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

Customer's Name:

Ch armalat

Inspection Date:

10/06/2006

Vehicle Brand:

File #

Chevrolet 1-436004314

Model: Cobalt

VIN:

COLATZEETE

1G1AK55F567

1. IDENTIFICATION:

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	(Goodyear)	(Eagle GA)	(P205/70R15)	<u>(psi)</u>	32nds of inch	
LF	CONTINENTAL	TOURING CONTACT	P195/60R15	28.5	9/32	ACV9 BLC 0506
RF	CONTINENTAL	TOURING CONTACT	P195/60R15	24.5	9/32	ACV9 BLC 0506
LR	CONTINENTAL	TOURING CONTACT	P195/60R15	28.0	8/32	ACV9 BLC 0506
RR	CONTINENTAL	TOURING CONTACT	P195/60R15	27.5	9/32	ACV9 BLC 0506

Note: DOT numbers 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

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

_	_	_	_	_	 _		_	_		_	
_	TI		_	п	 $\overline{}$	^ _	, ,		Λ-	r	١.

Record the following data: (located on driver's door edge or inside the decklid)

SIZE PRESSURE (psi) PRESSURE AT MAXIMUM LOAD(psi)

TIRES <u>P195/60R15</u> <u>30</u> SPARE TIRE <u>115/70D15</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...
- ldentify 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.

Confidential GM/PAR Rev 04-19-2004

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

Customer's Name:

Inspection Date:

10/06/2006

Vehicle Brand:

File#

Chevrolet 1-436004314

Model: Cobalt

VIN:

1G1AK55F567

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. COMMENT OVERFLOW Section 8 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. 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) □ Data Downloads □ Other Records

Confidential GM/PAR Rev 04-19-2004

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name: Inspection Date: 10/06/2006

Vehicle Brand: Chevrolet Model: Cobalt

File #: 1-436004314 Vin: 1G1AK55F56

Inspector: G	ary 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 RESERVOR – FULL	
100-6179	DAMAGED BUMPER COVER	
100-6180	DAMAGED TIRE TREAD LEFT FRONT WH	IEE
100-6181	LEFT FRONT ROTOR ASSEMBLY	
100-6182	RIGHT FRONT ROTOR ASSEMBLY	
100-6183	RIGHT REAR BRAKE AND AXLE ASSEMB	
100-6184	LEFT REAR BRAKE AND AXLE ASSEMBL	Υ
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 AXLI	
100-6192	RIGHT FRONT ENGINE CRADLE AND AX	LE ASSEMBLY AREA
100-6193	ENGINE CRADLE FRONT AREA	
100-6194	LEFT FRONT INNER RIM DAMAGED ARE	
100-6195	LEFT FRONT INNER RIM DAMAGED ARE	A
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: Inspection Date: 10/06/2006

Vehicle Brand: Chevrolet Model: Cobalt

File #: 1-436004314 Vin: 1G1AK55F56

Inspector: Gary L. Dixon Page Two

Photo #:	Description:
100-6198	DAMAGED TREAD RIGHT FRONT WHEEL
100-6199	DAMAGED TREAD RIGHT FRONT WHEEL
100-6200	DAMAGED TREAD RIGHT FRONT WHEEL
100-6201	DAMAGED TREAD LEFT FRONT WHEEL
100-6202	DAMAGED TREAD LEFT FRONT WHEEL
100-6203	DAMAGED TREAD LEFT FRONT WHEEL
100-6204	DAMAGED TREAD RIGHT FRONT WHEEL
100-6205	DAMAGED TREAD RIGHT FRONT WHEEL
100-6206	DAMAGED TREAD RIGHT FRONT WHEEL
100-6207	RIGHT REAR BRAKE DRUM
100-6208	LEFT REAR BRAKE DRUM
100-6209	LEFT REAR BRAKE DRUM
100-6210	RIGHT REAR BRAKE DRUM
100-6211	RIGHT FRONT STRUT AND ROTOR
100-6212	LEFT FRONT STRUT AND ROTOR
100-6213	EXIT SOUTH 103 ON I45
100-6214	EXIT SOUTH 103 ON 145
100-6215	EXIT SOUTH 103 ON I45
100-6216	EXIE SOUTH 103 ON 145
100-6217	EXIT SOUTH 103 ON 145
100-6218	SIGN THAT WAS KNOCKED DOWN BY VEHICLE
100-6219	LOOKING BACK TOWARD 145 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

08:04 NOV 13, 2006 FAX NO: 1800-200-4622 #1124553 PAGE: 1/3

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.

08:04 NOV 13, 2006 FAX NO: 1800-200-4622 #1124553 PAGE: 2/3



P.O. Box 2150 Greeley CO 80632

1(800)200-4622

November 13, 2006



Account No.:

Vehicle:

N05 Chevcobalt

VIN:

1G1AL54F357



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,

Customer Service Specialist

Shurley McKnight

08:05 NOV 13, 2006 FAX NO: 1800-200-4622 #1124553 PAGE: 3/3



P.O. Box 2150 Greeley CO 80632

1(800)200-4622

November 13, 2006



Account No.:

Vehicle: N05 Chevcobalt

VIN: 1G1AL54F357

Dear

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	<u>s</u>	15.231.77

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

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Sincerely,

Customer Service Specialist

Shurley McKnight

ROBERT M. SILVERMAN''
CRAIG THOR KIMMEL"

Member, PA Bar Member, NJ Ba-Member, DE Bar Member, MY Bar Member, MD Bar Member, OH Bar Member, DC Bar Member, CO Bar Member, CO Bar Member, CO Bar



1-800-LEMON LAW

CORPORATE HEADQUARTERS 30 E. Butler Pike Ambler, PA 19002 P (215) 540-8888 JACQUELINE C. HERRITT'
ROBERT A. RAPKIN'
HY DAVID RUBEN'S TEIN'
YIVIAN BENE PERKIN'
ANY D. COX'
HOMAS F. BUENS'
HILARY WHEATLEY TAYLON'
HARRY R. WHOMAS F. BUENS'
BARRY R. WHOMEN'
JACQUELINE BRADFORD PORROMELISA K. FIALA'
BRA P. SMADES'
DAVID LIEBERMAN'
ANGELA K. TROCCOL'
FRED DAVIS'
ANNE WARD'
ANNE WARD'

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. Markon 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

November 6, 2006

VIA TELEFAX ONLY (866-592-1367)

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

RE: 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: GOOD THRU: 05/2009
VIN: 1G1AL64F367
CHE 2005 4 DR SL COB WC: 7

WC: 7 PASSENGER 07

UNION EQ:7 NJ INITIAL PT:PA 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

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.



P.O. Box 2150 Greeley CO 80632

1-800-200-4622

November 14, 2006

Union, NJ

Account No.:

020-9072-47287

Vehicle:

N05 Chevcobalt

VIN:

1G1AL54F357

Hatel Carbon

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

BRANCH 469

REPORT REFERENCE 601626 TRANSACTION SUMMARY REPORT PAGE 1 RUN DATE/TIME

AS OF DATE ACCOUNT:

11/13/06 22:10:50 11/13/06

SMARTBUY

COLLATERAL: NOS CHEVCORALT

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			
070605	234.88	062705		161.98	72.90			234.88
080605	234.88	072805		164.89	69.99			234.BB
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	234.98	122605		168.17	66.71			234.08
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. 6 6	54.22			234.88
TOTALS				3,081.28	1,146.56			234.88

REMAINING PRINCIPAL BALANCE:

15,185.85

08:32



P.O. Box 2150 Greeley CO 80632

1-800-200-4622

November 14, 2006

Freehold, NJ

Account No.:

Vehicle:

VIN:

N05 Pontgto

Hatel Carlson

6G2VX12U85L

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

BRANCH 469

REPORT REFERENCE 601626 TRANSACTION SUMMARY REPORT PAGE 1.

AS OF DATE 11/13/06

ACCOUNT: COLLATERAL: NOS PONTGTO

SMARTBUY

DUE DATE	SCREDULED PAYMENT	EFF DATE	DATE POSTED	PRINCIPAL AMOUNT	FINANCE CHARGE PAID	LATE CHARGES PAID	OTHER PAID	LINE TOTAL
061205 071205	607.37 607.37	060305		522,94	127.06			650.00
081205	607.37	071805		443.70	256.30			700.00
091205	607.37	080505		498.70	101.30			600.00
101205	607.37	090905		405.70	194.30			600.00
111205	607.37	101805		385,92	214.08			600.00
121205	607.37	111405		453.39	146.61			600.00
011206	607.37	122305		365.87	209.06	25.07		600.00
021206	607.37	011006		554.52	95.48			650.00
031206	607.37	021406		417.31	182.69			600.00
041206	607.37	031506		450.48	149.52			600.00
051206	607.37	042506		416.14	208.56	25.30		650.00
061206	607.37	051106		569.63	80.37			650.00
071206	607.37	061206		442.06	157.94			600.00
081206	607.37	071106		508.83	141.17			650.00
091206 101206	607.37 607.37	081106 090706 101706		262.43 479.12 420.31	148.49 128.25 187.06			410.92 607.37 607.37
TOTALS				7,597.05	2,728.24	50.37		

REMAINING PRINCIPAL BALANCE: 30,116.60

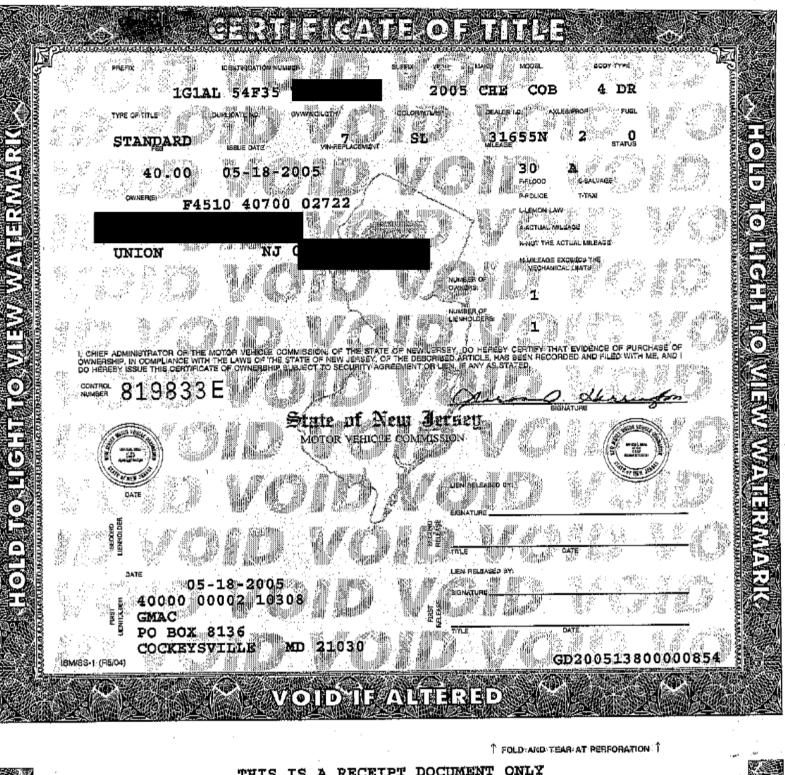
*** END OF REPORT ***

08:32



2675 ROUTE 22W., UNION, NJ 07083 • 908-686-2800 www.multichevrolet.com

Send To: TRACE MODAL	From:
Attention:	Date:
Office Location:	Office Location:
Fax Number:	Fax Number: 908-686-8988
Urgent Reply ASAP Pleas	e Comment Please Review For Your Information
Total Pages, Including Cover:	
Comments:	



A RECEIPT DOCUMENT ONTX30 A DUP: STATUS: MILEAGE: 1G1AL54F357 VIN: DEALER ID:31655N 2005 4 DR COB 40.00 TITLE I 819833 0.00 SALES TAX 40.00 LIENHOLDER (S) ŊJ NOINU 40.00 I STANDARD 40000 00002 10308 GD200513800000854 GMAC PO BOX 8136 MID 21030 COCKEYSVILLE

MUJLTI CHEVROLET

Fax

*Comm	·····	L POF RESIEW	Li Piease Com		⊔ Frease	Kepiy	□ Please Recycle
X Urgei	nt	☐ For Review	🗓 Please Com	mant	□ Piease	Ponty	
Re:				CC:			
Phone:	866-7	90-5700 ext:21210		Pages:	23		
Fax:	866-5	92-1367		Date:	10-19-06		
To:	Susar	Gakberry		From	Tom Baue		

CVWS35051

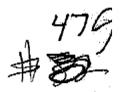
26804		ADVISOR				
36804		DOE	17#	ີ 1 90	10/04/06	CVWS3505
		94.60	END, MLEAGE		ULTRA SILV	STOCK NO. D5997
UNION, NJ		05/CHEVROLET/CO	BALT/ADB UT		DELIVERY DATE	DELIVERY MILES
		1 - 21 NOCE 120,			05/06/05 ELLING DEALER NO.	PRODUCTION DATE
		IGIAL54	F 3 3 7	. <u> </u>	I. O. DATE	
		COMMENTS			09/28/06	
DB# 1 CHARGES						MO: 1387
\R∆D						
TOTOCYZO8	CSTARTA SALEMAN ARMON	RSPVINSOR SEE CHRSVII 17022	GETORISES N'SISTEMBRIO SE SERVICIO	USEANNE ROCKWARPA		
AND VEHICLE	TES LIGHT CAME ON DA STARTED SHAKING AND	RSS AND SECULOR OF THE COLUMN TO THE COLUMN	er vertrokssätteret internim såbetat 190 litti (1966) Sk			
IN HISTORY O	AFTICIE AND LEST FOR	SH BOARD FELT LIKE STALLING OUT TROUBLE CODE NONE C OPENED CASE				
# 9226542 WE	S NICHOLS	C OFENED CASE				
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CVCS35051

CUSTOMER NO.					,	
36804	JOE		1.78	TAG NO. 190	10/03/06	INVOICE NO.
	94 . 60	LICENSE NO.		EAGE	COLOFI	CVC535051
UNION, NO	YEAR / MAKE / MODEL	<u></u>		13,877	ULTRA SILV	D5997 DELIVERY MILES
ONTON, NJ	05/CHEVROL			<u>T</u>	05/06/05 SELLING DEALER NO.	30
	1 G 1 A L	54F35				PRODUCTION DATE
			P. O. 110.	,	09/28/06	
	COMMENTS					MO. 13077
JUB# 1 CHARGES				••	· · · · · · · · · · · · · · · · · · ·	MO: 13877
LABOR - CUSTOMER STATES LIGHT CAME ON DO AND VEHICLE STATED SHAKING AND ROAD TESTED VEHICLE AND TEST FOR IN HISTORY OR IN PRESENT CALL TO # 9226542 WES NICHOLS	FELT LIKE STALLING			A CHARGE AND A CHA		
JOB# 1 TOTALS		• • • • • • • • • • • • • • • • • • • •				
JOB#	1 JOURNAL PREFIX	CVC\$.708# 1	TOTAL	0.00		
ESTIMATE				0.00		
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)			1		
TOTALS		• • • • • • • • • • • • • • • • • • • •				
*** **********************************	***	TOTAL LABO)R	0.00		
* [] CASH [] CHECK CK NO. []	*	TOTAL PART TOTAL SUBL	S	0.00	**.	
* [] VISA [] MASTERCARD [] DISCOVER	*	TOTAL G.O. TOTAL MISC	6 I	0.400		
* [] AMER XPRESS ^[] OTHER [] CHARGE	*	TOTAL MISC TOTAL TAX.	DISC	0.00		
**************************************	* ***	TOTAL INV		0.00		,
HANK YOU FOR YOUR BUSTAFESS.		TO AL INV	OICE	0.00		
CUSTOMER SIGNATURE	······································					· 1
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AGE 1 OF 1 SERVICE FILE COPY		[END OF IN	NOICE	05:07nm		[







RECOMMENDED SERVICES

01CVZ015 01CVZ075	15000 MUE SERVICE	MO/MI MO MO	347.50 347.50	OPERATION 01CVZ045 01CVZ105	OPERATION DESCRIPTION 45000 MILE SERVICE 105000 MILE SERVICE	MO/MI MO MO	70TAL 347.50 347.50
			<u></u>		1 1		1 1

SERVICE HISTORY

	03/31/06 02/15/06	REPAIR ORDER 28824 27052	MILEAGE 9000 7541	178	017 017 017 017	TYPE W W W	SICVZ	OPERATION DESCRIPTION BODY MECHANICAL BODY ELECTRICAL RECOMMENDED MAINT BODY ELECTRICAL	
ļ	SALESPERSON NO.	071 MOHAME	D FLEAGUAR		017 017	₩.	00CVŽLOF 02CVŽ	LUBE,OIL FILTER RECALL	1

SALESPERSON NO. 071	MOHAMED ELKASHAB	SER	$\nabla + c =$	
TETAL 54F35	C. LYPARMARING		<u>v ı C E</u>	STATE REG# 2
14944135	3 OS/CHEV	ROLET/COBALT	ATTO ATT	PRODUCTION DATE STOCK MOST SUCCESSEMENT TO THE RECEIVED AND THE PRODUCTION OF THE PR
and the this lighter	A STATE OF THE PARTY OF THE PAR	LICUSTOMES MA	Characteristic Character Street Control of the Cont	D5997 35051
hadan mississississis		3680	SERVICE CONTRACT	G5/06/05 PELVERY MILES PRIMING DEALER NO 109/28/06
Tarana Maria	this live by the live and	COUOROGO	Self-Self-Andreas Landing Commence	278 SC104-74-23 A 1979 S 27 E 27 E 37 E 37 E 27 E 27 E 27 E 27 E
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Disclaimer of Warranties

The Seller hereby expressiv disclaims all warranties either expressed or implied including any implied warranty of merchantability of illness for a particular purpose: and neither assumes not authorizes any cities parson to assume for a sary liability in commention with the sale of said products.

COMPLAINT TIME CLOCK CAUSE CORRECTION Scan EB.CM No Condition with on code.3 Communication Bem ox Steering °°5EF 28 17:11 Ucodes is BeM To Steering Module nodules. CFF 18 Tony Tech # 2 intenface with modules ALL B. e. Main8 Module Load Tes. Was Historia wes Wichols ON SEP 29 15:0

SELF SERVICE REPAIR ORDEN.

