I am bringing it in again this Wednesday March 21, on my only day off this week. I brought it in because there is a clunking noise underneath the car when driven over rough road, and the key got stuck in the lock and the shifter felt funny, and when I put my foot on the brake it would make a clicking noise. I thought this could all be one problem. I was told that the key getting stuck was a common problem with the Cobalt and that when they replaced the part that would fix the shifter. However they oiled the part and said it was good to go, and the first time they found nothing that could explain the clunking noise under the car. Well the key problem was fine was for a little while then the same thing started happening with the key. They would drive me back to work and then either pick me up or bring my car back to me, which is how good the service is. On our way back to drop me off at work I actually let the service technician listed to the clicking noise the brake was making. The second time I brought it in they said it was a sway bar and they needed to order a part, and they ordered the part for the problem with the key and shifter as well. When they called me to let me know the parts were in I brought it in and they put the part in the shifter but could not fix the sway bar as Chevy sent them the wrong part. So now we are up to time number three when the sway bar came in and they fixed that for me. **I kid you not when I say the key does not stick any more but the clicking noise is still there and the shifter still feels funny. The clunking noise is still under the car when I go over rough road; hence that is why I am bringing it back in.** For the first time in my life I am considering buying a foreign car. I was dead set against this in the past. Since my husband and I started buying cars there have only been three cars that were not Chevy's. A 1965 Pontiac LeMans, a Lincoln Continental, and a Dodge Neon. We have owned the follow Chevy's, Nova, Camaro, ElCamino, Malibu, two Blazers, an Extreme, two other pick ups, Caviler and Cobalt. Now I would say that is impressive this day in age considering the foreign car market has grown substantially in the past 35 years, which is how long we have been purchasing American made cars. Also this letter in no way is reflective of the service provided by Eagle Chevrolet. They are always pleasant and they provide me with transportation when needed, and they are very personable. However the Salisbury Chevrolet dealership that I purchased the car from would not even consider giving me a car for transportation back when the recall was on my car and I had mentioned to them the problems I was having. So in closing one, I will never shop at Salisbury again, I might go to a foreign vehicle, and I am completely dissatisfied with the Chevy cobalt. If you would like to respond in any way my information is listed below.

[REDACTED]
Broadalbin, NY [REDACTED]



Service Satisfaction Survey

Please make any corrections to your name, address, or telephone number here:

[Redacted]

1008 29 2007

Broadalbin NY

[Redacted]

Home telephone: [Redacted]

Change to: ()

Please provide us with your preferred email address:

Dear [Redacted]

Our records indicate that you had your 2005 Cobalt serviced at Eagle Chevrolet on October 27, 2006. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy policy, please visit our website at www.gm.com/privacy or call 1-866-MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Eagle Chevrolet.

Please see attached Letter

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

☐ Please check this box if you no longer own/lease this 2005 Cobalt, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON OCTOBER 27, 2006, COMPLETE THIS SURVEY.****

About Your Chevrolet Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|--|-------------------------------------|---|--|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? | Yes
<input checked="" type="checkbox"/> | No
<input type="checkbox"/> | Does Not Apply/Not Required
<input type="checkbox"/> | Don't Know
<input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
|--|--|-------------------------------------|---|--|--------------------------|-----------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 6. Were you offered transportation options? | Yes
<input checked="" type="checkbox"/> | No
<input type="checkbox"/> | Does Not Apply/Not Required
<input type="checkbox"/> | Don't Know
<input type="checkbox"/> | | |
| 7. How satisfied were you that you were kept informed about the status of your service request? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised? | Yes
<input checked="" type="checkbox"/> | No
<input type="checkbox"/> | No Time Promised
<input type="checkbox"/> | | | |

117176

1G1AL52FX57 [Redacted] 32216
n21705046015 00000168833 086571

0581

CSI 020200

About Your Service Consultant/Advisor - continued

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

12. Were ALL of your service concerns corrected on this service visit?

IF NO, why not? (check all that apply)

- ☐ Condition explained - repair not necessary
☐ Work performed did not correct the problem
☐ Service Department could not duplicate problem
☐ Service Department was too busy

☐ Parts not available

☐ I declined repair

☒ Other (please specify) See attached

☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit?

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

14. Were you given a copy of the completed repair order/invoice?

Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
---	-----------------------------

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?

Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Don't Know/Not Sure <input type="checkbox"/>
------------------------------	--	--

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Eagle Chevrolet?