TO OUR EARLY MORNING OF	LATE EVENING CUSTOMERS:
1. I'm out envelope completely. 4. Leave	car locked on our lot and remove personal items.
2. Enclose your warranty card. 5. Seal e	ivelope and drop in slot provided.
3. Endo	
NAME _ ADDR	ESS
CITY	STATEZIP
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() Transmission Service () Service Air Co	nditioner Service
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you and/or your employees permission to operate the or elsewhere for the purpose of testing and/or insert	e vehicle herein described on streets, highways
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parts or delays in parts shipments beyond dealer's co left in vehicle in case of fire, theft or any other car	introl nor for loss or damage to vehicle or articles
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Please Sign Here:	Day.
	Date;
FORTH #108 - RECROEN FROM THE CORP SERVICES, INC. (609) 8	3-5056

CUSTOMER NO.	ADVISOR					
36804	JOE		178	760	02/22/06	CVWS27052
	94.60	LICENSE NO.		AGE	COLOR ULTRA SILV	втоск мо.
11117701	YEAR / MAKE / MODEL			7,341	DELIVERY DATO	D5997
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	COMMENTS		""	,		MO: 7541
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1 15282624 CYL KI	T 2.188 COST TO	77.58 27.58	44.13	44.13		
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MULTI CHEVROLET, INC. 2675 Route 22 West UNION, NJ 07083 (908) 686-2800

36804	ADVISOR JOE	17	TAG NO. 760	02/22/06	INVOIDE NO. CVWS27052
	94.60		AID EAGIF	COLOR ULTRA SILV	STOOK NO. D5997
UNION, NJ	VEAR / MAKE / MODEL 05/CHEVROLET/	COBALT/4DR_I		05/06/05	DELIVERY MILES
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	COMMENTS	P. O. NO.		02/15/06	
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1 9595096 CAP 5	.858 8.79 COST TOTAL	5 R 75 14 (14.00		
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1210 RO NUMBER RO DATE VIN 027052 02/15/2006 1G1AL54F357		DOMETER SERVIC	E ADVISOR #		
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EN JOB CT CC PC PART-NO. TOT-P	PHONE; WORK:	HOME:			
1 01 0J 1 15282624 LN-TOT: 119.81 TECH SSN:		S OHRS NET-AMT 8 AUTH, AUTH	75.68		
LN JOB CT CC PC PART-NO. TOT-P 2 03 MA 1 15785514 15 LN-TOT: 34.90 TECH SSN:	TS FC LABOP LHR .98 96 V1362 . AUTH CODE:		LAB-TOT.		
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PAGE 2 OF 2

SERVICE FILE COPY-W

CVCS27052

CUSTOMER NO.	ADVISOR				
36804	ÞOE	1	78 760	02/15/06	CVCC 270E2
	94.60	LICENSE NO.	MILEAGE	COLOR	CVCS27052
LINTON	YEAR / MAKE / MODEL			ULTRA SILV	D5997
UNION, NO	VEHICLE LO. NO.	T/COBALT/4DR	<u>L</u> F	05/06/05 SELLING DEALER NO.	30
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			94.60	LICENSE NO.		ILEAGE	ULTRA SILV	8700K NO. D5997
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PAGE 1 OF 3	SERVIC	DE FILE COPY	[CON	ITINUED ON NI	EXT PAGET	06:43nm		

CUSTOMER NO. 36904	ADVISOR			We NO.	INVOICE DATE	INVOIDE NO.
36804	JOE LABOR PATE	112224	178	760	02/15/06	CVCS27052
	94.60	LICENSE MO.	Mile	7,541	COLOR ULTRA SILV	STOCK NO. D5997
UNION, NJ	05/CHEV	ODEL ROLET/COBA	T/40P +3		05/06/05	DELIVERY MILES
ONTEN, NO	VEHICLE LD. NO.	'			SELLING DEALER NO.	PRODUCTION DATE
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RECOMMENDE		·						• •	
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CUSTOMERS	PATESIAN WILLIAMS	Egic	HENTFICAL	AND WILL		warranty of me purpose, and			
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TIME CLOCK COMPLAINT **CAUSE** CORRECTION FFA 15 8416 REPLACE ONE FOR 15 1350 E AP + code CGNition C/2 LUCK CELLUNGR COULD Not KIGY weit SUPLICATE Come out at Times INSTALL A/C RECALL JUMPER CHARNESS 05034 ORACR CAP Broken CIL 615 CAP KEPUNCE CF </< us cap wheel 600 Ste 6 CELL OFE INSERT HUB CAR 6.0.6 THATE OFF 19 Rotate,

STIVER SELF SERVICE REPAIR ORDER CAR PARKED BY DORTO SHOWROW

TO OUR EARLY MORNING OF LATE EVENING CUSTOMERS:
1. Fill out envelope completely. 2. Enclose your warranty card. 4. Leave par locked on our lot and remove personal items. 5. Seal envelope and drop in slot provided.
3. Enclose only your car keys
NAME ADDRESS
CITY UNICO TO STATE UT ZIP
DAY PHONE # EVENING PHONE #
NEED CAR READY BY AM 7 OO (M) MILEAGE 7,000
YEAR 2005 MAKE & MODEL CHERY CUBAR (F COLOR SI (UC)
LIC. PLATE NO
() 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 () Service Air Conditioner
() Solves Mil Charles
PLEASE WRITE ANY SPECIAL PROBLEMS OR INSTRUCTIONS BELOW (FOR ADDITIONAL SPACE
USE REVERSE SIDE)
75 - ignition want turn to off oosi
Jan 18 of 1 ps.
Also: recall 05034, GAS CAO broken oil change + lube
Method of Payment: () VISA () MC () AMEX () CASH () PERSONAL CHECK \$174.95
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 \$100\ \$
(In the event the cost of providing the above specified services will exceed the dollar limit indicated,
you will be contacted for approval.)
MA DERAMA
NO REPAIRS PERFORMED VITHOUT 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 life vehicle berein described on streets, blobways
of elsewhere for the purpose of testing and/or insidection. 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
ino dui control.
Please Sign Hen Date: 2/15/06
Form #108 . REORDER BROW: The COST SERVICES, INC. (609) 183,5056

GM Vehicle Inquiry System Summary

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

<u>Help</u>

VIN:		1G1AL54F357													
						VEHIC	LEI	NFO	RMATI	ON					
	Merchandising 1AL69 -2005 COBALT 4-DOO SEDAN							R LS Wa			ranty Start Date :			05/06/2005	
BARS Order Type: 70 - RETAIL - STOCK															
Delivering Dealer: MULTI CHEVROLET INC. PO BOX 367					Selling Source						13 - CHEV	3 - CHEVROLET			
UNION, NJ 07083-0 (908) 686-2800								Site	Code :			02245			
									Bus Cod	ness A	ssocia	ite	111242		
Serv	ice Contr	act :	No	Braz	ode	d Title :	No		Warrant	ty Bl	ck:	No	PDI St	atus :	Paid
						REQUIR	ED F	TUELL	D ACTI	ONS					
Туре	Number	r _		Descripti				o n					Posted Date		Status
RC	<u>05034</u>	A/ W	C SYS IRING	TEM WII	SIN.	IG OR DUA	L ŜT.	AGE	AIRBA	Э МС	ODULE 05/11/2005 Open				Open
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Vehic	le Has No	Curr	ent Rec	ord Of C	dut	standing Se	rvice	Info	rmation				•		
				ON STAI	₹ A	ND XM SA	TEL	LIT;)	E RADIO) INI	ORM.	TIO	N .		
OnSta Equip		No	Ons	tar Statu	9	N/A	Ref (88)	fer to Help page for details or: www.onstarenrollment.com or 8)ONSTAR1 (888)667-8271						ıt.com or	
хм е	quipped	Yes	XM R	adio ID	G	ALU90CK	XM Stat		Active		er to Help page for details or: w.gm.xmradio.com or (800)556-3600				
						APPLICA	BLE	WA	ARRANT	ŒS					
			Descri	ption				Effective Date			ffectiv domete		End Dat	00	End dometer
36/360	00 BUMP	ER T	O BUM	PER				05/06/2005			30 n	uiles	05/06/200	8 3	6030 miles
72/100 THRO	000 SHEE UGH	ЕТ МЕ	ETAL C	OVERA	ΞE	RUST		05/06/2005			30 m	niles	05/06/201	1 100	0030 miles
96/800 AND P	00 FEDER CM	RALE	MISSI	ON CATA	AL'	YTIC CON	7.	05/06/2005			30 m	niles	05/06/201	3 80	0030 miles
36/500	00 CALIF	ORNI	IA EMI	SSIONS				05/06/2005			30 m	iles	05/06/200	3 50	0030 miles
					-										

84/70090 CALIFORNIA SELECT COMPONENT	05/06/2005	L	30 miles*	05/06/2012	70030 miles
60/60000 POWERTRAIN - U.S.	05/06/2005		30 miles	05/06/2010	60030 miles

CLAIM HISTORY

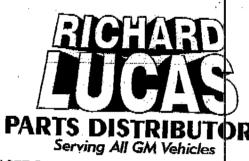
R.O Date	R.O Number	Type	Labor Operation		Odometer Reading
05/09/2005	015951	I	Z6999 - PDI RELATED FLUID ADD\$		5 miles
03/08/2005	A77054	I	Z7000 - PRE-DELIVERY INSPECTION - BASE	TIME	0 miles

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CURTOMER NO. DEROA	RORINGA		the NO.	INVOICE DATE	INVOICE NO.
36804	JOE LABOR MATE LICE	178 NBE NO. MI	092	04/03/06 color	CVWS28824
	94 . 60			ULTRA SILV	D5997
	VEAR / MAKE / MODEL OS/CHEVROLET/C	OBALT/4DR I		05/06/05	DELIVERY MILES
ци , иотип	VEHICLE I.O. NO.			BELLING DEALER NO.	FRODUCTION DATE
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1 10346666 CAP	3.028 8.77	8.77 14.0			
	COST TOTAL	8.77 Total - Parts	14.03		
10B# 1 TOTALS			İ		
		LABOR	47.30 14.03		
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Authorized Powertrain Dealer

1077 Route One South · Avenel, NJ 07001

HOTLINE: (732) 634-1900 Fax: (732) 634-8666 Email: rlucasparts@aol.com



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 defeced, 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

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DATE ENTERED 31 MAR 0		ATE SHIPPED L MAR 06	INVOICE DATE 31 MAR 06	INVOICE NUMBER	116831	
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· 6 20	ULTI CHEVROLET 675 RTE 22 WEST NION, NJ 07083		CHEVROLET OF 2675 RTE UNION, NJ	MULTI 22 WEST 07083	· · · · · · · · · · · · · · · · · · ·	

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WHAT CAN WE DO TO SERVE YOU BETTER		
WE STOCK ALL GM CAR & TRUCK LINES	77	
PARTS DEPT. HOURS 7:30AM - 5:00PM N	PARTS	74.39
PIVAM - 4:00PW ON SATIDDAY	FDCIOLIF	
**** CALL FOR SPEEDY DELIVEDING ***	FREIGHT	0.00
**** CALL FOR SPEEDY DELIVERIES ***	** SALES TAX	0.00
x		
	TGTAL	\$74.39

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

CUSTOMER NO.	^4	ADVISOR						
368	04	JOE			178	092	03/31/06	CVCS28824
		94 - 60	LICE	NSE NO.	MILEA	3E	COLOR ULTRA SILV	BTOCK NO. D5997
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MULTI CHEVROLET, INC. 2675 Route 22 West UNION, NJ 07083 (908) 686-2800

CURTOMER NO. 36804 INVOICE DATE NVOICE NO DOE 178 03/31/06 092 CVCS28824 94.60 LICENSE NO. 9,000 ULTRA SILV D5997 YEAR / MAKE / MODEL DELIVERY DATE DELIVERY MILES 05/CHEVROLET/COBALT/4DR LT 05/06/05 SELLING DEALER NO. UNION, NJ 30 РЯОВИСТЮМ ВАТЕ 1 G 1 A L 5 4 F 3 5 7 03/31/06 MO: 9003 TOTAL LABOR....
TOTAL PARTS....
TOTAL SUBLET... 0.00 0.00 0.00 0.00 [] CASH [] CHECK CK NO. [TOTAL G.O.G.... TOTAL MISC CHG. TOTAL MISC DISC [] VISA [] MASTERCARD [] DISCOVER 0.00 [] AMER XPRESS [] OTHER [] CHARGE TOTAL TAX..... **TOTAL INVOICE \$** 0.00 PAGE 2 OF 2 SERVICE FILE COPY





RECOMMENDED SERVICES

	/ 						
OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL .
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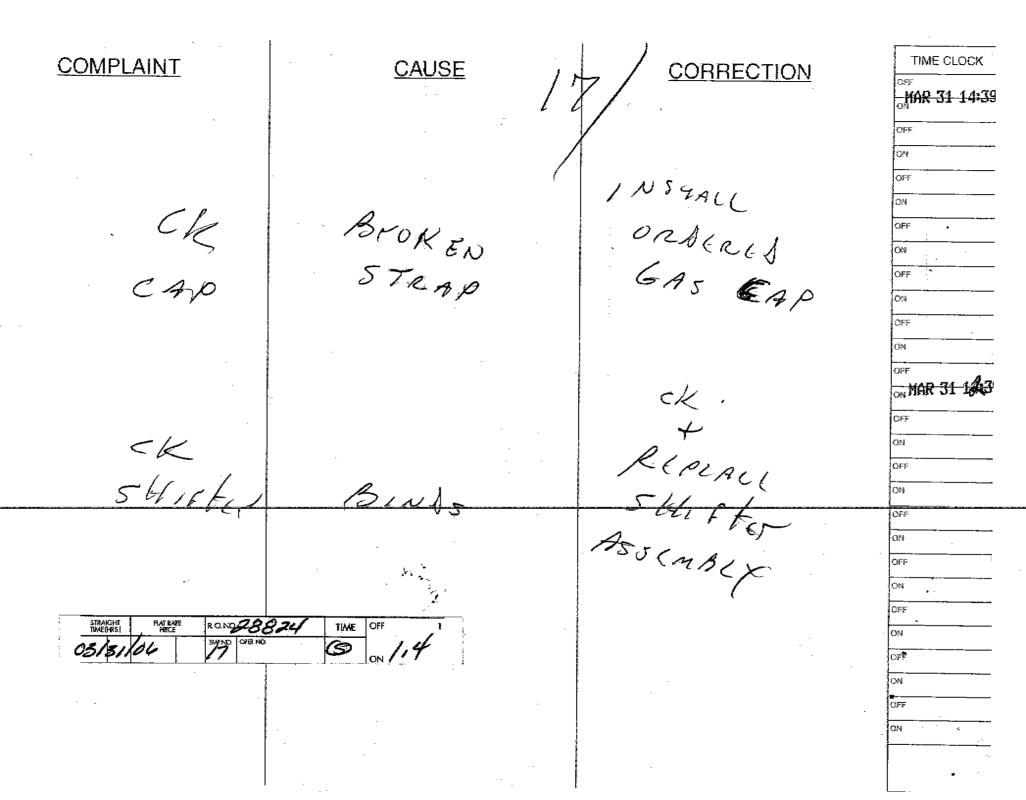
CUSTOMER STATE GAS CAP LEAKING

AVITATION CONTRACTOR OF THE CO

PARTSRETURNED / 22

The Sellar, nereby expressly disclaims all warranties either expressed or implied including any implied warranty of merchantability or fitness to a particular purpose and neither assumes nor authorizes any joiner; person to assume for it any hability in connection with the sale appeals products.

OF PERMIT



SELF SERVICE REPAIR ORDER

TO OUR EARLY MORNING OF	LATE EVENING CUSTOMERS:
 Fill out envelope completely. Leave 	car locked on our lot and remove personal items.
Enclose your warranty card, Seal e Enclose only your car keys.	envelope and drop in slot provided.
5. Englose only voor car revs.	
NAME: ADD	ESS
CITY Unix "	STATE IUT ZIP
DAY PHONE # .	EVENING PHONE #
NEED CAR READY BYAM	PM MILEAGE 9,000
YEAR 2005 MAKE & MODEL Col	color Silve
LIC. PLATE NO VIN #	
() CHECK HERE IF VEHICLE WAS TOWED IN	DATE TIME
SERVICE CHECK LIST:	
() Lube/Oil/Filter () Align Front E	nd () Check Fluids
() Tune Engine () Rotate Tires () Brake Service () Balance Tires	() Cooling System Service
() Brake Service () Balance Tires () Transmission Service () Service Air C	
, ,	
PLEASE WRITE ANY SPECIAL PROBLEMS OR II	STRUCTIONS BELOW (FOR ADDITIONAL SPACE
USE REVERSE SIDE):	
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" A-ISO '	<i>y</i>
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Method of Payment: () VISA () MC () AM	EX () CASH () PERSONAL CHECK
PLEASE CHECK ONE	A Walter Control of the Control of t
() Please call with estimate before proceeding	with repairs. ⁵
() I hereby waive my right to receive a written est	inate of the price to complete the requested repairs.
() i authorize the above work up to a limit of \$100 \$200 \$300 \$400 \$500 \$100	
(In the event the cost of providing the above spec	fled services will exceed the dollar limit indicated,
you will be contacted for approval.)	
· ·	
NO REDAIRE DEDECIONES	
	VITHOUT YOUR SIGNATURE
I hereby authorize above repair work to be done at	ling with the necessary materials, and hereby grant
I hereby authorize above repair work to be done all you and/or your employees permission to operate or elsewhere for the purpose of testing and/or ins	ing with the necessary materials, and hereby grant the vehicle herein described on streets, highways lection. Dealer not responsible for unavailability of
I hereby authorize above repair work to be done all you and/or your employees permission to operate or elsewhere for the purpose of testing and/or ins parts or delays in parts shipments beyond dealer's	ing with the necessary materials, and hereby grant the vehicle herein described on streets, highways lection. Dealer not responsible for unavailability of control nor for loss or damage to vehicle or articles
I hereby authorize above repair work to be done all you and/or your employees permission to operate or elsewhere for the purpose of testing and/or ins	ing with the necessary materials, and hereby grant the vehicle herein described on streets, highways lection. Dealer not responsible for unavailability of control nor for loss or damage to vehicle or articles
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I hereby authorize above repair work to be done all you and/or your employees permission to operate or elsewhere for the purpose of testing and/or insparts or delays in parts shipments beyond dealer's left in vehicle in case of fire, theft, or any other of	ing with the necessary materials, and hereby grant the vehicle herein described on streets, highways ection. Dealer not responsible for unavailability of control nor for loss or damage to vehicle or articles have beyond our control. Date: 3/3/06
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2005	COBALT 4-DOOR LS SEDAN ULTRA SILVER METALLIC			CHEVROLET	MOTOR DIV	/ISION
95U	ULTRA SILVER METALLIC	/L4	G	GENERAL M	OTORS CORI	PORATION
142	GRAY			100 RENAI	SSANCE CEN	
ORDE	CR NO. HXSTZQ/TRE STOCK	NO.		DETROIT	MI 48	3243-1114
VIN	1G1 AL54 F3 57			VEHICLE I	NVOICE 1AI	061284732
MODE	LL & FACTORY OPTIONS 59 COBALT 4-DOOR LS SEDAN	M	ISRP	INV AMT	RETAIL -	STOCK
1AL6	9 COBALT 4-DOOR LS SEDAN	15920	.00	14885.20	INVOICE (03/08/05
AR9	HEATED LEATHER APPOINTED FROM	NT 695	.00	625.50	SHIPPED (03/08/05
	BUCKET SEATS				EXP I/T (03/13/05
	AIRBAGS, SIDE HEAD-CURTAIN				INT COM (03/14/05
CF5	ELECTRIC SUNROOF W/MAP LIGHT	S 725	.00	652.50	PRC EFF (03/01/05
DT4	ASHTRAY AND LIGHTER	15	.00	13.50	KEYS G102	
	2.2L DOHC 4 CYL ENGINE				WFP-F QTF	R OPT-1
	4-SPD. AUTO. TRANS. W/OVERDR				BANK: GMA	
	50-STATE EMISSIONS		N/C	N/C	CHG-TO	02-245
	NEW JERSEY SURCHARGE	0	.00	37.00		
	REAR DECK-LID SPOILER	275	.00	247.50	SHIP WT:	2863
	PIONEER 7 SPKR AMPLIFIED SYS				HP:	18.4
US8	RADIO, AM/FM STEREO W CD & M	P3 150	.00	135.00	GMS:	
	XM SATELLITE RADIO-OVER 130				SUPPLR:	19014.79
	CHNLS OF DIGITAL ENTERTAINME SERVICE FEE EXTRA 1ST.3MOS.I	NT.			MRM:	
	SERVICE FEE EXTRA 1ST.3MOS.I	NCL			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.