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Would you recommend this dealership for service?

Definitely Would <input checked="" type="checkbox"/>	Probably Would <input type="checkbox"/>	Might/Might Not <input type="checkbox"/>	Probably Not <input type="checkbox"/>	Definitely Not <input type="checkbox"/>
--	---	--	---------------------------------------	---

18. Overall, how satisfied are you with your 2005 Cobalt?

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

19. Are you ... ☐ Male ☒ Female

20. Your age ... ☐ Under 25 ☐ 25 - 34 ☐ 35 - 44 ☒ 45 - 54 ☐ 55 - 64 ☐ 65 or older

21. May we include your name when providing this survey information to your dealership?

Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
---	-----------------------------

22. Do you have any other comments/recommendations about Eagle Chevrolet?

See attached, it is not the dealership I am dissatisfied with. **09**

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:
 CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054



Service Satisfaction Survey

March 19, 2007

The service I receive at Eagle Chevrolet is wonderful... It is the Chevy Cobalt I am having an issue with. It has had a recall to start with, which was taken care of by Eagle Chevrolet promptly. The radio/sound system is not at all what I am used to in a Chevy product. It has static and does not provide very good sound. I have had to take my Cobalt to the dealership several times so far and it is only a year and a half old. Mind you this is for the same problems. I am bringing it in again this Wednesday March 21, on my only day off this week. I brought it in because there is a clunking noise underneath the car when driven over rough road, and the key got stuck in the lock and the shifter felt funny, and when I put my foot on the brake it would make a clicking noise. I thought this could all be one problem. I was told that the key getting stuck was a common problem with the Cobalt and that when they replaced the part that would fix the shifter. However they oiled the part and said it was good to go, and the first time they found nothing that could explain the clunking noise under the car. Well the key problem was fine for a little while then the same thing started happening with the key. They would drive me back to work and then either pick me up or bring my car back to me, that is how good the service is. On our way back to drop me off at work I actually let the service technician listed to the clicking noise the brake was making. The second time I brought it in they said it was a sway bar and they needed to order a part, and they ordered the part for the problem with the key and shifter as well. When they called me to let me know the parts were in I brought it in and they put the part in the shifter but could not fix the sway bar as Chevy sent them the wrong part. So now we are up to time number three when the sway bar came in and they fixed that for me. **I kid you not when I say the key does not stick any more but the clicking noise is still there and the shifter still feels funny. The clunking noise is still under the car when I go over rough road; hence that is why I am bringing it back in.** For the first time in my life I am considering buying a foreign car. I was dead set against this in the past. Since my husband and I started buying cars there have only been three cars that were not Chevy's. A 1965 Pontiac LeMans, a Lincoln Continental, and a Dodge Neon. We have owned the follow Chevy's, Nova, Camaro, ElCamino, Malibu, two Blazers, an Extreme, two other pick ups, Caviler and Cobalt. Now I would say that is impressive this day in age considering the foreign car market has grown substantially in the past 35 years, which is how long we have been purchasing American made cars. Also this letter in no way is reflective of the service provided by Eagle Chevrolet. They are always pleasant and they provide me with transportation when needed, and they are very personable. However the Salisbury Chevrolet dealership that I purchased the car from would not even consider giving me a car for transportation back when the recall was on my car and I had mentioned to them the problems I was having. So in closing one, I will never shop at Salisbury again, I might go to a foreign vehicle, and I am completely dissatisfied with the Chevy cobalt. If you would like to respond in any way my information is listed below.