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

MULTI CHEVROLET INC.

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY

06/10/06 PROCESSING SOURCE: CHEVROLET PAGE: 14:06:50

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:
TRD DOE:
SRVC IN:
SRVC OUT:
BFSO ORD DT:
PRICE ASSUR DT:

DLVY TO:
UNION
CANC SRVC IN:
BFSO CUST:
PRICE ASSUR RT:

--INCENTIVES--

 CODE
 PAY
 SS/SITE
 INV/INC NO
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POLICY PYMT CMNT: ACTV TYPE: 6

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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.

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N/A

5 Amount financed (3 = 4)

NJ STATE

□ Both

N/A

Torm

Date

Date

THIS CONTRACT INCLUDES THE ATTACHED RIDER LABELED 'GMAC RETAIL INSTALMENT SALE CONTRACT

	GMAC FLEXIBLE FINANCE PLAN				
	Dealer Number	Contract Number			
Buyer (end Co-Buyer) - Name and address (Includ	de county and zip code)	Creditor (Seller name and add	drees)		
UNION NJ		MULTI CHEVROLET 2675 RT 22 UNION NJ 07083	MAY 11 2005		

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for each 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 Financial and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used Year CHEVROLET and Model Vohicle Identification No. .. PI El personi 2005 161AL54F357 NFW COBALT Duelne € CHEVROLE 1999 LAVAL LER

Your trade-in is a: Year Make PEDERAL TRUTH-IN-LENDING DISCLOSURES 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. ANNUAL
PERCENTAGE
RATE
The cost of your
credit as a yearly Total Sale Price The total cost of your purchase on credit, including Amount Pinenced Total of Payments
The amount you will have paid after you have made all payments as school as The dellar amount the credit will cost The amount of credit provided to you or on your April goth by Light scheduled. 20871_21 7ato. 4.60 If any insurance is checked below, policies or conflicates from the named insurance companies will describe the 18267.13 2604.08 of \$ 25271.21 lerms and conditions. Your Payment Schedule Will Be: Check the insurance you want and sign below: Number Amount When Payments Or as Follows Optional Credit Insurance. Arround Arround Arround Arround Arround Arround S 234.85 Monthly beginning U6/06/2005 FINAL PAYMENT OF \$ 9831.85 DUE ON: of Paymonts □ Cradit Life; □ Guyer Co-Buyer Crodit Disability (Buyor Only) -05/65/2009 Promium: Credit Life & . 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 eart of the payment that is tale, unless the vehicle is primarily for personal, family, or household use and the cash price is \$10,000 or less. N/A NACIT DISOBILITY S. Prepayment. If you pay off all your debt early, you will not have to pay a penalty. (Insurance Company) 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. (Home Office Address)
Gredit life insurance and eredit 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 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 unpeld part of the amount financed if you die. This insurance pays only the amount you would own if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract white you are disabiled. 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 cerditions. 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. (Home Office Appross) ITEMIZATION OF AMOUNT FINANCED 1127.47alos tax) 21794.63(1) 1 Cash price (including \$ 2 Total downpayment = 2400.00 -payoff by seller # 2400.00 + cash 5 Gross trade in \$ N/A N/A = net trade-in S 4400 . 00(2) HEG REBATE 2000.00 other (describe) 3 Unpoid balance of cash price (1 minus 2) 17334 ; 63<mark></mark>(3) 4 Other charges including amounts paid to others on your behalf (Seller may keep part of those amounts.): Cost of eptienal credit insurance paid to the insurance company or companies N/A s N/A Disability Other insurance paid to the insurance company N/A Other Insurance. Official fees paid to government agencies N/A Government taxes not included in each price Type of Insurance E Government license and/or registration less Premium S REG FEE=\$ 242,00 242.00 N/A Government certificate of title less (Insurance Company) N/A security interest recording (ea) \$ N/A N/A G Other charges (Seller must identify who is paid and (Home Office Address) I want the insurance checked shows describe purpose.) N7A N/A for N/A to Buyor Signature N/A N/A 10 for N/A MULTI CHEVROIO DOC FEE 99.00 10 Co-Buyer Signature EASY CARE GAD

> YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH 872.50₍₄₎ PROPERTY DAMAGE. 18267, 13(5) INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.

THIS DOES NOT INCLUDE INSURANCE ON

HOW THIS CONTRACT CAN-BE CHANGED. This contract contains the unifro agreement between you and us relating to this contract. Any change to the contract must be Buyor Signa X Co-Buyer Signs X

524.00

N/A

7 _ 50

ny part of this contract is not valid, air onlor pards say valid. We may delay or retrain from enforcing any of our rights under this centract without losing them. example, we may extend the time for making some payments without extending the time for making others. If any part of the See back for other important agreements.

The Annual Percentage fiste may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Pinance 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 co	ntract. You nfirm	confirm that	before you signed t	his contract,	we gave it to	you, and you
Buver Slons X	Date	05/05/2005	Co. Burne Street - 1	t		•••

Dayor Cigito X		2010	9,2003	CO-BU	УĐ
Co-Buyers and Utter Dwnars - A co-buyer is a person wh	o iş raşpon	sible for	paying the	antira d	
not have to pay the debt. The other owner agrees to the secu	rity Interest	in the ve	hlele given	to us in	ч

GAP CARE

VEH TIRE FEER

N/A

for

Total other charges and amounts paid to others on your behalf

sey to dable the dillar	CALLET SOLDER TO DIS POSSIBLE LUTTURE ACUICIT ONLY	an to us in i
Other owner signs here X	Pate	Address
- Mill of Cur	*VPA+-PT-THE	_ ~~~

Creditor Signs Dete 05/06/2005 By X

Бy

Seller assigns its interest in this contract to:			Acceptance	
ection examples to undergot in una contract to:	L Gene	rai iviotors	Acceptance	Corpore
under the terms of Bolloge Assessment with				
under the terms of Seller's agreement(s) with	cosiones,			,
A!				

MULATI Saller

ORIGINAL

CHEVROLET INC.

Title

Z109 PA-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.

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 Flate on the unpaid part of the Amount Financed.

 b. How we will apply payments. We will apply each payment first to the serned and unpaid part of the Finance Charge, and then to the unpaid part of the Amount Financed.
- 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 Cherge, Total of Payments,
 and Total Sale, Price will be more if, you,pay tate and least, if you pay
 early. Changes may take the form of a larger or smaller final payment
 or, at our epition, more or lewer payments of the earne emount acy 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.

YOUR OTHER PROMISES TO US

- If the vehicle is demeged, destroyed, or missing. You agree to pay
 us all you owe under this contract even if the vehicle is damaged,
 destroyed or missing.
- us you owe unique this contract even it he vertices a garriaged, destroyed or missing.

 Using the vehicle. You agree not to remove the vehicle from the U.S. or Canada, of to sell, refut, lease, or transfer say interest in the vehicle or this contract without our written permission. You egree not to expose the vehicle to misuse; salzure conflection, or involuntary transfer. If we pay any repair bills, storage bills, taxes, lines, 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, sorvice, or other contracts we finance for you and for you: and 4. All proceed
 - for your and

 All proceeds from Insurance, maintenance, service, or other conjects we finance for you. This includes any refunds of prefitting 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 fille shows dur security interest (light) in the volicie.

- d, insurance you must have on the vehicle. You agree to have physical Insurance you must have on the vehicle. You agree to have physical damage, issurance covering loss of damage, to the vehicle for the tarm 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 other buy insurance that covers only 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? Thoughtage will, by the promition for the insurance and a linance charge at the highest rate the law permits.
 - If the variable is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repoir the vehicle.
- What happene to returned insurance, maintenance, service, or other centred, charges, live get a round of indurance, maintenance, contact, of other centract charges, you agree that we may subtract the return from what you owe. It is a subject to the return of the may subtract the return of the may subtract the return of the may subtract the return of the may subtract the subject to the subject

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Y

IF YOU PAY LATE OA BREAK YOUR OTHER PHOMISES

A You may lowe late charges. You will pay a late charge on each late payment as shown on the tront. You will not have to pay a late charge if you purchased the venicle primerly for personal, family, or housands use and the cash price of the venicle is \$10,000 or loss. Acceptance of and the cash price of the ventice is a follower or less. Modepands a late payment or mean that you may keep making late payments. If you pay late, we may also take the steps described below.

- b. You may have to pay all you owe at once if you breek 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 bank-upity or one is started against you any purporty; or
 3: You break any agreements in this contract.
 - 3. You break any agreements in this contract.

 The amount you will give will be, the unpaid part of the Amount Financed plus the carried and unpaid part of the Finance, Charge, any late charges, and any amounts due because you defaulted.
- a signification of the manufactor of pay collection-coate. If we here an attender of You may have to pay collection coate. If we hire an attorney whe is not our salaried employed to collect what you wan, you will pay the rationey'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 jest, the maximum attorney's fee you will pay will be \$100 pice. 10% of the excess over \$500 of the amount due when we have the attorney. nire the attorney.
 - We may take the vehicle from you: If you detailt, we may take (reposees) 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 etay with the vehicle, if any personal items are in the vehicle, we may store them do you at your expense, if you do not ask for these items back, we may dispose of them as the law allows.
 - How you can get the validate back if we take it. If we repossess the validate, you may pay to get it back (radeom). We will tell you how much to pay-to redoom. Your right to radeom ends when we self-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 botoro selling the vehicle.
 - We will apply the money from the sale, less allowed expenses, to the smooth 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 feed and court costs the law permits are also allowed expenses. It any, money is left (surplus), we will pay it to you. If money from the sale is not enough to pay this amount you owe, you must pay the rest to ust if you are not pay this amount when we ask, we may charge you interest of the highest lawful rate until you pay.
 - B What we may be about obtional insurance, maintenence, service, or other contracts. This contract may contain charges for optional insurance, maintenence, service, or other contracts, if we repossess the vehicle, we may distin benefits under these contracts and cancel, them to obtain refunds of uneamed charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss-because it is conflocated, damaged, or stolen, we may calm benefits under these contracts and cancel, them, to obtain refunds of uncarned charges, to reduce what you cancel, them, to obtain refunds of uncarned charges, to reduce what you .. -- --The Control of the Co

WARRANTIES SELLER DISCLAIMS

Unices 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 marchantability or of fitness for a particular purpose.

This provision does not alide! any warrantes covering the vahicle that the yahicle mapulatives may provide:

- 8: Used Car Buyera Guide: The Information you see on the window form for, this vehicle is part of this contract. Information on the window, form everyides any contrary provisions in the contract of sale.

 Spanish il ranslation:

 Cuia para-compradores de vahiculos usados. La información que ven el formulario, de la ventanilla para este vehiculo forma parte del presente contrato. La información del formulario de la ventanilla dela sin efecto toda disposición en contrario contenida en el contrato de ventani The second second second second second second second second second second second second second second second s

APPLICABLE LAW

Federal law and New Jersey law apply to this contract.

NOTICE: ANY HOLDER OF THIS CONSUMER CHEDIT 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 cisims 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**
CRAIG THOR KIMMEL**

Member, PA Bar Member, NI Bar Member, DE Bar Member, MA Bar Member, MD Bar Member, DC Bar Member, DC Bar Member, DC Bar Member, AZ Bar Member, CO Bar



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 Roud, 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

November 30, 2006

Susan Gadberry
GENERAL MOTORS CORPORAITON
BRC Legal Department – MSX International

RE: v. General Motors Corporation

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

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Fax Server

RELEASE OF CLAIM

1. I, (hereinafter referred to as "Releasor(s)"), as buyer(s) of a certain 2005 Chevrolet Cobalt, bearing Vehicle Identification Number 1G1AL54F357 (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 <u>we soot</u> 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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PAGE 01/01

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consideration above shall be modified as follows: a reduction of psyment 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;
- (b) 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 axising 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 inforred 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 cutire agreement between Releasor(s) and GMC.

UNDERSIGNED HAS AFFIXED HIS/HER SIGN	NATURE THIS 44 DAY OF
The undersigned has carefully read and understan described above.	ds this release and signs it to resolve the claim
CURRENT VEHICLE MILEAGE 15,000	DATE SIGNED: 12/4/06
WITNESS:	
Community o prignature	Claimant's Signature

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE

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LG0029 V6302006 Address

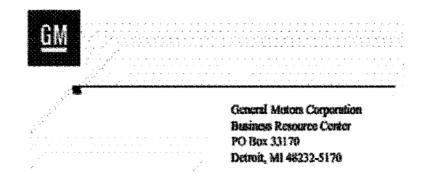
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Address

Fax Server

City, State Zip Code City, State, Zip Code
STATE OF NEW ZERSEY
COUNTY OF SUSSEX
A file
SABRINA RILES Signature of Notary Partilic NOTARY PUBLIC OF NEW JERSEY Grammater Expires # 23 / 29 0 7
Print, type or stamp Commissioned Name of Notary Public Personally Known OR Produced identification
Type of identification
My commission expires: \(\sqrt{Onually 23, 2007} \) CC: File



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.

Copy of owner's current title and/or registration
 Other:

Finance agreement
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	,
I(Client's Name)	(Client's Social Security Number)
hereby authorize	
(Lien holder Nar	me)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regards	ing my loan account #(Account Number)
with	
(Lien nolder Name)	
to General Motors Corporation, including loan payoff amount, and per diem inform	g but not limited to a complete payment history of my account, nation.
Date	
VE	HICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature
LG0006 V6302006	

















RVDC Case# 108478

BRC Case		1437328028		Vehicle is going to:	Is Vehicle D				
Number				Auction	Y Y				
Customer Na				Dealer Admin Fee Applies? Issue Release Y					
Original VIN BAC		1G1AL54F357 111242		This vehicle was repurchased	1	a.			
			ET INC	Voluntary mediated customer					
-		MULTI CHEVRO		Retrieve Sales Tax? Y Title Brand?					
Dealer Contact/Title		Nevin Seemung Manager	ai, Service	Reason for not Retrieving Sale					
Dealer Phone		9086862800		-					
Dealer Fax	_	9086868677		Original Sales Tax Paid in					
Delivery Dat		2005-04-06		State: NJ	State: NJ				
Buyback Mile		16000		Vehicle Meets Presumption of	LEMON LAW?	Υ			
Transmission		A		Closing Schedule:	Established				
UCC Code(s)		J5504		2007-01-08	2006-12-2	7			
MSRP		20065.00							
Est. Auction		20003.00		If no, where: BAC is 0					
Value		8732.00		Location Site Name:					
Case Numbe	r	108478		Contact Name:					
TAC Case				Address 1:					
Number				Address 2:	la	<u> </u>			
Type of		CI		City:	State:	Zip:			
Transaction		SL		Phone # :					
Replacement	t VIN								
Repurchase	se Type Legal-Early Resolution-NISM		olution-NISM	Fax #:					
Repurchase		Grace Moody							
Source		,							
		chase: Rerplaced		Comment:					
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service				_					
				GM Legal Case Number:					
				GM Counsel Name: N/A					
					N/A				
				Address1:					
				Address2:	1=	<u></u>			
				City:	State:	Zip:			
				Phone # :					
				Fax #:					
				Lien Payoff					
Lien Payoff A			Lie	en Payoff Expires on: 2007-01-24		Per Diem: 1.91			
Customer Du	ie to (GM: 0.00		Dealer Due	GM: 0.00				
				Check Information					
	Custo			Lienholder	Plaintiff's Attorney				
1	6181	.55			Check Amt:	1900.00			
Payee1:			Payee1:	GMAC	Payee1:	Robert M. Silverman			
Payee2:			Payee2:	020907247287	Payee2: Address1:				
Address1:			Address1:			30 E. Butler Pike			
Address2:			Address2:		Address2:				
City:	Unio	n	City:	Midland	City:	Ambler			
State:	NJ		State:	TX	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			

Case ID: 108478 Initiator: boothe

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Susan Gadberry State: NJ

Customer N	Customer Name: Service Request: 1-437328028 GM Legal File No.: {Number}								
Vehicle ID N Year, Make Lien holder:	& Model: 2	2005 Chevrole		Service Date: 5/6/05		New BAC Concluded BAC Conclude			
VEHICLE REPAIR HISTORY									
Throughout	Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.								
		IN THE BOX OR THE COMF		IAJOR CONCERN BASED ON R OUP.	REPAIR ORDI	ers. Use "N/A" I	F THERE		
☐ Body/T	<u>rim</u>								
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and	d Repair Per	formed:			
3/31/06	028824	1	9,000	C/S gas cap strap broken – R	Replaced gas	cap			
☐ <u>Electric</u>	<u>al</u>								
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and	d Repair Per	formed:			
2/15/06	027052	1	7,541	C/S key will not come out of Replaced ignition lock		_	•		
3/31/06 9/28/06	028824 035051	*	9,000 13,877						
☐ <u>HVAC</u>									
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and	d Repair Per	formed:			
2/15/06	027052	*	7,541	Recall – Installed jumper har	ness				
☐ Wheel/	<u>Tires</u>								
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and	d Repair Per	formed:			
2/15/06	027052	*	7,541	C/S left front hub cap loose -	- Replaced c	enter 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 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.



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 **Tim Henry**

FROM:

MESSAGE:



NUMBER OF PAGES TO FOLLOW:

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

4105841678

PDP TITLE ADMINISTR

03:06:08 p.m.

11-21-2006

2 /6

Program : TT4007R

Title Administration

Page : Run date :

44 11/20/201

Report Id : 001592133

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

Run time :

14:16:08 Run by : TDR002

FULFILLED REQUEST

Requester . . . : CRTS / CLIENT REQUEST TRACKING SYSTEM

P00006041664

LOCATION

8287/47/FINNER

Account No. . . :

PDP Account No. : 021598460

ACCOUNT DETAIL

Purchaser

Vin Number 1G1AL54F357

Vehicle Year/Make/Model : 2005 / CHEV

PULL REQUEST DETAIL

Request No. . . :

6041664

11/20/2006

Title >> Original : 0

Copies : 0 Copies : 1

Request Date . : Request Type . :

FOLDR

Contract >> Original : 0

Other (Ancillary)

Request Reason :

Please fax copy of sales contract to Susun at 866-592-1367.

Clerk Comments :

Pull Source . . : PDP

UNIUN NJ

Dealer Number

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

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

Contract Number Creditor (Seller name and

MULTI CHEVROLET INC. 2675 RT 22 UNION NJ 07083

MAY 1 1 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. JOHN FINNERTY

CHEVROLE T New or Used Vehicle Identification No. persona NEW 2005 COBALT 1G1AL54F357 □ busines 1999 CHEVROLET CAVALIER Your trade-in is a: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES ANNUAL **FINANCE** Amount Total of Payments Total Sale Price PERCENTAGE CHARGE Financed The amount you The total cost of RATE The dollar The amount of will have paid after your purchase on The cost of your amount the credit provided to you have made all credit, including credit as a yearly credit will cost you or on your payments as your downeyment behalf. 18267.13 scheduled. 20871,21 4,60 2604.08 25271 : 2118 Your Payment Schedule Will Be: When Payments Number Amount Or as of Payments of Payments Are Due 234.88 Monthly beginning Ub/Ub/2000 AI PAYMENT OF \$ 9831.85 DUE ON: 05/06/2009 **Follows** 47 AND 1 FINAL PAYMENT OF \$

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 1127.47ales tax) 21794.63(1) 1 Cash price (including \$ 2 Total downpayment = 2400.00 -payoff by seller \$ Gross trade-in \$ N/A 2400,00 N/A = net trade-in \$ + cash \$ + other (describe) MFG REBATE 2000.00 4400,00(2) \$ 17394.63₍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 the insurance company or companies N/A Life N/A s N/A Disability \$ B Other insurance paid to the insurance company N/A C Official fees paid to government agencies ŝ 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 N/A security interest recording fee) \$ (includes \$ N/A G Other charges (Seller must identify who is paid and describe purpose.) N/A N/A N/A for N / A ki / 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 Disab	ility (Buyer C	Only)				
Premium;		N/A				
Credit Life \$		——N/A				
Credit Disab		.,,,,				

(Insurance Company) N/A

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

	Other Insurance.	
N/A		N/.
Premium \$ _ N/A	Type of Insurance	Term
N/A	(Insurance Company)	
I want the inc	(Home Office Address) urance checked above.	

4105841678 PDP TITLE ADMINISTR	03:06:46 p.m. 11-21-2006 4 /6
2 Total downpayment =	you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount
Gross trade-in \$ 2400.00 -payoff by seller \$ N/A	I financed if you die. This insurance pays only the
= net trade-in \$ 2400.00 + cash \$ N/A	amount you would owe if you paid all your payments on time. Credit disability insurance pays the
+ other (describe) MFG REBATE \$ 2000.00	\$ 4400.00(2) scheduled payments due under this contract while
3 Unpaid balance of cash price (1 minus 2)	you are disabled. This insurance does not cover any increase in your payment or in the number of
4 Other charges including amounts paid to others on your behalf (Seller may	payments. The policies or certificates issued by the
keep part of these amounts.):	named insurance companies may further limit the coverage that Credit Life or Credit Disability
A Cost of optional credit insurance paid to the insurance	insurance provides. See the policies or certificates
company or companies	for coverage limits and other terms and conditions. Coverage for credit life insurance and credit
M/A N/A	disability insurance ends on the original due date for
The state of the s	incurance is shown below
	Other Insurance,
C Official fees paid to government agencies \$ N/A	
D Government taxes not included in cash price \$ N/A	Type of Insurance Term
E Government license and/or registration fees	Premium \$
REG FEE=\$ 242.00 \$ 242.00	
F Government certificate of title fees (includes \$ N/A security interest recording fee) \$ N/A	(Insurance Company)
	· · · · · · · · · · · · · · · · · · ·
G Other charges (Seller must identify who is paid and	(Home Office Address) I want the insurance checked above.
describe purpose.) to N/A for N/A \$ N/A	! !
	Division Champabase
	· X
to MULTI CHEVROfor BOC FEE \$ 99.00	l co-bayer orginature Date
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	OZO EO II DRADERTY NAMAGE WITHOUT GIRU I
Total other charges and amounts paid to others on your behalf	The state of the s
5 Amount financed (3 + 4)	\$ 18267.13(5) INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.
	Co-Buyer Signs X r refrain from enforcing any of our rights under this contract without losing them.
The Annual Percentage Rate may be negotiable with the Se to receive a part of the Finance Charge.	ller. The Seller may assign this contract and retain its right
NOTICE TO	RETAIL BUYER
Do not sign this contract in blank.	TETAIL BUTER
You are entitled to a copy of the cont	ract at the time you sign.
Keep it to protect your legal rights.	
You agree to the terms of this contract. You confirm that by	refore you signed this contract, we gave it to you, and you
were free to take it and review it. You confirm that you receiv	ed a completely filled-in copy when you signed it.
	Co-Buyer Signs X Date
Co-Buyers and Ole responsible for paying the end have to pay the debt. The other owner agrees to the security interest in the vehicle given	entire (labt. An other wood is a parson whose same is on the title to the valide but does - to us in
Ath	Addre
MULTI CHEVROLET INC. Creditor Signs Date 05/06/2005	
Seller assigns its interest in this contract to: General Motors Acceptance	
under the terms of Seller's agreement(s) with assignee.	
Assigned with recourse	
College Co.	
Seller By Title	
Z109 FR-NJ 1/2005 (For use in the State of New Jersey) (1 of 4) Notice: See C Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.	D(man,)

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;
 - 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 uppaid part of the Amount Financed

- 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.

11-21-2006 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

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

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.

ADR File Checklist

SR Numbe <u>r:1-43807053</u> 6	BBB Case: CHV06 <u>65906</u>
Customer	VIN:1G1AK52FX57
Make/Model/Year: Chev/Cobalt/2005	In Service : 5/28/2005 Mileage : 31,000
· · · · · · · · · · · · · · · · · · ·	ate: 11/06/06 Goes Active:
Primary Concern: Power Steering	
⊠ Case Scan / Acknowledgement (24 hrs	s) 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 l	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
NOTEC.	
NOTES:	



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:

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 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



CA	ricia Orandles		
To:	mara serandary	From:	Karina Grile
Fax: $S(z)$	6-893-7511	Pagesi	14
Phone:		Date:	10-27-08
Re:	<u> </u>	CC:	
□ Urgent	☐ For Review ☐ Please Con	ment	☐ Please Reply ☐ Please Recycle

Oct-25-06 04:44A Voss Auto Karina Grile

9374285082

P.01

Fax Server

10/23/2006 2:01:50 PM

PAGE

2/002

Fax Server

5-28-55



GENERAL MOTORS BUSINESS RESOURCE CENTER

YIA FAX ONLY

October 23, 2006

James House, Service Adviser Vom Chevralet, Inc. 100 Loop Road CENTERVILLE, OH. 45459

Re:

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- 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.

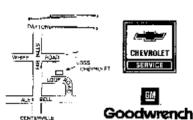
Sincerely,

Patricia Chandler

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

Occorni Motors Corp. - CARS - Legal, c/o MSX International, MC 336-105-000

1426 Pacific Drive, Auburn Hills, MI 48326







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

Cheyrolet Service and Parts Hours

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

Friday - 7:00 a.m. - 6:00 p.m. Sarurday 8:00 a.m. - 3:00 p.m.



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Voss Collision Caures
Monday thru Thursday
7:00 a.m. - 7:00 p.m. tiriday - 7:00 a.m. - 6:00 p.🗭

Saturday 8:00 a.m. - Noon

GENERAL MOTORS RECOMMENDED SERVICES

OPERATION		MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
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GARD L CHARGE	Belibrook, OH			er Meta	NO	•	05/28/08		73
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oisciants are warrantee, express or implied, including any implied warranties of incrementability or litrices for a partic-ular purpose, and nother assumes nor authorizes any office agree to assume for it any liabably in connection with the sale of said parts and accessories. This dealership shall not be hoble for any incidental or consequential damages or commercial tesses arreing that of such purchase. (A copy or the repair order must be presented.)

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE

DISCARD

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

OF

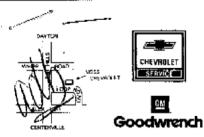
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> ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

Phone (937) 433-14-14 200840

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COBRESS DAMES ERGIN DADINE and Reymodule







100 Loop Road DAYTON, OHIO 45459-2197. Phone (937) 433-1444 www.voseauto.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 s.m. - 3:00 p.m.





Monday thru Thursday 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
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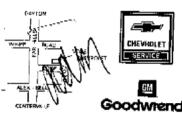
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Phone (987) 433 444 200631





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

Convenient Service and Parts Hours



CENTERNA F	Goodwrench	CHEVROLET	Nooney thru Thursday 7:00 a.m 7:00 p.m. Friday - 7:00 a.m 6:00 p.m. Sotorday 8:00 a.m 1:00 p.m.	VOSS COLLISION CENTERS LOOP RD - (937) 428-2828
	GENI	ERAL MOTORS RECOMM		VILLAGE - (937) 428-2355
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ACCONTMENT X ves	PM 07/19/06 05:00 PM			ANGEMENTS MADE, with material and agree that you a case of fire, theft, or any other cause hayond you is shipments by the aupplior or transporter. I here in described on streets, highways or elsewhere a licknowledged on the vehicle to secure if PY HEREOF
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COURTS OF THE The Reynolds and Reynolds Company PHAINTWO: 4

SPECIFIED OTHERWISE Phone (937) 433-1444 193791

REBUILT UNLESS

ion in any liability in commension with the same of seld parts and accessories. This dealarship shall not be liable for any incredental or consequential riamages or commercial losses arising out of such purchase. (A copy of the repair order must be presented.)



100 Loop Road DAYTON, OHIO 45459-2197 Phone (937) 433-1444

www.vossauto.com

Chevrolet Service and Parts Hours

Monday thru Thursday 7:00 n.m. - 7:00 p.m. Friday - 7:00 a ni. - 6:00 p.m.

day thru Thursday

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

Saturday 8:00 a.m. - Noon

Saturday 8:00 a.m. - 3:00 p.m. GENERAL MOTORS RECOMMENDED SERVICES

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OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL								
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SERVICE HISTORY TECHNICIAN TYPE OPERATION DESCRIPTION OPERATION REPAIR ORDER Zecall Recall 07/19/06 03/14/05 Inspect New Vehicles for Deliv PDI All Models* Danlel Wilbur RV 27227 PRODUCTION DATE 197303 71241 TERMS IGIAK52FX57 2005/Chevrolet/Cobalt/4dr Sdn □ CASH OUSTOMER NO. 392 Gmpp SELLING DEAGLINE 08/36/06 057287os NO NO 55728708 ⁶*4'5'.04'3 867 ^{co}Ultra Silver Meta Beaver Creek, OH [| CHARGE TURBO I MMC O.K. BY TERMS: STRICTLY CASH VM V . (CRANGEMENTS MADE CALL WHEN I hereby authorize the repair work hereinafter set forth to be done to not with the recessary material and agree that you are not responsible to loss or damage to vohicle or articles left in Vehrola in case of line, theft, or any other cause beyond your control or for any delays goosed by unavailability of parts or delays in parts shipments by the aupplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or alsowhere for the purpose of testion studier inspectation. An express mechanicis lien is hereby acknowledged on the vehicle to secure the COPY HEREOF. READY Yes OF 45 PM 08750706 05:00 PM □ No LABOH RATU APPOINTMENT DC Yes □ No 8% OF LABOR CHARGE UPTO A MAXIMUM OF \$15.00 FOR SHOP MATERIALS. ORIGINAL CUSTOMER ESTIMATE TOTAL: \$ 112.50 CUSTOMER'S ACCEPTANCE ESTIMATE ESTIMATE
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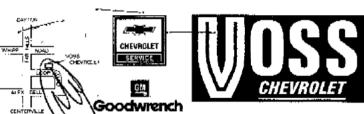
T from the original equipment manufacturer and labor performed in conjunction with this repair for (walks (12) months or BO# __ twelve thousand (12,000) indes, which-ever comes first If any factory part or labor tails in normal service within that period, the dealership will replace fire THE GENERAL MOTORS LIMITED defective parts emilior repair any defect in workmanship. Any warranty on paints WARRANTY DOES NOT (HEPEAT) or accessories which are not new (-id): not equipment manufacturer parts are DOES NOT COVER represement venicios vonda your car is being semade solely by the manufactorer or supyload, Insurance kmitations HBOLBDIT plier of such parts. Except for any limited LENDING VCSS CHEVROLET, INC. warrently given above, this doctorship dudletiers all warrentless express the property of the propert plier of such parts. Except for any limited of merchantability og lite ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

PAGE 1 OF 1

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Phone (937) 133-1444 197303



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

> Chevrolet Service and Payts Hours Monday then 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.



Monday thru Thursday 💸 7:00 a.m. - 7:00 p.m. Friday - 7:00 a.m. - 6:00 p.

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You LING 8% OF LABOR CHARGE UP TO A MAXIMUM OF \$15.00 FOR SHOP MATERIALS. CUSTOMER'S
ACCEPTANCE customer states power steering message comes on INITIAL HERE ,chime occurs and dash light go out while driving, AUTHORIZED ADDITIONS intermittently. found multiple College Of Motor Mount area I Comme IDONOTE DATE Change Engine Oil and Oil Filter Lube Grease
Fittings 27 Point Safety Inspection Top Off Fluids Long Constitution In:

/ Time out: LEO NOT REQUEST AN ESTIMATE COMPLAINT: (gu, the austomer a repair or son BEPLACEC PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE 0.1 - 1DISCARD 3,000 Mile Service (Except Corvette)(VOSS CUST PROTECTION PLAN) Parts replaced under warranty onto be rebuilt or sold by us will not be Limited Warranty returned. All other parts will ac-3 made available to you. finis dealership warrants all new parts from the original equipment manufac-COMPLAINT: voss courtesy vehicle-gm,gmpp,drac program (cust turer and labor performed in conjunction with this repair for twolve (12) months or responsible for fuel) twelve thousand (12,000) maes, which 01-z7900 voss courtesy vehicle - GM, GMPP,DRAC ever comes first. If any factory part of labor tails in normal service within that penad, the dealership will replace the program detective parts and/or repair any detect THE GENERAL MOTORS LIMITED In workmanship. Any warranty on parts WARRANTY DOES NOT (REPEAT) DOES NOT COVER represement 02107, 02100, 02100, 82111 02105, 02100, 02100 or accessories which are not new original opuipment manufacturer parts are vehicles white your car is being ser made solely by the manufacturer or supviced, Insurance limitations PHOHIBIT LENDING VOSS CHEVROLET, INC. phonol such parts. Except for any fimited warranty given above, this dealership Demos and Used Cars Carly rental disclaims all warranties, express or implied, including any implied we rantes. curs Available by Appointment. of merchantebility or fitness for a partic ular purpose, And regiber sessiones nor ALL PARTS ARE Authorizes any other person to assume for it any liability in commertion with the NEW OR FACTORY REBUILT UNLESS sale of said narts and accessories. This dealership shall not be liable for any mor-

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itsust be presented.

Phone (937) 4200234



General Motors Corporation CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: _		
VIN: 1 G 1 A F 5 2 F X 5	7	(or see attached list*)
The state of the s		
CUSTOMER INCENTIVE(S)		
1. Customer Incentive I assign the total amount of customer incentive(s) customer incentive(s) be applied: (a) to the law, as a price reduction (Bill of Sale indicate rebate applied), or (c) a check be ssued in m	e down payment of the es pre-rebate price,	nis vehicle, (b) where permissible by amount of rebate and final price with
Incentive Program Reference	Amount	GM Incentive Code
HEEC	\$ <u>1900.00</u>	TIC
RNE	\$ 500.00	RN E
	\$ N/A \$ N/A	
	s N/A	
Total Incentive Amount Received	\$ 1500.00	
	nd/or	
b. I elect to receive		
Lam the <u>ultimate retail purchaser</u> or lessee of the vehicle to me by the Dealer named below. This vehicle was purch delivery of this vehicle on \$\frac{7}{2} \rightarrow \frac{7}{2} \rightarrow \fra	ased/leased for perso of incentive(s) as des	dentification number which was sold/leased nat/business use and not resale and I took
Purchaser/Lessee Signature: The undersigned person, as Dealer representative certifies the incentive(s) described in item# have been provide unit through this dealership and that properly completed ac	d to the said purchaser.	/lessee who has taken delivery of referenced
Authorized Dealer Signature: Dealership Name:		Date: <u>05/</u> 25 2005 Dealer Code: <u>09619</u>

*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

Voss Auto Network APPRAISAL RECORD

Approved By: _____

Valid For 10 Days
Mileage Not To Exceed 500 Miles

Date of Appraisal: 5/7/2 4/

(95/7)	
Owner's Name:	Year: 87 Make: 2005 Model: CUTTOSI
Street Address:	Body Style: Color: 6/29/
City: 3 C/2 GZ-2 State: c/4 Zip; Home Phone	Work Phone: Miles: 158565
Sales Guide: (NIC SUR VIN No.: /	G 3HW 5 4 C 8 (K)~
Engine:	Introl
* ***********************************	tness:
Basic Inspection & Clean-Up	Mechanical
Engine	Brakes
Glass	Wheel Bearings
Exhaust	Air Conditioning
Emissions System - Converter	Transmission
Tires LF RF Spare	
Body Condition & Appearance	Interior Repairs
	Estimated Total Reconditioning Expense Sale Type: Stock Order Dealer Trade Control of the Exceptions Proper divisors Control Estimated Total Reconditioning Expense 2 Month/2,000 Mile Limitation on Orders No Exceptions
	Reconditioning Cost
	ACV CONTRACTOR OF THE CONTRACT
SUB-TOTAL Reymolds unit Reymolds 1907:314 0 (3:04)	Disposition ☐Wholesale ☐ Retail Rating A B C

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: Purchaser's Last Name: Purchaser's Date Of Birth: 06/13/1983 Vehicle Identification Number (VIN): 1614507552 311930283 Incentive Code: GMS Authorization Number: Approval Date: 05/28/2005 514836923 Approval Number: Dealer Name: VOSS CHEVROLET, INC. 09619 Division CHEVROLET Dealer Code: GM Employee Purchase Program Name: **DELPHI CHASSIS SYSTEMS** Company Name: Secondary Company Name: 13,779 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 I have confirmed that the Employee or Supplier price shown on line (1) above is correct. ustomer Initials I have reviewed the Incentive Acknowledgment and/or Assignment form and confirm that all applicable incentives have been reflected in final ustomer Initials purchase price I have reviewed the vehicle price worksheet (Buyer's Order) and understand all additions and deductions that affect the final purchase Customer Initials Customer Agreement and Verification of Delivery 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 ii. Disciplinary action up to and including termination of employment (for GM Employees) (1) nii. 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 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 rue. 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: Dealer Agreement 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. supplement for all SmartLease / SmartBuy transactions

Maintain the original copy of the form in the deal jacket

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 intensity of the Dealer and no intensity of the pealer asknowledges farming read the Program Rules and Guidelines and agrees to the following:

A. Comply with the terms and conflictions contained in The Program Rules and Guidelines

B. Violation of any Program provision by the Dealer or anyone acting on behalf of the Dealer may result in the Dealer being:

i Declared included to participate further in the Program

ii Charged back by the entire or allowance paid by General Motors on transactions in which violations of course. Date: Authorized Dealer Signature: GM will ask the court to compel mandatory binding arbitration of any lawsuit filed by the eligible purchased 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.