Broadalbin, NY

Service Satisfaction Survey

March 19, 2007

The service I receive at Eagle Chevrolet is wonderful... It is the Chevy Cobalt I am having an issue with. It has had a recall to start with, which was taken care of by Eagle Chevrolet promptly. The radio/sound system is not at all what I am used to in a Chevy product. It has static and does not provide very good sound. I have had to take my Cobalt to the dealership several times so far and it is only a year and a half old. Mind you this is for the same problems. I am bringing it in again this Wednesday March 21, on my only day off this week. I brought it in because there is a clunking noise underneath the car when driven over rough road, and the key got stuck in the lock and the shifter felt funny, and when I put my foot on the brake it would make a clicking noise. I thought this could all be one problem. I was told that the key getting stuck was a common problem with the Cobalt and that when they replaced the part that would fix the shifter. However they oiled the part and said it was good to go, and the first time they found nothing that could explain the clunking noise under the car. Well the key problem was fine for a little while then the same thing started happening with the key. They would drive me back to work and then either pick me up or bring my car back to me, which is how good the service is. On our way back to drop me off at work I actually let the service technician listed to the clicking noise the brake was making. The second time I brought it in they said it was a sway bar and they needed to order a part, and they ordered the part for the problem with the key and shifter as well. When they called me to let me know the parts were in I brought it in and they put the part in the shifter but could not fix the sway bar as Chevy sent them the wrong part. So now we are up to time number three when the sway bar came in and they fixed that for me. **I kid you not when I say the key does not stick any more but the clicking noise is still there and the shifter still feels funny. The clunking noise is still under the car when I go over rough road; hence that is why I am bringing it back in.** For the first time in my life I am considering buying a foreign car. I was dead set against this in the past. Since my husband and I started buying cars there have only been three cars that were not Chevy's. A 1965 Pontiac LeMans, a Lincoln Continental, and a Dodge Neon. We have owned the follow Chevy's, Nova, Camaro, ElCamino, Malibu, two Blazers, an Extreme, two other pick ups, Caviler and Cobalt. Now I would say that is impressive this day in age considering the foreign car market has grown substantially in the past 35 years, which is how long we have been purchasing American made cars. Also this letter in no way is reflective of the service provided by Eagle Chevrolet. They are always pleasant and they provide me with transportation when needed, and they are very personable. However the Salisbury Chevrolet dealership that I purchased the car from would not even consider giving me a car for transportation back when the recall was on my car and I had mentioned to them the problems I was having. So in closing one, I will never shop at Salisbury again, I might go to a foreign vehicle, and I am completely dissatisfied with the Chevy cobalt. If you would like to respond in any way my information is listed below.


Broadalbin, NY

6 pages

April 11, 2007

And the saga continues. After talking to a customer services representative recently I am even more dissatisfied than before our conversation. I was called regarding my original mailing (attached) and was told that my concerns were going to be immediately escalated to the highest it could go (district customer service manager?); I was told this is the person who handles concerns like mine and all the dealerships in the area. I was told that I would get a call back after that person was contacted and the dealership was contacted. We scheduled a call back appointment for Wednesday April 4. At which time I spoke to Mary. She told me that the district person was contacted and he said my car does not qualify for a buy back/repurchase and that I was to schedule an appointment with my dealership, which I had been doing all along. April 11th will be the 5th time in the shop for related problems. I was shocked and could not even talk for a few seconds, and then I said, "That's it". I had been making appointments with the dealership all along and was waiting for a phone call telling me that my parts were in so I could bring my vehicle back yet again to be fixed yet again. Mary went on to explain that was all that could be done, that was all my car qualified for after researching my concerns. We talked a few minutes more regarding my car and how dissatisfied I was and what all my concerns and problems were, and she said that she could do nothing else for me, yet nothing had been done. I asked to speak to someone else. She first told me there was no one else and she could handle my problem. I told her she did nothing for me, she did not handle my concerns, and I wanted to talk to some one else. Finally she said I could talk to a supervisor. Now Elizabeth enters the picture. Just an FYI, I know Mary's name and Elizabeth's name but not the elusive District Customer Service Manager. After a long, drawn out conversation with Elizabeth, I felt more flustered than ever. I went over and over my concerns with her, but all she could say was I understand, I am sorry you feel that way, and there is no one else you can talk to, we have escalated this as far as it can go. I discussed with her my concerns that there is no one from GMC/Chevy that cares enough to speak to a 30+ year consumer of the Chevy Company. I expressed my concerns to her that my car was made with inferior parts and actually sounded like it was falling apart, (also discussed this with the dealership). I also asked her if she was aware after talking to the dealership that they told me I had to replace all 4 tires, I asked her if she was aware that I had brought my car to Eagle Chevrolet exclusively and they had done my inspection, they did all my oil changes which includes checking my tires and yet no one there ever told me that my tires needed to be rotated which would have prevented me buying 4 new tires at \$420.00 after only 23,000 miles. Elizabeth's response to that was no she was not aware of that and the dealership did not make her aware of that. Well I plan on talking to the dealership about that myself. At one point during the conversation I told Elizabeth that I had been driving Chevy's for a very long time, I had driven Blazer's, Trucks, and Car's and never had I driven a vehicle such as this one. I told her she just was not getting what I was saying. The car is no good, I don't think it can be fixed, I am not being taken care of in any way, shape, or form. The Chevy Company does not care about me the consumer at all. I told her that I was thinking of buying some other product and **she actually said that I have that right if that is what I choose to do. Imagine that my right as a 30+ year veteran of Chevy is to just go ahead and buy some other car companies product** without a thought on your part. My