	AKILEASE® MORFEMI			
UPSSEE (and CO-LESSEE) ("You") name and address uncluding county	Garaging address (if diffe	rem)	LESSOR (Retailer))
			VOSS CHUNNOLET INC	·
	Principal driver (il busines	on them?	100 lesem Ed	
Seawer Creek, Greene, Off	i i i i i i i i i i i i i i i i i i i	in tartir)	Centerville, OH 45	459
his is an agreement to lease a value. This is not a purchase agreement.	You are not buying the vehic	de. By signing this lease, y	on agree to everything on the front and hos	k
Ma "hus," and "birk" refer to Lessur hamed above and any assegnee. An "o TR this hox is checked, Cossor (Fletaler) will assign this lease and soll the	resignes" is a person to whon webicle to General Motors A	n this leaso is assignor (if eceptance Compration (1)	it is assigned). (MACC)	
.) If this box is checked, GMAC holped to aroung this lease and Lessor (H	etailor) will assign it and self	the vehicle to Central Orig	naling Lease Trust	
Lift this box is checked. Lessor (Retailer) will assign this loase and sell the				
! If this box is checked, I assor (Antailon intends not to assige this lease	THE VEHICLE VO	LABELEAGING		
	THE VEHICLE YOU	,		
New/Used Year Make & Model Body:	5tyle Vehicle	ID #Mile	Rge Primary U	Jse + y Commercial, Business, or
New 2005 Chevrolet Cobalu 4dr	Sdn 1G1AK52FXA3		49 996	Agricultural
Desiler Installed Options:			GVW (II truck)	
FEDER	AL CONSUMER LEAS	SING ACT DISCLOS	URES	Į.
1. Amount Due at Lease 2. Monthly Payments	I	3. Other Charges (not or	ort of your monthly payment) 4. Tel	al of Payments
Signing or Delivery Your first monthly payment of 5	226 54 is due on	Disposition (ee (if you (to (Th	ic amount you will have paid the end of the lease)
225.54 due on the	7 payments of	not pumbase the voluce N/A	50-	
\$ The total of your monthly payments is 5	B159 each month.		Total S -D=	s. <u>9899.79</u>
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5. Amount Due at Lease Signing or Delivery:	•		at Lease Signing or Delivery will be paid	;
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6 First monthly payment	226.54	h Beliates and non-asi		\$ 1800.00
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d. Title fees	2 64.7±			
a Registration lees	\$			
9. — 17/ A	\$ N/A		•	i
h 	\$N/A			
j. Total	5 (561.39 5		d Lotal .	. 5 1901.59
	Your monthly payment is d			
a. Gross capitalized cost. The agreed upon value of the vehicle (多.			ir the lease term (such as service contracts	
insurance, and any outstanding prior credit or lease balance)			Maria and the same	\$ (549.8.92 \$ 1500.00
 Capitalized coeffeduction. The amount of any net trade-in allow 	white, rebate, noncesh credi	f, or each you pay that rist	luces the gross capitalized cost	- 8 13993 93
 Adjusted capitalized cost. The amount used in calculating your tild. Residual value. The value of the vehicle at the end of the lease tild. 		monthly payment	•	s 7862.40
e. Depreciation and any amortized amounts. The amount charges	for the vehicle's decline in	value through normal use	and for other items paid over	s 6131.5%
the lease term f. Bont charge. The amount charged in addition to the deprecis				2027.52
g. Total of base monthly payments. The depreciation and any	amortized amounts plus the	rent charge		8 8159.04
h. Lease payments. The number of payments in your lease				- <u>35</u> 228.54
t. Base monthly payment				- S 8 N/A
j. Monthly seles/use tax (estimated)	•		•	. S N/A
I. Total monthly payment		,		g 225.54
Early Taumination, You may have to pay a St	ubstantial charge if you on	d this lease early. The G	narge may be up to soveral thousand do	llars.
The actual charge will depend on when t	he lease is terminated. The	earlier you and the leas	e, 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 a	nd for mileage in excess of	15000 miles per you at the rate of \$	ト・マニエ本 per mile.
 Purchase Option at End of Fease Term. You have so conton to buy the votion. Other terminant Terms. See your least documents for additional information. 	de al une end of the lease ferm t	01 9 7月62	, plus official fres and taxes.	e: and izearance
10. Other temporal Territs. See vois least documents for strain order temporal	TO CALL MARKET SECTION BY AND A PROCESSION OF		The state of the s	
11. ITEMIZATION OF GROSS CAPITALIZED COST.	13779.73		NES. If the government places a fine on ti it. Each time we pay a line, you will pay us	
a. Agreed upon value of the vehicle b. OMAC administrative fee	* 595.05 . * M/A:			
c. License/registration/title fees	+ s <u>530.59</u>	You are scheduled to	ASE ENDIDATE. This lease is scheduled to return the valued on this date.	(ulough) (yeak) (heat)
d Sales tax N/A	11/A	18. LEASE END DAU	Y EXTENSION CHARGE, \$ 25 GB	per day (plus lax), beginning on
e. Other tax (describe)	+ 5 - 395.00	the eighth day after so	hadulod lease end date.	
Optional service contract Optional membershoe contract	. S		CLE INSURANCE INFORMATION. You must our requirements (see the other side.	
h Optional file insurance	93.60	lease às follows.	,	
i. டூழ்நாஷ் gigability insurance	+ 5 N/A		ame: <u>Americe</u> n,Fazilv Insura: Ne:Todd W Schula	
	F. Rect.	Agency address:_,		•••••
kI. Grees Capitalized Cost	15493.52	Agency phone no (9)		
12. THE VEHICLE YOU ARE TRADING. 1999. Clidsmobi.le. DE.		Agent's name. ர துத் Policy no.:	اللهي Liability الله الله الله الله الله الله الله الل	ysical damage
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Gross trade-in value	\$ <u>400</u> 00	Insurance company n		
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Net trade-in value 13. OFFICIAL FEES AND TAXES. You will pay all government lineares		Agency phone no My		
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government levies on you, the vehicle, or us (except our not incom- your monthly payment if taxes change. We may bill you separately for o	e taxes) Win may change -	Deductibles: Collision	1S N/A Comprehensive S	
TOTAL ESTIMATED FLES AND TAKES YOU MUST PAY DURING LEASE	5 51264.	20. OPTIONAL LIF	E AND DISABILITY INSURANCE. We	do not require life or disability
 The actual total of fees and taxas may be higher or lower depending of 	on lax rates in effect or the	the premium in your ba	palow, we will try to got the invisuage(s) checked se monthly payment. A notice you receive who	en you sign this know describes the
voliide value whon a fee or lax is assessed. a. Title/lieu fees.	\$ 5.90	noverage(s). The majora	non mary not cover taxes and other amounts due	besides the base monthly payment
D. Hegistration fees/laxes	s		encial American -bife Insur	enen Coopu
c. License tees/taxes	\$ 173_25 \$ 533_59		9-Monone Dr	
d, Sajestuse taxes (including tax on capitalized cost raduction)	5 8 8 8		Lossee FI Co-Lesson Fi Both)	Premium \$ 93.60
6 Exche taxes I. Property loxes	5 F/A		Gover	age limit 5 १५५० - २० । Bramium S
g Other (describe)	s <u>N/Ł</u>	[_] Disability insurace	e (Lesses only) Monthly covers	Premium \$ n/a···- age kmit \$
ty. Other (describe)	\$!!/`A_ \$ % / A_	LESSEE'S SIGN		Aue23
(, Other (describe) N/3		CO-LESSEF'S SIGN	IATURE. X	Age -
	rage: 12,000 miles/year			
F1Medium duty truck (pasolina): 25,000) miles/year	21. WARRANTY A! - checked below.	ID EXCLUSION OF WARRANTY. You h	rave the benerit of any warrant
7.5 Mediamidiaty track (diesel): 35,000 n			turer's warranty	
as at after the lest schedulart promient is due, we will credit you will	ji per nvlis. If this lease ends h.S. N/A per mile to	r U. N /A.		
each unused extra mile. There will be no credit if the lease	ends early, you buy the	the law river wat 9	t are separate from this lease state any cov warranty that the vehicle condums to the c	inscription in this lease.
vehicle, or the vehicle is a total loss.		THE RIS ARE NO	OTHER EVODESS WARRANTIES ON	IME VEHICLE, WE MAKE N
Total Allowed Mileage on the Odometer at Lease End Is 45	uda nacs.	IMPLIED WARRAN	ITY OF MERCHANTABILITY. THERE I	- NO MUMBANIT INVITE

Total Allowed Mileage on the Odometer at Lease End Is 45942... miles.

Amount Due et Lease Signing or Delivery: a. Capitalized cost reduction: 3. \$ Lo		Lease Signing or Deltyery	
a Canitalizad ocat radiowline (12		5. How the Amount Due at Lease Signing or Dolivery will be pa	
·	500.05 228.64	a. Net trade-in allowinge	s
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9 ri/\(\hat{\pi}\)	N/A		
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, Jotai \$	90 1.39	d Jolel	
		d lotel	\$ 1961.09
 a. Gross capitalized cost. The agreed upon value of the vehicle (\$ 13779 . 		s termined as shown below; Finny iloma you pay for over the lease term (such as service contrac	cts,
insurance, and any outstanding prior credit or lease balance)			8 1949292
 b. Capitalized cost reduction. The amount of any not trade in allowance, rebate, c. Adjusted capitalized cost. The amount used in calculating your base monthly p 		, or cash you pay that reduces the gross capitalized cost	. 5 1590 <u>01</u>
d. Residual value. The value of the vehicle at the end of the lease used to calculate		monthly payment	_ \$13999,\$0 8
e. Depreciation and any amortized emounts. The amount charged for the vehicle			
the lease term f. Rent charge. The amount charged in addition to the depreciation and any	amortized an		$-\frac{8}{5}$ $\frac{0131.53}{2027.55}$
g. Total of base monthly payments. The depreciation and any amortized amortized and			- 5 0159,00
h. Lease payments. The number of payments in your jease			: <u>36</u> _ 226,66
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j. Monthly, sales/use tax (estimated) k. N./A		•	, g N/4
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Farly Termination. You may have to pay a substantial cha-	rge if you end	I this lease early. The charge may be up to several thousand o	dollars.
The actual charge will depend on when the loase is ter	minated. The	earlier you end the lease, the greater this charge is likely to be	
Excessive Wear and Use. You may be charged for excessive wear based on our standards for			of \$ a . 15 per trillo.
Purchase Option at End of Lease Term. You have an option to truy the webide at the end of the I. Other Important Terms. See your lease documents for additional information on early fermion			
, order supportant. Former, coor your wason or defends for additional renormalism on early resultan	arion, parentise	opining and resistionance responsibilities, warranties, law and melani line.	ges, and insurance.
as Assessed consists contract the contribute	79.73	15. CHARGE FOR FINES. If the government places a tine on	
b. GMAC administrative tos	98.00 H/A	promptly, we may pay it. Each time we pay a time, you will pay u	
c License/registration/title fees s	30.59	17. SCHEDULED LEASE ENDIDATE. This lease is exhaulted You are scheduled to return the vehicle on this date.	to and Mark (gsh) /h
6. Sales tax	17A	18. LEASE ENDIDAILY EXTENSION CHARGE \$ 25.50	per day (plus tax), beginning
	95.00	indicignin day aird; schoolied lease end date	
Optional maintenance contract	R/A	 19. REQUIRED VEHICLE INSURANCE INFORMATION. You damage policies that meet our requirements (see the other sid 	saffirm that liability and physical program of
n. Opiional init insurance	93.60 N/A	lease as follows:	
Beign at digability insurance + \$	00.00	Insurance company name. American Funilu. Insure: Insurance agency name: Todd W Schule	41:DE
N/A + S	N/A	Agency address: , ,	
	93 - 92	Agency phone no. (932) 37.4- 6855	
Z. THE VEHICLE YOU ARE TRADING. 1명부명 Oldsmobile 마찬가게 경영		Agent's removing to 14 M Solovina Sex Crability Sol 12	hysical damage
(year) (make) (model)		Deductions: Collision 5	B BOOLEU.
Cross trade-in value . \$		Insurance company name:	
•	N/A 88 89	Insurance agency name	
B. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration	on testing.	Agency address H/E Agency phone no N/E	
nd inspection tees for the vehicle. You will pay all taxes on the lease or the vehicle evenoment levies on you, the vehicle, or up (except our not income taxes). We may	do that the		
our monthly payment if taxes change. We may bill you separately for official fees and to		Policy no.: Mrs. (Physical dama; Doductibles: Collesion \$ 11/2 Comprehensive \$	107 a
OYAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE S 5:	12.84	20. OPTIONAL LIFE AND DISABILITY INSURANCE, Wa	do not require life or disal
se actual total of texts and taxes may be higher or lower depending on tax, rates in e shole value when a fee or tax is assessed.	affect or Dio	insurance. If you sign below, we will try to get the coverage(s) checks the promium in your base monthly payment. A notice your receive wh	ed for the lease term. We will inc hen you sign this lease described
a. Title/lien fees \$.	5.90	coverage(s). The inductions may not cover taxes and other amounts due	oesides the base monthly payran
b. Hogistration toes/taxes \$	M/A	insurer name: Figurerial Researcher Like Language	Panon Ton on
c. License fees/taxes \$ 17 d. Sales/use taxes (Including tax on rapidalized cost reduction) \$ \$60		Address 5500 Minana Br	
d. Sales/use taxes (Including tax on capitalized cost reduction) \$ 50 e. Excise taxes \$	38.59 n/x X	Madisca, 47 33715 CKIT Life insurance of Lesson (1) Contessee (1) Poth)	Premium \$ AA r
	N/A	Cove	73 GU
	N/A	LI Disability insurance (Lessee only)	······································
f Property taxes g. Other (describe) NEA \$			Premium 5
h Other (describe)S/A	14/A	Monthly cover	Premium 5
h Other (describe) <u>N/A</u> S	14/A	LESSEE'S SIGNATURE: X	Premium 5
h Other (describe) <u>N/A</u> S	H/A 	LESSEE'S SIGNATURE: X	Premium 5
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For Internal Use Only



Dealer's Third

Party Lease Agreement 100 Loop Road, Centerville, OH 45459 Stock#: Y1241 Date: 5/28/2005 Finance Source: GMAC . . . (937) 428-2500 Customer#: <u>181330</u>eal#: <u>29461</u>

Code 11 11 12 13 13 13 13 13	Pursuant to the terms and conditions listed below essee's Name:	the undersigned lessee hereby ag	rees to lease the listed ve		be arranged by Dealer. 28/2005
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Present Enter My Order For One:	City: Beaver Creek State: OH	Zip:		Greene	
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4. Your monthly payment will be \$ 225.64 ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER THEIRS, NOT DEALER'S, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHAL LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES, UNLESS DEALER FURNIS BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ONLY SUCH WARRANTIES, EXPRESS IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE RELATED TO THE ABOVE DESCRIBED MOTOR VEHICLE AND GOODS OR SERVICES SOLD BY DEALER IN CONNECTION WITH THE SALE OF THIS VEHIND THE EVENT DEALER OFFERS A LIMITED WARRANTY OR SELLS A SERVICE CONTRACT. TOTAL BALANCE DUE TOTAL BALANCE DUE 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 which shall be integrated with and considered a part of the Agreement, contains all of the statements, represents that this Agreement, including the Customer Satisfaction Questionnaire constitutes the entire agreement and Buyer. This agreement cancels and supersedes any prior agreement. Buyer represents that this Agreement, including the Customer Satisfaction Questionnaire constitutes the entire agreement and buyer and the material part of the Agreement. If this Agreement is for a used vehicle see contractual disclosure statement below. I hereby certify that no contributes and the present and buyer and the material below. I hereby certify that no contributes are relied prior to signing this Agreement. If this Agreement is for a used vehicle see contractual disclosure statement below. I hereby certify that no contributes are relied prior to signing this Agreement. If this Agreement is for a used vehicle see contractual disclosure statement below. I hereby certify that no contributes are relied prior to signing this Agreement. If this Agreement is for a used vehicle see contractual disclosure statement below. I hereby certify that no contributes are relied prior	saposit on order	<u></u>	lease without char	ge. You will be charged \$	Ω_{-n} $oldsymbol{eta}$ mile over that amount.
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has been extended/to me for the purchase of this motor venicle except as it appears in writing on the lace 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 acknowledges to get this Agreement. The purchase of this Agreement is a life to were printed above my signature. I certify that I am at least 18 years old, with the legal capacity to contract and hereby acknowledges to get this Agreement.	between Dealer and Buyer. This agreement cancels a which shall be integrated with and considered a part of of Dealer/upon which the Buyer has relied prior to signi has been extended to me for the purchase of this mot and agree to it as a part of this Agreement as if it wer	nd supersedes any prior agreement f the Agreement, contains all of the ng this Agreement. If this Agreement	t. Buyer represents that tr statements, representation it is for a used vehicle see o	his Agreement, including the customs as or promises, oral or written, made contractual disclosure statement belong the matter on the compact. These read the matter on the compact.	by any agent or representative by. I hereby certify that no credit the front and reverse side hereof
CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT OF SALE.	CONTRACTUAL DISCLOSURE STATEMENT (USED)	'ÉHICLES ONLY) THE INFORMATIONY CONTRARY PROVISIONS IN THE	CONTRACT OF SALE.		IS PART OF THE CONTRACT.
ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE	THIS DROPE IS NOT VALID-UNITESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTA	TIVE	ACCEPTED BY LESSEE		
S/28/2005 DATE S/28/2005 SIGNED PROSEDED COLLEGE DATE	// / / / / / / / / / / / / / / / / / / /	5/28/2005			_5/28/ <u>2005</u>

Conservicery Appropriate Pink Const. Deal Jacket White Card Const. Salt

DEALER OF AUTHORIZED REPRESENTATIVE

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

Privileged and Confidential Information

Case Assessme <u>nt By: Patricia</u> Chandler		Siebel/CARS Request #:1-438070536		
Customer Name:				
Veh year:2005	Make:Chevrolet	Model:Cobalt	Current mileage:31,000	
Veh ID	In Service Date:5/28/05	Purchased:New	If used:n/a	
#:1G1AK52FX57				
What is the customer seekin	g?Would like the vehcile repla	aced		
PRIMARY CONCERN/SYMPTON: Power Steering keeps failing				

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date: R	о#: <u>м</u> і	ileage: D	ays Out:	Description of Repair:
June 30/06	197303	30,125	1	PROBLEM WHEN STARTING VEHICLE: Checked all connections & 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:

Privileged and Confidential Information

Total D	ays Out	of Service:		ng days for custome	r pay reasor	ns such as; Ma	aintenance and
VEHICL	E MEET	S PRESUMP	Collision I	. ,		NO:XX	
				pon the BBB Pro		ibility Guide	lines and the
AVM ar	nd/or DE	ALER RECO	MMENDATION	l(s):			
				vice manager, and he steering compo		he repair orde	ers. They had both
CRM R	ECOMM	ENDATION &	RATIONALE ((EXPLAIN):			
The firs	t problem	occurred at 3	30,000 miles, w	hich put her outside	e the perame	eters of the Oh	nio State Lemon Law
guide lir	nes for a	replacement.	A component	letter was offered fo	or steering c	omponents wh	ich the cust. was
going to	think ab	out. She neve	er did get back	to me			
Decis	ion rea	ched by Cl	RM: Arbit	rate case:	Se	ettle 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 : ws 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	
	nim on this vehicle with th	YES NO ne BBB or another dispute resolution provider? YES Date: Case Number:	
Titled Owner(s) Name&	Address		
BELLBROOK, OH Day Phone: Fax Number: Customer Contact Info:		ning Phone: aail Address: Cell Phone:	
Transmission Type: Automa	siness□Both Perc atic Number of	centage of time vehicle used for business purposes: vehicles owned or leased by the business:	
Vehicle Identification Number Servicing Dealer/City/State: Selling Dealer/City/State: Insurance Carrier:	VOSS CHEVROLET IN VOSS CHEVROLET IN	NC, NC, CENTERVILLE, OH Policy Number:	
Description of Damage :		es No <u>x</u> Date of accident:	
Purchase Date:05/28/05 Milea Purchased As: ☑ New ☐ Us Is the vehicle in your possessi Lienholder's Name: Address: City/St/Zip:	ge at purchase: sed □ Demo on? yes	Leased As : □ New □ Used □ Demo Is the vehicle in your possession? Leasing Company's Name: Address:	
Phone: () - Lienholder Acct #:		Phone: Leasing Company's Acct #:	
Customer's Desired Outo The customer would like to have the		vant done to resolve your concern)	
Signature of Titled Owner(s): _I am submitting this dispute for res LINE Arbitration Rules.	olution in the BBB AUTO LI	DateNE program, and I agree to arbitrate the dispute under BBB AUTO	_

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Claim Form

	Customer Claim Form		
Customer Name:		Case Number:	CHV066590
Customer Name:		Case Number:	CHV0665

Vehicle Concerns

First Repair Attempt	Date:_	08/30/06	_Mileage:_30000
Last Repair Attempt	Date:		Mileage:
Total Days out of Service	e:		

Problems – Please list your primary concern	Servicing Dealer(s)	Current?	# of	Repair	Mileage	Days
Problems – Please list your <u>primary</u> concern first		Yes or	Repair	Date(s)	on	Out of
		No	Attempts		Date(s)	Service
power steering keeps failing		yes	4			



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 manufacturersponsored 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 ears; 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 lennon 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:

Use		# miles attributable to the customer		Vehicle purchase
Deduction/	2.5	at the time of the arbitration hearing	х	price or gross
Payment		100,000		capitalized cost

- 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 manufacturersponsored 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, cating 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

of the passenger motor vehicle by anyone other than the manufacturer, its agent or authorized dealer.

MANUFACTURER'S DUTY TO REPAIR

If a vehicle does not conform to the manufacturer's written new vehicle warranty and the consumer reports the nonconformity to the manufacturer, its agent or authorized dealer during the period of one year following the date of original delivery or during the first 18,000 miles of operation — whichever is earlier — the manufacturer, its agent or authorized dealer must make any repairs necessary to conform the vehicle to the warranty. Repairs must be made even after the expiration of the one year or 18,000 mile period.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer or dealer is unable to conform the vehicle to the manufacturer's written vehicle warranty by repairing or correcting any nonconformity after a reasonable number of repair attempts, the manufacturer must (at the consumer's option) replace the vehicle with a new vehicle acceptable to the consumer or repurchase the vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The lemon law establishes a presumption for determining whether the manufacturer had a reasonable number of attempts to repair. Case law 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 uonconformity; 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.

⁴ Royster v. Toyota Motor Sales, U.S.A., Inc., 92 Ohio St. 327, 750 N.E.2d 531 (2001); Temple v. Flectwood 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).

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 Iemon 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 uonconformity, 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.

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.











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:

Siebel Request: 1-439897335 2006 Chevrolet Cobalt VIN # 1G1AL18F267

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



NESENGER 112 CHEVROLET 2096 Route 112

PAGE 1

MEDFORD, NY 11763 Sales (516) 758-2200 Service (516) 758-0202

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NESENGER 112 CHEVROLET

2096 Route 112 MEDFORD, NY 11763 Sales (516) 758-2200 Service (516) 758-0202 Parts (516) 758-0505

MEDFORD, NY

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NESENGER 112 CHEVROLET 2096 Route 112

MEDFORD, NY 11763 Sales (516) 758-2200 Service (516) 758-0202 Parts (516) 758-0505

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Privileged and Confidential Information

Case Assessment By:Leana Carter		Siebel/CARS Request #:1-439897335				
Customer Name:						
Veh year:2006	Make:Chevrolet	Model:Cobalt	Current mileage:30000			
Veh ID	In Service Date:11/22/2005	Purchased:New	If used:			
#:1G1AL18F267						
What is the customer seeking	g?Customer would like the ve	hicle replaced.				
3						

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	RO#: M	Mileage: I	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, powetrain contol 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#:	<u>Mileage:</u>	Days Out:	Description of Repair:
	·			

Team Lead Approval:

Privileged and Confidential Information

OTHER	SYMPTO	DM/CONCERN:	:	
Date:	RO#:	Mileage:	Days Out:	Description of Repair:
-			• ()	
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				ines for New York State Lemon Law but does not meet
require	ements	for presum	otion.	
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				ld follow up with the dir and let CRS know what happened. CRS
		ther commur		
CRS RE	СОММІ	ENDATION &	RATIONALE	(EXPLAIN):CRS recommends to close the case, CRS left a
messag	ge for th	e customer to	o follow up o	n Nov 9/06 but customer still did not respond as of the
prepara	ation of t	<u>this assessm</u>	<u>ent on 12/29/</u>	<u>/06.</u>
Decis	ion rea	ached by C	RS: Arbi	itrate case: Settle case:
		,		

Date:

Revised by c.mallett 09/07/06

Team Lead Approval:



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

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,

Customer Claim Form

Contact Date: 10/26/06	Start Date:	Case Number: 0	CHV0666257
	im on this vehicle with t	YES □ NO he BBB or another dispute resolution _Date:Case Number: _	
Titled Owner(s) Name&	Address		
MEDFORD, NY Day Phone: Fax Number: Customer Contact Info:	Eve	ening Phone: Comail Address:	ell Phone:
Vehicle Information Name(s) of individual(s) or by		sahiala sisla.	
Vehicle Use: ☑Personal ☐Bus Transmission Type: Make: Chevrolet M Vehicle Identification Numbe Servicing Dealer/City/State : Selling Dealer/City/State : Insurance Carrier :	iness□Both Per Number o Iodel: Cobalt r: , , ,	rcentage of time vehicle used for bu f vehicles owned or leased by the bu Model Year: 2006 Current	usiness: 2 t Mileage: 30000
Purchase/Lease Informati	on (Complete left side if a	vehicle was purchased or right side if veh	hicle was leased)
		Lease Date:11/22/05 Mileage a	
Purchased As: ☐ New ☐ Us		Leased As : ☑ New ☐ Used ☐	
Is the vehicle in your possession	on?	Is the vehicle in your possession	n? yes
Lienholder's Name:		Leasing Company's Name: Gl	MAC
Address:		Address:	
City/St/Zip:		City/St/Zip:	
Phone:		Phone: () -
Lienholder Acct #:		Leasing Company's Acct #: _	
	rring problems, leading me	want done to resolve your concern) to the fear for my life when I'm behind wish to drive it, and I am willing to upgr	
Signature of Titled Owner(s):		Da	nte
I am submitting this dispute for reso LINE Arbitration Rules.	olution in the BBB AUTO L	INE program, and I agree to arbitrate the o	dispute under BBB AUTO

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Claim Form

Customer Name:	Case Number:	CHV0666257

Vehicle Concerns

First Repair Attempt	Date: 05/11/06	Mileage: 0			
Last Repair Attempt	Date:	Mileage:			
Total Days out of Service:					

Problems – Please list your <u>primary</u> concern first	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Out of
power steering fades in and out whenever it please		yes	4			
bucking when trying to accelerate		yes	4			
all lights on dashboard light up		yes	4			
breaks pump back		yes	4			
clicking noise from shifter		yes	4			
sometimes wont accelerate over 25 mph		yes	4			



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 manufacturersponsored 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:

```
Use # miles attributable to the customer Vehicle purchase

Deduction/ = at the time of the arbitration hearing x price or gross

Payment 100,000 capitalized cost
```

- 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 manufacturersponsored 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:

```
Deduction = \frac{\text{Mileage in excess of 12,000 miles}}{100,000} X 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:

```
Deduction = \frac{\text{Mileage in excess of } 12,000 \text{ miles}}{1.00,000} X 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.











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:

Siebel Request: 1-439897335 2006 Chevrolet Cobalt VIN # 1G1AL18F267

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:	VIN:1G1AL18F267
Make/Model/Year: Chevrolet/Cobalt/2006	In Service: 11/22/2005 Mileage:
30000	12/11/06
·	ate: 12/11/06 Goes Active:
Primary Concern: Customer would like t	ne venicie repiaced.
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: /
\boxtimes 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 No
☐ GM Position – Customer / BBB Due I	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 /L4G GENERAL MOTORS CORPORATION 50U SUMMIT WHITE 19C EBONY 100 RENAISSANCE CENTER ORDER NO. JPFFQ1/TRE STOCK NO. DETROIT MI 48243-1114 VEHICLE INVOICE 1AD76121341 VIN 1G1 AL18 F2 67 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK 1AL37 COBALT 2-DOOR LT COUPE 16200.00 15147.00 INVOICE 10/28/05

 1AL37 COBALT 2-DOOR LT COUPE
 16200.00
 15147.00
 INVOICE 10/26/05

 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

 ADMK: GMAC - 103

 BANK: GMAC - 103 *REAR DECKLID SPOILER *16" ALUMINUM WHEELS CHG-TO 02-111 (REPLACES STD/OPT WHEELS)

*P205/55R16 TOURING TIRES

*CHROME EXHAUST TIP

*LEATHER WRAPPED SHIFT LEVER

*LEATHER WRAPPED STEERING WHEEL

*WHITE FACED SPORT GAUGES (REPLACES STD/OPT WHEELS) SHIP WT: 2804 HP: 18.4 GMS: 17612.50 SUPPLR: 18401.69 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.

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

Cars Unlimited of Suffolk LLC

dba



10.9



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

FAX COVER SHEET

DATE: O	1a7/06	0			
To. Lea	ina (Parter	•		
FROM: Tov	n Font	ana			
TOTAL PAGES	/ O INCL	UDING COVER S	HEET	,	
		u,			
COMMENTS:		<u> </u>		,	
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Water State of the	· · · · · · · · · · · · · · · · · · ·				

CL-SY-S006 02:37 PM CARS UNLIMITED 631 758 6581

2/002



GENERAL MOTORS BUSINESS RESOURCE CENTER

YIA FAX ONLY

Friday, October 27, 2006

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

Re:

Siebel Request: 1-439897335 2006 Chevrolet Cobab VIN#101AL18F267

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- 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 the directly at the number below.

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 Rtc. 112 - Medford, New York 11763 Chevrolet 631-758-2200 - Business Dept. Fax 631-758-5561 - Mazda 631-758-2200

VEHICLE AGE	REEMENT / /
CUSTOMER NAME	DATE 11/19/05 SLSP. TIMG.
STREET	1.0
CITY STATE OF ZIP	TERM _ 48 _ MOS 12, 000 MILES PER YEAR
HOME	1 Base Monthly Bourses
	1. Base Monthly Payment\$ 2522
CO-LESSEE: (PERSONAL GUARANTOR)	- 3. Up Front Sales Tax \$ 1.595.
NAME	4. Cap Cost Reduction\$
STREET	5. Acquisition Fee\$
CITY STATE ZIP	6. Tax on 4, 5 & 6\$
VEHICLE DESCRIPTION STOCK # CF 390	7. Security Dep. or Last Payment(s) \$\$
YEAR 2006 MAKE Chevis	o. Other Oldarges
MANCE TO THE TOTAL OF THE PARTY	TOTAL DUE AT INCESTION
	TOTAL DUE AT INCEPTION\$
COLOR White	LESS PARTIAL PAYMENT
Y	□ Cash ☐ Credit Card ☐ Check
1 1 G 1 A L 1 8 F 2 6 7	
FACTORY INSTALLED OPTIONS	DUE ON DELIVERY BANK CHECK
	or CASH or CERTIFIED CHECK
	Please bring Personal Check or Cash for Registration Fee as follows:
	NYS Required Tire Recycling Fee (\$2.50 per tire) \$12.50
	"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
	New Plates : Re-Reg. Plate #
DEALER INSTALLED OPTIONS	TRADE DESCRIPTION
<u> </u>	YEAR MAKE
	MODELCOLOR
	VIN#
	LIEN OWED TO
	ALLOWANCE \$
	BALANCE OWED \$
Olin in order	NET ALLOWANCE:
SUBJECT TO APPROVAL BY PRIMARY FUNDING SERVICE	A Please apply this amount to my C.O.D. \$
nave read the matter printed on the back never and some to it on a good of the	
have read the matter printed on the back hered and agree to it as a part of this order the same as if it was ge or older, hereby acknowledge receipt of a copy of his order. I understand this is a firm and binding ord THE OPTIONAL DEALER REGISTRATION OF TITLE APPLICATION PROCESSING FEE (\$45.6)	ere printed above my algnature. I certify that I am 18 years of ier. It is non-cancelable. Deposit is non-retundable.
OT NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEES. UNLESS ATTENTS DE	00 MAXIMUM) AND SPECIAL PLATE PROCESSING FEE (\$5.00 MAXIMUM) ARE NG RECORDED OR THE DEALER ISSUED NUMBER BY ATES YOU MAY SUBMIT
THE OPTIONAL DEALER REGISTRATION ON TITLE APPLICATION PROCESSING FEE (\$45.0) OT NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEES. UNLESS A LIENTS DEL DUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OPTITLE OR FOR A S ALID IF DELIVERED ON OR REGISTRATION AND/OR CERTIFICATE OPTITLE OR FOR A S	SPECIAL OR DISTINCTIVE PLATE TO ANY MOTOR VEHICLE ISSUING OFFICE.
URCHASER'S SIGNATURE	11/19/05
EALERSHIP APPROVAL	DATE
to delivered upon notification by the seller that the car is available for delivery. No promises, express or implied. If THE we been made regarding the delivery date of the car handly ordered and no promise or representation has been WITHIN	MOTOH VEHICLE HAS NOT BEEN DELIVERED IN ACCORDANCE WITH THIS CONTRACT
representations thereafter made shall hind the miles by the saller, it is understood that no such promises RIGHT	I SO DAYS FOLLOWING THE ESTIMATED DELIVERY DATE, THE CONSUMER HAS THE TO CANCEL THE CONTRACT AND RECEIVE A FULL HEPUND, UNLESS THE DELAY IN RY IS ATTRIBUTABLE TO THE CONSUMER.
DELYE	TO THE CONSUMER.

Reynolds and Reynolds P0807884 O (02/0+)

CARS UNLIMITED OF SUFFOLK LLC d/b/a

DEAL# 89206





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

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

SOLD TO

ADDRESS MEDFORD, SUFFOLK, NY

DATE 22 NOV 2005

SALESMAN GRANT, JAMES.

 $\mathbb{I}_{q^{n,p}(\mathbb{P}_{1})}$

2583€ INVOICE

NEW OF	YEAR	MAKC	MODEL	VEHICLE IDENT: O	R SERIAL NO.	KEY NO.	STOCK NO	CUST NO.	INV DLAI
ŧΨ	2006	CHEVROLET	COBALT	1G1AL18F267			""	0031 NO.	,
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hin das	scribed autor	mobile with the price lab	NA introduce reconstruct by Put	SUFFOLK delivered the85-506, listing all factory	DEALER'S OPTION	AL FEE FOR PRO-	32350	12-50	
Warra	otles on this	vehicle are the want	ict as required by P.L. 94-1	63, /	DEALER'S OPTIONA CESSING APPLICATI RATION AND/OR CER	ION FOR REGIST- TIFICATE OF TITLE			
			ing any implied warranty of s nor authorizes any othe	merchantability or fitness	AND FOR SECURI DISTINCTIVE PLATES THIS IS NOT A DMV F	NG SPECIAL OR			
			es nor authorizes any othe rehicle. This disclaimer by t	r person to assume for it he seller in no way affects	THIS IS NOT A DMV F	EE *\$45.00"	13	45.00	-
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rdec	or the d	ealer issued num	r venicies tees. Unie	ss a lien is being -			32103		- 44
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1899 892 199