response to that was thank you for telling me I have that right, that right that I have actually had for the past 30+ years and I have chosen Chevy's because I trusted the Chevy product. But I guess that means nothing. Since this conversation I have had the brake lights go on a few times, the brakes have a (for lack of better terminology) dragging sound to them, and there is something wrong with the steering. The steering wheel pulls to the right and when making a left turn and backing out of a spot when I have to turn the steering wheel to the left it is hard to turn. This is just unbelievable that a new car should have this many problems. And rest assured I will be discussing the situation as well as my concerns with Eagle Chevrolet regarding the past problems with my vehicle, the new problems with my vehicle, how they handled or better yet did not handle the situation with my tires and why they did not pass along my concerns with the Cobalt to the so called District Customer Service Manager. Although after my conversation with Mary and Elizabeth I guess I am not expecting much from the company. So in closing my summary of the situation is, I bought a lemon/inferior vehicle from Salisbury Chevrolet. I am not getting satisfaction in fixing my vehicle, and things keep popping up that are wrong with it. The company does not care if I buy a vehicle from some other car company other than Chevy. The company does not care that I as well as my Husband have been a loyal 30+ year veteran of Chevy.

Now you tell me, is this right?? How do you feel after reading this?? What do you think I am going to say about Chevy for the rest of my life?? So much for customer satisfaction?? What good is your survey if nothing is done to satisfy the consumer??

[REDACTED]
Broadalbin, NY

[REDACTED]
Reference #71-501331551

Brought my car into Eagle Chevrolet on April 12 to be services yet again. At that time I spoke with James Provenzano regarding the issues with my Cobalt and the issues with Chevy in general. After James attentively listened to what I had to say his remark was "Sounds like you got a Friday night Cobalt" Hummmm!!! At that time they replaced the shifter and that seems to be fine. I bought 4 new tires after only 23,000 miles on the car and the steering wheel seems to not pull to the right so much anymore. However I don't feel that a car needing tires after only 23,000 miles is saying much for the original tires or performance of the car. Although they then did tell me that I should have my tires rotated every six thousand miles. I asked why no one ever told me that before. Previous to going to Eagle Chevrolet both my husband and I used a private mechanic who always told us what we needed to do with our vehicles. He was very, very good and we never had to worry about anything. I was told by Eagle Chevrolet to get my tires rotated every other oil change, which would not be every 6 thousand miles as my car actually tells me when to change the oil. There is still a noise in when I push on the brake pedal and I was told that it was there to prevent the car from being put into gear before it is ready. The break light has gone on three times since I brought it back for service, the noise is still in the brakes, and the noise is still under the car, and when turning the steering wheel to the left when backing out it still feels funny (drags). I did call the manager of the service department at Eagle Chevrolet to tell him about what I felt was still wrong with my car. He told me to bring my car back and they would take another look at it. Well I ask you, why I would do that when they gave my car back to me on April 12th and literally stated everything I had brought it in for one by one and stated that it was tested and fixed. How can that possibly be when I drove it off their lot I could here the clunking noise under the car clear as day. I find this whole problem deplorable from purchase to present. And another thing, I have received a call (the message was on my answering machine) from a Brian Dugan to see how the service on my Cobalt was and if everything had been taken care of. This call came shortly after the service was done on April 12th. I called back and got a Greg Hopkin on the phone and he told me he would give Brian Dugan the message that I called and Brian would get back to me as he was familiar with my situation. Guess what no return phone call so I called two other times and left messages, clear messages with my phone number, and to date no return phone call. People keep telling me (you know all those people I keep telling about my experience) that I am fighting a loosing battle, that you will not do anything, that I am a fool to keep trying. Well so far it seems that they are right. I thought that the least you would do if you did not want to take this car back was offer me an extended warranty on my car. One other thing I thought I should mention. I have been going through a class called Integrity Selling. I have been told that the Chevrolet Company is one of the biggest companies that uses this course for their employees. In my opinion you are wasting your money on a course like this if there is no follow through by anyone. Maybe each and every person in the Chevrolet Company should drive a "Friday night Cobalt" for a while and see how or if anything changes. I would like a response from someone please. Possibly you can put me in touch of the next level of management!