Dealer Number

Bliver rand Co-Bliver - Name and address (include county and zip code)	CARS UNLIMIT 2096 ROUTE 1	ED OF SUFFOLK LLC
MEDFORD, SUFFOLK, NY	MEDFORD, NY	
You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for under the agreements on the front and back of this contract. You agree to p payment schedule shown below. We will figure the Finance Charge on a daily be	ay us, the Creditor the	ning this contract, you choose to buy the vehicle on cred Amount Financed and Finance Charge according to the
New or Used Year Make and Model Vehicle CHEVROLET	e Identification No.	Primary Use for Which Purchased XX personal, family, or household agricultural
NEW 2006 COBALT 1GIAL18F26	7	□ business □
	₩.A. ³	
FEDERAL TRUTH-IN-LENDING DISCLOSURES ANNUAL FINANCE Amount Total of Payments	Total Sale Price	insurance. You may buy the physical damage insurance this contract requires (see back) from
PERCENTAGE CHARGE Financed The amount you RATE The dollar The amount of will have paid after	The total cost of your purchase on	anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain
The cost of your amount the credit provided to you have made all credit as a yearly credit will cost you or on your payments as	credit, including your downpayment	credit. Your decision to buy or not buy othe Insurence will not be a factor in the credit approva process.
rate. you. behalf scheduled. 5-50 % \$143.88 \$ 18755.27 \$ 21899.15	of \$ <u>2887.50</u> is \$ 24786-65	If any insurance is checked below, policies o
Your Payment Schedule Will Be:		certificates from the named insurance companies will describe the terms and conditions.
Number Amount When Payments of Payments Are Due	Or as Follows	Check the insurance you want and sign below:
47 262.85 Monthly beginning 2 DEC 2005		Optional Credit Insurance. □ Credit Life: □ Buyer □ Co-Buyer □ Both
Late Charge. If a payment is not received in full within 10 days after it is di	ue. vou will pay a late	☐ Credit Disability (Buyer Only)
charge of 5% of the part of the payment that is late, with a minimum charge of the payment. If you pay off all your debt early, you will not have to pay a penal	\$1.	Credit Life 🔖 - 🗛
Security Interest. You are giving a security interest in the vehicle being purch	ased.	Credit Disability \$N . A.
Additional Information: See this contract for more information include nonpayment, default, any required repayment in full before the scheduled date.	ing information about and security interest.	N.A. (Insurance Company)
ITEMIZATION OF AMOUNT FINANCED		(Home Office Address)
Cash price (including any accessories, services, and taxes) Total downpayment = (If negative enter "0" and see line 4H below)	_\$ <u>21500.27 (1)</u>	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
Gross trade-in 🛊 🙏 —payoff by seller 🛊 🙏	_	disability insurance will not be a factor in the credit approval process. They will not be provided unless
= net trade-in \$4. A. + cash \$387.50 + other (describe consumer Rebate \$00.00	_s2887.50 (2)	you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if
3 Unpaid balance of cash price (1 minus 2)	\$ <u>18612.77 (3)</u>	you paid all your payments on time. Credit disability insurance does not cover any increase in your
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):		payment or in the number of payments. Coverage for credit life insurance and credit disability
A Cost of optional credit insurance paid to the insurance company or companies Life SN A		insurance ends on the original due date for the last payment unless a different term for the insurance is
Disability \$N.A. 3N.A.	·	shown below.
B Other Insurance paid to the insurance company C Official fees paid to government agencies	<u> </u>	Other Insurance.
D Government taxes not included in cash price \$. A.	_	Type of insurance Term Premium M. A.
E Government license and/or registration fees \$130.00		A
F Government certificate of title fees	<u>-</u>	(Insurance Company)
G Other charges (Seller must identify who is paid and describe purpose.)		(Home Office Address)
to for \$N.A.	_	I want the insurance checked above.
©OV MastelireMot \$12.50	-	Buyer Signature Date
to for sN.A.		Co-Buyer Signature Date
to for \$N - A	<u>*</u>	ANY INSURANCE REFERRED TO IN THIS
H Net trade—in payoff to	\$42.50 ⁽⁴⁾	CONTRACT DOES NOT INCLUDE COVERAGE
5 Amount financed (3 + 4)	\$8755.27 (5)	FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.
HOW THIS CONTRACT CAN BE CHANGED. This contract contains the enti-	re agreement between y	
contract must be in writing and we must sign it. No gral 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 of For example, we may extend the time for making some payments without extending	or refrain from enforcing a	any of our rights under this contract without losing them
200 back for other Important agreements.	ng the time for making of	nera. Aliante de la companya de la companya de la companya de la companya de la companya de la companya de la company Aliante de la companya
NOTICE TO BUYER: I Up not sign this agreement before	you read it or If	it contains any blank apace. 2. You or
amount due. If you do so, you may depending on the pa	Under the mm, you	neve a nght to pay on in suveniou (no ful
penalty, or (h) under certain circumstances abtain a relation the privilege of purchasing the insurance on the motor vehicles are selected.	المراوي والمناسب مساه هما	
your own selection.	ide provided for it	I mus compact from all about of proket o
The Annual Percentage Rate may be negotiable with the Se to receive a part of the Finance Charge.	ller. The Seller in:	ıy assigri this contract and retain its righ
YEU Agree to the terms of this contract. You commit man interest to take it and review it. You commit that you receive	petore voll slaned.	This contract, we gave if to you, and yes
		led-in copy when you signed it.
HE IAIL INSTALIA		the first of the second
Date 1 - 22 - 05 O-Buyers and Other Owners - A co-buyer is a person who is responsible for the vehicle but does not have to pay the dobt. The other owners are the start of the country o	Co-Buyer Signs X	Date
The other barries is a second of the second	rity interest in the vehicle	given to us in this contract
and the state of t	and the second of the second	Mark Control of the Composition
Seller assigns its interest in this contract to: XXX General Motors Acceptance		Title
under the terms of Seller's agreement(s) with assignee. Assigned with recourse	<u> </u>	☐ GMACAB ☐ Nuveli Credit Corporation,
	Assigned CARS UNLIMITED	without recourse or with limited recourse Of SULFOLK LLT
Seller By Title	Seller	By Title
109 FR-NY 3/2005 (For use in the State of New York). (1 of 4). Notice: See (copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.	Other Side	TRIPLICATE ORIGINAL - DEALER'S COPY

OCT-27-2006 02:40 PM CARS UNLIMITED

DEAL# 89206

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT







M D CT GMC HUMMER





(excludes Saturn)

CUS	томн	ER	NAI	ME:_		CAF	OLI	NA M F	RIZZO				
VIN:	·i	<u>y</u>	9	¥	×	y	¥	9 F	2	9	_7		
L. (Custo	me	r In	centi	ve						•		
i	incenti (Bill of	ive(f Sa	s) bo le in	e app dicat	lied: es pr	(a) _ re-inc	_ t entiv	o the do	wn pay amour	ymer	it of	this	the dealer named below and request that the available customer sychicle, (b) where permissible by law, as a price reduction e, and final price with incentive applied), or (c) a check be
								ram Re					Amount GM Incentive Code S S S S S S S S S S S S S S S S S S S
				_				To		entiv	e An	nou	nt Received \$
	Other financi						Whic	h may o	r may	not b	e in l	lieu	of customer incentive programs; for example, Division supported
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		C	пет	YAMI	CTD A	NITS I	DEA:	TED A	TENIO	137T T	enc	мъ	ENT FOR INCENTIVES AND ONSTAR SERVICE -
	a.	Ve id fo	ehiel entif r pe	e Inc icatio	entiv on nu al/bu	ve Actumber	know , whi s use	ledgme ch was and no	nt. I a sold/le ot resal	n the cased e and	e ult l to i d I t	i <u>ma</u> me ook	the retail purchaser or lessee of the vehicle bearing this vehicle by the Dealer, named below. This vehicle was purchased/leased delivery on
							Is ve	ehicle e	quippe	d wit	h O	nSta	ar?YesNo
	ъ.	w	hich	the	OnS	Star s	ervio	e in m	ıy vehi	icle :	is p	rovi	I acknowledge that I have received the Terms and Conditions under ided (copies are available in the vehicle glovebox, from the as described below).
		in	my	veh	iicle	hat in or cancell	all 1	ler to c .888.4	ancel OnSta	the (ır (1	0nS .88	tar 8.4	service in my vehicle, I must press the blue OnStar button 66.7827) or TTY 1.877.248.2080 and request that my
	1	Pur	chas	ser/I.	essc	e Sigi	natur	e-c					Date: 1,1 2 2 05
incer has t	itive(s) laken () de deli	scri very	bed i	n Ite: efere	m enced	aı unit	id the C	nstar' h this	Term	is an	ıd C	the information on this application is true and correct, and the conditions have been provided to the said purchaser/lessee who and that properly completed accurate delivery data has been
				Dea Nan		ignati	ure:	CA	RS UI	NL I M	IITE	D (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 customers even If there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

DEAL# 89206 GREATAMERICAN. INSURANCE GROUP

CUST# C87268

GREAT AMERICAN INSURANCE COMPANY

580 Walnut Street, Cincinnati, OH 45202

CERTIFICATE OF COVERAGE-

CERTIFICATE HOLDER NA			
	ME(S)		System Registration Code
Address			PS0059782
CITY	STATE NY	Zı	CDS001CATE NOT VALIO WITHOUT AT THORIZED RECISERATION CODE
YEAR OG	MAKE CHEVR	OLET MODEL COL	BALT PARTIES AND AND AND AND AND AND AND AND AND AND
VIN 16141 19526		A Comment	
CERTIFICATE PURCHASE L	11-22-05	Vehicle Purc	HASE PRICE 18501.69
AMOUNT FINANCED	844.30	System Sales	
NEW VEHICLE USE	D VEHICLE COVERA	GE PERIOD: 60 Months	REPLACEMENT BENEFIT: \$5,000.00
DEALER NAME	UNI THITTEN OF CL	FFOLK LLOOS ROUTE 1	
CITY	STATE	ZIP	
CONTACT MEDITORIO	HY	PHONE 63	1-758-2200
THIS CERTIFICATE OF CO- DAMAGE POLICY FROM YOU	CERAGE SHAFE NOT L RPRIMARY INSURANCE	OUPLICATE COVERAGE AFFOR CONOMERC	EDED BY YOUR COMPREHENSIVE PHYSICAL
In the event of the . Von	Ç	LAIMS PROCEDURES	

ou 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:

This Certificate of Coverage;
 Primary Insurance documents clearly identifying the Vehicle and specifying insurance coverage;

3. Primary Insurance claim settlement check(s) showing final payment as applicable;

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

C PRINCE AND LICY BAR (A) STOLL BALL	DATE	
	11-22-05	
rms certifies that a Thert Deterrent System has been installed on the	ne Vehicle listed above.	
DEALER AUTHORIZED SIGNATURE	DATE	
CARS UNLIMITED OF SUFFOLK LLC	11-22-05	· <u></u>

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.

	144.00		
	WHILE - CONSIDER	YULLOW — PREMIER	
TD8-NY-8050 (10/02)			PINK — DEALER
100-711-0030 [19/02]			PSNY 60/50 (03/2001)

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT









47 GMC HUMMER





(excludes Saturn) CAROLINA M RIZZO CUSTOMER NAME: 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: Incentive Program Reference GM Incentive Code Total Incentive Amount Received 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 _____ b. I elect to receive _ - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -Vehicle Incentive Acknowledgment. I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle described in Item ____ and release GM Division from any future claim or obligation for incentive(s) on this unit. _____Yes Is vehicle equipped with OnStar? 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 1.888.40nStar (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: CARS UNLIMITED OF SUFFOLK LLC Dealership Name: 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.

P.09

reditor),	NTS OF EQUAL A 22 NOV 2009 (Mc) not change. As your Co t of the last payment sho choosing one of the follow Option to Sell": It the end of the Contract In the Sale Price. I date of the last schedul lent Schedule: (A) less a lote: The last scheduled p at the end of the contract	(Pay) (Yr.) (Day) (Yr.) Intract explains, the amount of own in the Payment Schedule wing options: term; and, ed payment at the Sale Price \$250 disposition fee; (B) lessayment is the payment shown
eaning of Words. Unless this Rider says otherwise, all words used in this Rider and to ider, the words "you" and "your" refer to the Buyer and Co-Buyer, If any. The words "and any assignee of the Creditor. **Bast Payment. THIS CONTRACT IS NOT PAYABLE IN INSTALME* **N INSTALMENT OF \$ 9545-20 WILL BE DUE ON	NTS OF EQUAL A 22 NOV 2009 (Mc) not change. As your Co t of the last payment sho choosing one of the follow Option to Sell": It the end of the Contract In the Sale Price. I date of the last schedul lent Schedule: (A) less a lote: The last scheduled p at the end of the contract	(Pay) (Yr.) (Day) (Yr.) Intract explains, the amount of own in the Payment Schedule wing options: term; and, ed payment at the Sale Price \$250 disposition fee; (B) lessayment is the payment shown
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You have serviced the vehicle as described in the Owner's Manual and in the N requests in any recall campaign; and	laintenance Schedule fo	der and as the manufacture ,
. You have not altered the vehicle without obtaining the prior written permission of the C	reditor.	
you exercise this option, you will sign and deliver all documents that may be needed to	transfer title to the vehicle	e to the Creditor.
excess Wear and Tear Deduction. The Excess Wear and Tear Deduction used to stimates it would cost to make all repairs to the vehicle that are not the result of normal epairs. These costs include, but are not ilmited to, the amount it would cost to repair nted; (b) damaged body, fenders, metal work, lights, trim or paint; (c) missing equipment or replaced with equipment of equal quality and design; (d) missing wheel covers, jac including spare; snow tires are not acceptable); (f) any tire with less than 1/8 inch of tre in stained dash, floor covers, seats, headliners, upholstery, interior work or trunkline auses the vehicle to operate in a nolsy, rough, improper, unsafe, or unlawful manner; (estore the vehicle to saleable condition.	al wear and tear, whether or replace: (a) glass tha ent that was In the vehic k or wheel wrench; (e) mi ad remaining at the shalk rs; (h) any mechanical d	r or not the Creditor makes the tils damaged or that you have tile when delivered and has no issing or unsafe wheels or tire towest point; (g) torn, damaged lamage or other condition the
ndependent Appraisal. If you disagree with the Excess Wear and Tear Deduction appraisal of the vehicle's value. The appraiser must be an independent third party acceptain a professional appraisal, the Sale Price will be the lesser of: (1) the amount of schedule, minus the \$250 disposition fee; or (2) the appraised value of the vehicle minus	eptable to both you and the last scheduled payr	the Creditor. If you choose t ment as shown in the paymet
Excess Mileage Deduction. The Excess Mileage Deduction used to figure the Sale Pri	ce will be20	¢ per mile for each mile
he vehicle is driven over48000miles.		
		,
Buyer Signs Co-Buyer Sign	<u>, , , , , , , , , , , , , , , , , , , </u>	
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					
TITLE NUMBER 36143600					MAKE AND BODY STYLE OF VEHICLE CHEV 2S					
YEAR 06	CLAS A	S	EXCEPT. N/A		VEHICLE IDENTIF 1G1A	ICATION P14P)				
	GR. VEH. WT. GR. COMB. WT3700 OON/A				FEE \$128.00		EXPIRATION DATE 09/30/11			
OWNER'S L	CENSE	SOUN	DEX NO		CO-OWNER	'S LICEN	SE SOUNDEX 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

Severn, MD

Dear

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

General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 CHECK NO. AMOUNT DATE: 10/07/09 XXXXXXXXXXXXXX397 DOLLARS North American Operations General Motors Corporation Disbursement Account SEVERN MD ं ्रे ORDER OF Same all The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations DETACH BEFORE DEPOSITING CHECH General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 VENDOR DUNS NO. 1 CHECK NO. BB <u>000000056</u> PAYMENT DATE JENDOR NAME 10/07/09 INVOICE AMOUNT REGISTER NO. DESCRIPTION. % DISC. INVOICE DATE DOC. REFERENCE NUMBER DISC. AMOUNT NET AMOUNT 90 K 200 10/06/09 71-750461392 1-CLVZED 2.00 00.0000 397.64 1G1AP14PX67 \$2.00 kg 200 kg 100 mg Q 89197 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 397.64 .00 397. TOTAL

North American Operations

866-962-28608 ATTN: CASE NO'.

71-750461392

2 PagES follow

FROM. 301-420-3700 ×7907 Road Service (888)578-8808

NGL



636 North Crain Highway Glen Burnie, MD 21861

G 857695

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Contract 6857695



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Deneral Motors Corporation Chevrolet Motor Division P.O.BIX 33170 DetroitMI 48232-5170

1-16-07 Dear Sir/Madam

> 06 chevy cohalt 1 GIAKSSFS67 9-2-05 Lewis Chevolet, Beekly WU 25801

your authorized dealer and sepain facility have been unable to repair my vechicle under the warranty after they have been given a reasonable opportunity to make appairs, I am experiencing the following difficulities with my vehicle.

- 1. Shaking when I brake
- 2 pattleing moise at the steering colum.
- 3. rabiation
- 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 their letter is to give the manufacturer One last change to repair my vehicle under the warranty. If you wish to take advantage of this opportunity, please contact me. my address is

my polione vs. This letter is a written notice and a chance to fix the defects in the vehicle under the written warrants as set forth in the WV. A Jemon Jaw (W.V.A. code 46A-6A-1) awalters your reply, Genge Wahman

Privileged and Confidential Information

Case Assessment By: Sha	<u>ıwntelle</u> Weaver	Siebel/CARS Request	#:71-430557225
Customer Name:			
Veh year:2006	Make:Chevrolet	Model:Cobalt	Current mileage: 10016
Veh ID	In Service Date:08/22/05	Purchased:New	If used:
#:1G1AK55F567			
What is the customer seek	ing?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 conditionPushed 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:

Revised by c.mallett 09/07/06

ARB SPECIALIST FORM

ARBITRATION DATE: 01/09/2007 ARB SPECIALIST: Tamara Hall **REVIEW DATE: 01/04/2007** CUSTOMER: COREPOINT/SIEBEL#: 71-430557225 BBB CASE#: CHV0667241 STATE: WV CRM: Shawntelle Weaver REQUIRED DOCUMENTS: COMPLETED DOCUMENTS \square CCF REPAIR ORDERS \boxtimes Case assessment ⊠ GMVIS ☐ ACV SALES DOCUMENTS ■ NEGATIVE EQUITY/OVERALLOWANCE M GM POSITION ☐ GOODWILL OFFERED **X** CASE SCAN ☐ TSB (IF PERTAINS) 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

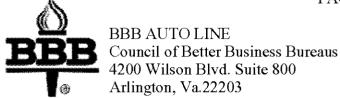
SR Number:71-430557225	BBB Case: CHV0667241
Customer: Make/Model/Year: 2005/Chevrolet/Cobalt 10016	VIN:1G1AK55F567 In Service: 08/22/2005 Mileage
	ate: 11/18/2006 Goes Active: 12/06/2006 es/makes noise
Case Scan / Acknowledgement (24 hrs	s) Completion Date/Time:
 ✓ Initial Calls (72 hrs): ✓ Customer ✓ Dealer Svc Mgr ✓ Dealer Finance Mgr ✓ AVM 	Completion Date/Time: 11/08 / 2006 Completion Date/Time: 11/08 / 2006 Completion Date/Time: / Completion Date/Time: 11/09 / 2006
⊠ Repair Orders Requested:	Received:
⊠ Sales Documents:	Received:
⊠ BARS / Finance Sheet	
	Yes ⊠ No □ Yes ⊠ No □
⊠ GM Position – Customer / BBB Due I	Date (7-10 days):
⊠ Settlement / Goodwill Offered Date:	
All Documents Attached (by Day 15)	
Arbitration Date: 01/09/2007	
☐ Closing Activities: Settlement Executive Summary Close Siebel	Completion Date/Time: / Completion Date/Time: / Completion Date/Time: /
AVM: Mike Harris Service Dealer: Lewis Chevrolet Selling Dealer: Lewis Chevrolet	Node/Box: 404082 8211 Svc Mgr: Kenny Mador Contact: Kenny Mador

NOTES:

CBBB 12/18/2006 3:47:26 PM PAGE 001/004 Fax Server

TO:Shawntelle Weaver COMPANY:

FACSIMILE TRANSMISSION



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

12/18/2006 3:47:26 PM

PAGE 002/004

Fax Server

TO:Shawntelle Weaver COMPANY:

Inspection Report

Page 1 of 2

NATIC	NW	IDE A	RBITRATIONS	& 1	NSPE	CTIONS
8027 West N 800-849-300		Road	Tamarac, FL or our Web site	ww	w.autoir	33321 spections.net
			Start Date: 12/06/06		Arb. Date:	
Bureau:	СВВ	В	Case Number:		CHV066	7241
Staff Contact	& Exte	nsion #:	Amanda Roberts, ex	t. 557	Fax:	954-539-3225
Customer:						
Address:			Ameagle, W	J	· A	(2)
Telephone:	Day	;			Evenin	g: pertose
Alternate Pho	ne - Co	ontact In	formation:		, ,	Both C. Philips
Vehicle Locati	ion:	Call con	sumer		M	at to a train in the

Vehicle Information

Make:	Chevr	olet	Model: Cobalt		t	Yea	r;	2006	
Mileage:	10,016		V.I.N.: 1G1AK55F567						
Request Date: 2006-12-1		4 15:15	5:15	Compl	ete By:	ASA	'b	!	
Any Special Instructions:									
Completion Date/Time:		12-17- 11:44/	_		Inspecto	or:	Dan V	Vhite	

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:

- 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.
- 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

CBBB

12/18/2006 3:47:26 PM PAGE 003/004 Fax Server

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_1852_6430.jpg | CHV0667241_1862_4746.jpg | CHV0667241_1862_6970.jpg | CHV0667241_1862_3313.jpg | CHV0667241_1862_9767.jpg | CHV0667241_9767.jpg | CHV0667241_1862_9767.jpg | CHV0667241_9767.jpg | CHV0667241_9

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.