Sent may 25th
I have not heard anything as of June 4.



Service Satisfaction Survey

Please make any corrections to your name, address, or telephone number here:

Broadalbin NY

Home telephone:

Change to: ()

Please provide us with your preferred email address:

Dear

Our records indicate that you had your **2005 Cobalt** serviced at **Eagle Chevrolet** on **March 21, 2007**. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. If you prefer, you can respond to this survey online by going to www.gmdealershipsurvey.com and entering your personal **User ID:** and **Password:** If you choose to respond online, please do not return this survey by mail.

Your timely response is very important to us and will be used to direct the continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy statement, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Eagle Chevrolet.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

☐ Please check this box if you no longer own/lease this 2005 Cobalt, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON MARCH 21, 2007, COMPLETE THIS SURVEY.****

About Your Chevrolet Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|-------------------------------------|-------------------------------------|-----------------------------|--------------------------|-------------------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Yes | No | Does Not Apply/Not Required | Don't Know | |
| 2. Were services available to you on both an appointment and non-appointment basis? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|-------------------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Yes | No | Does Not Apply/Not Required | Don't Know | |
| 6. Were you <u>offered</u> transportation options? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 7. How satisfied were you that you were kept informed about the status of your service request? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Yes | No | No Time Promised | | |
| 8. Was your vehicle ready by the original time promised? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | |

About Your Service Consultant/Advisor (continued)

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Yes | No | | | |
| 12. Were ALL of your service concerns corrected on this service visit?..... | <input type="checkbox"/> | <input type="checkbox"/> | | | |

IF NO, why not? (check all that apply)

- ☐ Condition explained - repair not necessary
☒ Work performed did not correct the problem
☐ Service Department could not duplicate problem
☐ Service Department was too busy

- ☐ Parts not available
☐ I declined repair
☒ Other (please specify) ongoing problem
☐ Don't know

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|-------------------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Yes | No | | | |
| 14. Were you given a copy of the completed repair order/invoice?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | |
| | Yes | No | Don't Know/ Not Sure | | |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?..... | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |

Summing Up Your Experience

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|-----------------------------------|--|----------------------------------|---|-------------------------------------|
| 16. Based on this service visit, overall, how satisfied are you with Eagle Chevrolet?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Definitely Would | Probably Would | Might/ Might Not | Probably Not | Definitely Not |
| 17. Would you recommend this dealership for service?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 18. Overall, how satisfied are you with your 2005 Cobalt?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 19. Are you... | <input type="checkbox"/> Male | <input checked="" type="checkbox"/> Female | | | |
| 20. Your age... | <input type="checkbox"/> Under 25 | <input type="checkbox"/> 25 - 34 | <input type="checkbox"/> 35 - 44 | <input checked="" type="checkbox"/> 45 - 54 | <input type="checkbox"/> 55 - 64 |
| | | | | <input type="checkbox"/> 65 or older | |
| 21. May we include your name when providing this survey information to your dealership? | | | | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 22. Do you have any other comments/recommendations about Eagle Chevrolet? | | | | | |

*You are kidding me right!!!
See attached*

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

Thank You!!

Your opinions will help us serve you better.

**Please return this questionnaire in the self-addressed, postage-paid envelope to:
CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054**



Service Satisfaction Survey

March 19, 2007

The service I receive at Eagle Chevrolet is wonderful... It is the Chevy Cobalt I am having an issue with. It has had a recall to start with, which was taken care of by Eagle Chevrolet promptly. The radio/sound system is not at all what I am used to in a Chevy product. It has static and does not provide very good sound. I have had to take my Cobalt to the dealership several times so far and it is only a year and a half old. Mind you this is for the same problems. I am bringing it in again this Wednesday March 21, on my only day off this week. I brought it in because there is a clunking noise underneath the car when driven over rough road, and the key got stuck in the lock and the shifter felt funny, and when I put my foot on the brake it would make a clicking noise. I thought this could all be one problem. I was told that the key getting stuck was a common problem with the Cobalt and that when they replaced the part that would fix the shifter. However they oiled the part and said it was good to go, and the first time they found nothing that could explain the clunking noise under the car. Well the key problem was fine was for a little while then the same thing started happening with the key. They would drive me back to work and then either pick me up or bring my car back to me, which is how good the service is. On our way back to drop me off at work I actually let the service technician listed to the clicking noise the brake was making. The second time I brought it in they said it was a sway bar and they needed to order a part, and they ordered the part for the problem with the key and shifter as well. When they called me to let me know the parts were in I brought it in and they put the part in the shifter but could not fix the sway bar as Chevy sent them the wrong part. So now we are up to time number three when the sway bar came in and they fixed that for me. **I kid you not when I say the key does not stick any more but the clicking noise is still there and the shifter still feels funny. The clunking noise is still under the car when I go over rough road; hence that is why I am bringing it back in.** For the first time in my life I am considering buying a foreign car. I was dead set against this in the past. Since my husband and I started buying cars there have only been three cars that were not Chevy's. A 1965 Pontiac LeMans, a Lincoln Continental, and a Dodge Neon. We have owned the follow Chevy's, Nova, Camaro, ElCamino, Malibu, two Blazers, an Extreme, two other pick ups, Caviler and Cobalt. Now I would say that is impressive this day in age considering the foreign car market has grown substantially in the past 35 years, which is how long we have been purchasing American made cars. Also this letter in no way is reflective of the service provided by Eagle Chevrolet. They are always pleasant and they provide me with transportation when needed, and they are very personable. However the Salisbury Chevrolet dealership that I purchased the car from would not even consider giving me a car for transportation back when the recall was on my car and I had mentioned to them the problems I was having. So in closing one, I will never shop at Salisbury again, I might go to a foreign vehicle, and I am completely dissatisfied with the Chevy cobalt. If you would like to respond in any way my information is listed below.


Broadalbin, NY

April 11, 2007

And the saga continues. After talking to a customer services representative recently I am even more dissatisfied than before our conversation. I was called regarding my original mailing (attached) and was told that my concerns were going to be immediately escalated to the highest it could go (district customer service manager?); I was told this is the person who handles concerns like mine and all the dealerships in the area. I was told that I would get a call back after that person was contacted and the dealership was contacted. We scheduled a call back appointment for Wednesday April 4. At which time I spoke to Mary. She told me that the district person was contacted and he said my car does not qualify for a buy back/repurchase and that I was to schedule an appointment with my dealership, which I had been doing all along. April 11th will be the 5th time in the shop for related problems. I was shocked and could not even talk for a few seconds, and then I said, "That's it". I had been making appointments with the dealership all along and was waiting for a phone call telling me that my parts were in so I could bring my vehicle back yet again to be fixed yet again. Mary went on to explain that was all that could be done, that was all my car qualified for after researching my concerns. We talked a few minutes more regarding my car and how dissatisfied I was and what all my concerns and problems were, and she said that she could do nothing else for me, yet nothing had been done. I asked to speak to someone else. She first told me there was no one else and she could handle my problem. I told her she did nothing for me, she did not handle my concerns, and I wanted to talk to some one else. Finally she said I could talk to a supervisor. Now Elizabeth enters the picture. Just an FYI, I know Mary's name and Elizabeth's name but not the elusive District Customer Service Manager. After a long, drawn out conversation with Elizabeth, I felt more flustered than ever. I went over and over my concerns with her, but all she could say was I understand, I am sorry you feel that way, and there is no one else you can talk to, we have escalated this as far as it can go. I discussed with her my concerns that there is no one from GMC/Chevy that cares enough to speak to a 30+ year consumer of the Chevy Company. I expressed my concerns to her that my car was made with inferior parts and actually sounded like it was falling apart, (also discussed this with the dealership). I also asked her if she was aware after talking to the dealership that they told me I had to replace all 4 tires, I asked her if she was aware that I had brought my car to Eagle Chevrolet exclusively and they had done my inspection, they did all my oil changes which includes checking my tires and yet no one there ever told me that my tires needed to be rotated which would have prevented me buying 4 new tires at \$420.00 after only 23,000 miles. Elizabeth's response to that was no she was not aware of that and the dealership did not make her aware of that. Well I plan on talking to the dealership about that myself. At one point during the conversation I told Elizabeth that I had been driving Chevy's for a very long time, I had driven Blazer's, Trucks, and Car's and never had I driven a vehicle such as this one. I told her she just was not getting what I was saying. The car is no good, I don't think it can be fixed, I am not being taken care of in any way, shape, or form. The Chevy Company does not care about me the consumer at all. I told her that I was thinking of buying some other product and **she actually said that I have that right if that is what I choose to do. Imagine that my right as a 30+ year veteran of Chevy is to just go ahead and buy some other car companies product** without a thought on your part. My

response to that was thank you for telling me I have that right, that right that I have actually had for the past 30+ years and I have chosen Chevy's because I trusted the Chevy product. But I guess that means nothing. Since this conversation I have had the brake lights go on a few times, the brakes have a (for lack of better terminology) dragging sound to them, and there is something wrong with the steering. The steering wheel pulls to the right and when making a left turn and backing out of a spot when I have to turn the steering wheel to the left it is hard to turn. This is just unbelievable that a new car should have this many problems. And rest assured I will be discussing the situation as well as my concerns with Eagle Chevrolet regarding the past problems with my vehicle, the new problems with my vehicle, how they handled or better yet did not handle the situation with my tires and why they did not pass along my concerns with the Cobalt to the so called District Customer Service Manager. Although after my conversation with Mary and Elizabeth I guess I am not expecting much from the company. So in closing my summary of the situation is, I bought a lemon/inferior vehicle from Salisbury Chevrolet. I am not getting satisfaction in fixing my vehicle, and things keep popping up that are wrong with it. The company does not care if I buy a vehicle from some other car company other than Chevy. The company does not care that I as well as my Husband have been a loyal 30+ year veteran of Chevy.

Now you tell me, is this right?? How do you feel after reading this?? What do you think I am going to say about Chevy for the rest of my life?? So much for customer satisfaction?? What good is your survey if nothing is done to satisfy the consumer??

[REDACTED]
Broadalbin, NY
[REDACTED]

Reference #71-501331551

Brought my car into Eagle Chevrolet on April 12 to be services yet again. At that time I spoke with James Provenzano regarding the issues with my Cobalt and the issues with Chevy in general. After James attentively listened to what I had to say his remark was "Sounds like you got a Friday night Cobalt" Hummmm!!! At that time they replaced the shifter and that seems to be fine. I bought 4 new tires after only 23,000 miles on the car and the steering wheel seems to not pull to the right so much anymore. However I don't feel that a car needing tires after only 23,000 miles is saying much for the original tires or performance of the car. Although they then did tell me that I should have my tires rotated every six thousand miles. I asked why no one ever told me that before. Previous to going to Eagle Chevrolet both my husband and I used a private mechanic who always told us what we needed to do with our vehicles. He was very, very good and we never had to worry about anything. I was told by Eagle Chevrolet to get my tires rotated every other oil change, which would not be every 6 thousand miles as my car actually tells me when to change the oil. There is still a noise in when I push on the brake pedal and I was told that it was there to prevent the car from being put into gear before it is ready. The break light has gone on three times since I brought it back for service, the noise is still in the brakes, and the noise is still under the car, and when turning the steering wheel to the left when backing out it still feels funny (drags). I did call the manager of the service department at Eagle Chevrolet to tell him about what I felt was still wrong with my car. He told me to bring my car back and they would take another look at it. Well I ask you, why I would do that when they gave my car back to me on April 12th and literally stated everything I had brought it in for one by one and stated that it was tested and fixed. How can that possibly be when I drove it off their lot I could here the clunking noise under the car clear as day. I find this whole problem deplorable from purchase to present. And another thing, I have received a call (the message was on my answering machine) from a Brian Dugan to see how the service on my Cobalt was and if everything had been taken care of. This call came shortly after the service was done on April 12th. I called back and got a Greg Hopkin on the phone and he told me he would give Brian Dugan the message that I called and Brian would get back to me as he was familiar with my situation. Guess what no return phone call so I called two other times and left messages, clear messages with my phone number, and to date no return phone call. People keep telling me (you know all those people I keep telling about my experience) that I am fighting a loosing battle, that you will not do anything, that I am a fool to keep trying. Well so far is seems that they are right. I thought that the least you would do if you did not want to take this car back was offer me an extended warranty on my car. One other thing I thought I should mention. I have been going through a class called Integrity Selling. I have been told that the Chevrolet Company is one of the biggest companies that uses this course for their employees. In my opinion you are wasting your money on a course like this if there is no follow through by anyone. Maybe each and every person in the Chevrolet Company should drive a "Friday night Cobalt" for a while and see how or if anything changes. I would like a response from someone please. Possibly you can put me in touch of the next level of management!