CBBB 12/18/2006 3:47:26 PM PAGE 004/004 Fax Server

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

vs Chevrolet Motor Division 1G1AK55F567

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,

Wheeling, WV

Service Request: 71-444646027

Customer Relationship Specialist: Shawntelle Weaver

Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2006 Chevrolet Cobalt, Vehicle Identification Number 1G1AK15F267 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.



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



BOE C INC

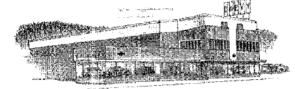
OB ROBIN	SON CHI	EVROLET OLDSMOBILE CADILI 69 16TH STREET WHEELING WV 26003 304-233-8000
. <u>;</u> C	Phone:	SHAWNIBLE GEGUER
	From:	BOB ROBIES OFFI
Pages inclu	Date:ding this . 'er page:	2-13-07
ommen ts:		

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









1 304 233 8001

OMER NO. 39110	SHAWN MCLAUGHLIN	440 AG NO.	INV	01/02/07	CVCS2096
	LABOR RATE LIGENSE NO	MILEAGE	13,738°	LOP .	6182A
	YEAR/MAKE/MODEL 06/CHEVROLET/COB	ALT/2DR CPE	DEI	12/22/05	DELIVERY MILES 184
HEELING, WV	VEHICLE ID. NO. 1 G 1 A K 1 5 F		SEL	LING DEALER NO.	PRODUCTION DATE
	F.T.E.NO.	P. O. NO.	R. C	d1702/07	
	COMMENTS				
OR & PARTS- 1 03CVZ STEERING STEERING NO ASSIST AT TII OPERATING AS DESIGNED AT	HOURS: TECH(S):158 MES CUST STATES THIS TIME SEE BULLETIN 1860020	v486.0798888878	0.00		
	JOB # 1 TOTAL		0.00		
2 49CVZ SQUEAKS & RATTLE NOISE LF 20 MPH 123 ORDERED STEERING COL			0.00		
	JOB # 2 TOTAL	ABOR & PARTS	0.00		
TALS					
**************************************		*			
12/18/2035 / 395088 MI 04CVZBALANCE	4 BALANCE 4 TIRES ************************	* *****			
	TO TO TO TO TO	TAL LABOR TAL PARTS TAL SUBLET TAL G.O.G TAL MISC CHG. TAL MISC DISC	0.00 0.00 0.00 0.00 0.00		
		TAL TAX FAL INVOICE \$	0.00		
		AL INVOICE U	0.00		
CUSTOMER SIGNATURE	LICATE INVOICE	******	******		
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CUSTOMER COPY

PAGE 1 OF 1

[END OF INVOICE] 04:00pm

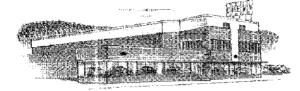
SP615930 Q (04/04)

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1 304 233 8001

39110	SHAWN MCL	AUGHLIN	440 ^{AG NO.}		12/18/06	CVCs209000
	LABOR RATE	LIGENSE NO.	MILEAGE	13,448	COLOR	^{втоск} № 82A
JULIET THE WAY	YEAR / MAKE / MODEL 06 / CHEVRO	LET/COBALT/	L		12/22/05	DELIVERY MILES 184
WHEELING, WV	-	K 1 5 F 2 6			BELLING DEALER NO.	PRODUCTION DATE
	F.T. E. NO.		P. O. NO.		12718/06	
	COMMENTS	<u> </u>	, , , , , , , , , , , , , , , , , , ,			
OR & PARTS 1 26CVZIR INSPECT & REPORT AIR BAG LIGHT IS ON,268 O	HOURS: 0,90 TECH)	(S):268	102853319 3	WARRANTY		
OPEN REPLACE SEAT BELT ASSEM						
RTSQTYFP-NUMBER 3 # 1 1 89026253	DESCRIPTION BELT KIT 14.875	JOB # 1 TOTA	T PRICE- L PARTS	WARRANTY 0.00		
	J0B #	1 TOTAL LABOR	& PARTS	0.00		
ALS		• • • • • • • • • • • • • • • • • • • •				
		TOTAL LA	BOR	0.00		
		TOTAL PA TOTAL SU	BLET	0.00 0.00 0.00		
		TOTAL G. TOTAL MI TOTAL MI TOTAL TA	SC DISC	0.00 0.00 0.00		
		TOTAL IN	IVOICE \$	0.00		
CUSTOMER SIGNATURE	·					
********* DUPL	I C A T E I N V O I	C E *****	*****	******		

PAGE 1 OF 1

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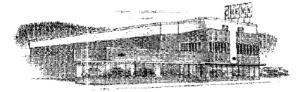
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39110	ADVISOR LINDA WEESE	110 ^{TAG NO.}	11/24/06	CVCS20779
	LABOR RATE LICENSE NO.		,454°COLOP	5182A
WHEELING, WV	VEAR / MAKE / MODEL 06/CHEVROLET/COBALT	/2DR CPE	12/22/05	DELIVERY MILES 184
	LG LAK 1 5 F 2		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	" TT724/06	
	COMMENTS			
# 1 03CVZ STEERING # 1 03CVZ NOISE IN STEERING, PART IS II GEAR IS LOOSE REPLACED STEERING GEAR ARTSQTYFP-NUMBER	V		RANTY	
OB # 1 1 15816429	GEAR KIT 6.508 JOB # 1 TOT	WAR	RANTY 0.00	
	JOB # 1 TOTAL LABOR		0.00	
# 2-26CVZ SERVICE AIR BAG LIGHT IS ON CONNECTOR IS LOOSE TRACED AND REPAIRED CONNECTOR		WAR	RANTY	
ART'SQTYFP-NUMBER	DESCRIPTION	IT PRICE- AL PARTS	0.00	
OTALS	JOB # 2 TOTAL LABOR	& PARTS	0.00	
OTALS************************************	TOTAL L TOTAL P TOTAL SI TOTAL M TOTAL M	ABOR ARTS UBLET .O.G ISC CHG. ISC DISC	0.00 0.00 0.00 0.00 0.00 0.00	
	TOTAL I	NVOICE \$	0.00	
CUSTOMER SIGNATURE ************************************	CATE INVOICE *****	**************************************	***	

PAGE 1 OF 1

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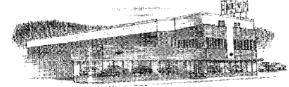
[END OF INVOICE] 04:03pm

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1 304 233 8001

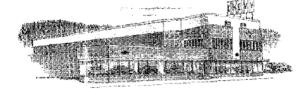
TABOR RATE LIGENSE NO. MILEAGE 12,308COLOR VEAR (MAKE) MODEL COBALT/2DR CPE VEAR (MAKE) MODEL COBALT/2DR CPE DELL'ERY 272/205	STUCK NO	[™] 11/20/06	487	113 AG NO.	S	LE HOLM	ĈB	39110	JSTOMER NO.
WHEELING, WV TOTAL LABOR & PARTS LUBE/OILSFILTER CHAN HOURS: TECH(S):158 PARTS LUBE/OILSFILTER CHAN HOURS: TECH(S):158 PARTS	^{sто} б182A	CÓLOR	12,308 ^{col}	MILEAGE			· · · · · · · · · · · · · · · · · · ·	33210	
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3 16CVZ TRANSMISSION AUTO HOURS: TECH(S):158 U.D. CUSTOMER STATES, TRANSMISSION SHIFTS HARD, ESP. UPSHIFTING! I			0.00			JOB #			
DESCRIPTION			0.00		s):158	AS ASSAUTECH	ION AUTO HOURS: TRANSMISSION SHIF	CVZ TRANSMIS	3 16CV
JOB # 3 TOTAL LABOR & PARTS 0.00 O.G. & SUPPLIES- 12.50 B # 1 5.0 OIL @ 2.500 /UNIT TOTAL - GOG 12.50 ISCCODE- DESCRIPTION- CONTROL NO						T THIS TIME	RATING AS DESIGNED	TRANSAXLE IS OPE	
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MMEN I S		•	1.00	MISC	TO		EMUVAL	LOF WASTER	B#1
· ·								`S	MMENTS -
									, 11.0.

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









STOMER NO. 39110	ČASMER J RYB	COSKI 27 AS NO.	™05724/06	™°CVCB1996
	LABOR RATE LICE	NSE NO. MILEAGE 4	,744 ^{col98}	^{\$10} 6182A
MUEEL TNC MV	VEAR (MAKE / MODEL 06/CHEVROLET)	COBALT/2DR CPE	12/22/05	DELIVERY MILES 184
WHEELING, WV	VENTCLE DO NO. A K 1	5 F 2 6 7	BELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	^{ከ.} የዕኝ / 24/06	
	COMMENTS			
REPAIR TO SI DOCUMENT #17		TOTAL LABOR & PARTS TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	0.00 0.00 0.00 0.00 0.00 0.00 0.00	
40.00		TOTAL INVOICE \$	0.00	
CUSTOMER SIGNATURE	LICATE INVOICE	********	*****	

PAGE 1 OF 1

CUSTOMER COPY

{ END OF INVOICE 104:04pm

ADR File Checklist

SR Number:71-444646027	BBB Case: CHV0733672	
Customer: Make/Model/Year: 2006/Chevrolet/Cobalt	VIN:1G1AK15F267 In Service: 12/22/05 M	Mileage: 12000
	ate: 02/21/07 Goes Active	0
Primary Concern: Engine seal/Steering		
⊠ Case Scan / Acknowledgement (24 hrs	s) Completion Date/Time:	
Initial Calls (72 hrs):		
Customer	Completion Date/Time: 12/28	
☑ Dealer Svc Mgr☑ Dealer Finance Mgr	Completion Date/Time: 12/28 Completion Date/Time:	/ 200 /
⊠ 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 \(\sum \) No \(\sum \)	
⊠ GM Position – Customer / BBB Due I	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 887	3
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:	Request #: 71-444646027	BBB#: CHV0733672
Customer.	Request 11. / 1-4-4-0-002/	DDD 11. C11 (0/330/2

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.

* <u>PLEASE NOTE</u>: 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

If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB						
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 CHEVROLET MOTOR DIVISION /L4G 74U VICTORY RED GENERAL MOTORS CORPORATION 14B GRAY 100 RENAISSANCE CENTER ORDER NO. JMHJ1C/TDC STOCK NO. DETROIT MI 48243-1114 VIN 1G1 AK15 F2 67 VEHICLE INVOICE 1AD75040021 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK

1AK37 COBALT 2-DOOR LS COUPE 13900.00 12996.50 INVOICE 10/14/05 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

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

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

TYGART VALLEY MOTOR CO. INC.

Privileged and Confidential Information

Case Asse	ssmant R	v· Shawni	عالم الم	aver		Siebel/CARS R	Panuast #·71.	1//6/6027
Customer		y. Jilawili	iene wea	avei		Siebel/CARS I	tequest π.7 1-2	144040027
Veh year:2			Make:Ch	nevrolet		Model:Cobalt		Current mileage:12000
Veh ID				ce Date:12/22	2/05	Purchased:Ne	W	If used:
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and		Coll	ision Re	epairs)	_	-		
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cust with	GWPP W	<u>ajor Gua</u>	<u>ra.</u>					
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Revised by c.mallett 09/07/06

BOB ROBINSON CHEV



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

6182A

ransfer of awaership. F	w, if applicable) regidies ailing to complete of pr	oviding a fal	se statement may
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ו אוופאומטא מופ	CHEV OLDS-CAD INC	(transfe	mor's name, Print)
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r my knowledge that it i mless one of the following	r statements is checked.	CO CAS ACTUAL	an observations, the many sections are an in-
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_ (2) I hereby certify th VARNING - ODOMETE(at the odometer reading is OBSCREPANCY	NOT the again	titt tittvessifer
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69 16TH STREET	•		
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15/55/5003			
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69 16th STREET • TELEPHONE: 233-8000

WHEELING, W. VA. 26003





MOTOR VEHICLE PURCHASE AGREEMENT

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PURCHASER'S NAME									DATE_	12	/ 3	22/	20
ADDRESS	WHEEL	LIN	3 WV			<u> </u>							
RESIDENCE PHONE				INESS			s	ALES REPRES	SENTATIVE	LAN	3STON	1 C	SHAI
Please enter my order for one		ALX.	USEC		900 6	MAKEHEV	ROLET	[™OBCOB(ALT				
			\top	TOP		COLOR		STOCK NO.	6182A				
1619K15F267				MILE	AGE	184	TO BE DELIVERED ON OR ABOUT		12		22 /	, 20	0 5
REMARKS: SELL PRICE INCLUS	DES RI	USTI	PROOF	FING	,	CASH PRI	CE OF VEHICLE			\$	<u>15918</u>	_	1
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INSURANCE INFORMATION						 				<u> </u>		\vdash	8
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						₩		,		<u> </u>		₩	9
NEGATIVE EQUITY: I am aware the balance of trade-in allowance from Dealer and, as a result. I	wed on m	y trad	de-in ver	ihicle exc	eds the							-	10
trade-in allowance from Dealer and, as a result, i negative equity from my trade-in be included in ti	Triance reads	40000	a 0 14 4 -			<u> </u>							11
						 						<u> </u>	12
Description of trade-in: Year	Make					 	price (1 thru 12)				16518	. 50	+-
Model VIN						Less trade-i		\$	N/A				14
Title No.	Mileage	; ;		N/A			(13 minus 14)				16518	. 50	15
Balance owed to:						Total taxable	le amount				16518		
Address						Plus balanc	se owed	\$	N/A		16518	. 50	17
Account No. Good till			/										18
ODOMETER OF THE AROVE DES		-				Privilege tax	х	\$	795.93				19
THE ODONETER OF THE ABOVE DES	SCRIBED RS AND) VEI	ACCUF	NOW PATE U	READS	Title fee					10	. 00	20
CHECKED BELOW. ☐ ODOMETER MILEAGE IS NOT ACCU						Lien fee					5	. 00	21
MILEAGE STATEMENT FOR FULL DISCL			н ю.	IHETE	DEDAL	Transfer fee	•					N/A	+
Dealer hereby warrants this vehicle for m			milina			Additional w						N/A	
first. If this vehicle falls in normal service within t accordance with the attached limited warranty. All	that period	d, deal	der will p	perform r	repairs in	[]		, , , , , , , , , , , , , , , , , , ,	1			. 00	
supplier other than dealer are theirs, NOT deale supplier shall be liable for performance under such	ers, and on	nly suc	ch manu	nufacturer								N/A	25
The front and back of this Order and the attach	hed limited	d warn	ranty cor	omprise ti		Temporary p	••					. 00	
agreement affecting this purchase and no other a concerning same has been made or entered into,	agreemont : or will be :	or und recogn	derstand nized. If	ding of an f this agre	ny nature sement (s	Litter fee	higgs ide		-			N/A	T I
for a used vehicle see contractual disclosure state, has been extended to me for the purchase of this m	ement belov notor vehici	w. I he de exce	ereby cer ept as it :	ertify that tappears i	no credit in writing	Other						\vdash	12'
on the face of this agreement. I have read the mat to it as a part of this order the same as if it were p	atter printed printed abo	don the	he back i y signati	thereof ar ture. I cert	and agree		^ / (40 then 09)					N/A . 93	-
am at least 18 years old, and hereby acknowledge					,		& fees (19 thru 28)						120
(USED VEHICLES ONLY) THE INFORMATION YO	OU SEE C	эн тнг	E BUYE	ers gu	IDE FOR	Documentar					ود	. 00	30
THIS VEHICLE IS PART OF THIS CONTRACT, IN OVERRIDES ANY CONTRARY PROVISIONS IN T	NFORMATI	ION OI	N THE I	BUYER'S		Documentar	ry Fee Tax	W-11	\longrightarrow		3	. 00	31
THIS ORDER IS NOT VALID UNLESS SIGNED					OR HIS	<u> </u>						N/A	
AUTHORIZED REPRESENTATIVE.						~=~····	service contract						33
	4		·		L	Other	TAX					. 00	34
	L		15 /	52	/ 65	Total (17 plu	us 29 (hru 34)			1	7456		35
Purahamorri 9/gnatura)		Date	_			Deposit (cas	sh down payment)	REBATE			2000 . 1500.	. 00	36
Lay Juth.						Balance due	e on delivery (35 min	us 36)	[s 1	3958		_
Dealor or its Authorized Representative											$\overline{}$		

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT















		V.	Sales Co.	_		W The second sec	
					(excludes Saturn)	γ	
CUST	OMER NAME:				,		•
VIN:	1 / G/ 1 / A/	K/ 1	/ 5/	F/ 2/	6/7/		 -

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) $\frac{XX}{X}$ 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:

Incentive Program Reference	Amount	GM Incentive Code
REBATE	\$ <u>1000.</u> 00	CNE
INSTANT WHENE SOME (ASK	\$ 500.00	BCD
1700 800 100 100 100	\$ N/A	
	\$ N/A	
	\$ N/A	
Total Incentive Ame	ount Received	\$ 1500.00

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
L	T -land to manager

- -- CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE --
- 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 2205 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 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 1.888.40nStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature:		Date	12/	22	05
Furchaser/Lessee Signature.	A STATE OF THE PROPERTY OF THE	Date:			

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:

BOB ROBINSON CHEV OLDS-CAD INC

Dealer Code:

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.

FORM SA-131N-WPC (1-97)

VEHICLE INVOICE



BOB ROBINSON CHEVROLET • OLDSMOBILE • CADILLAC, Inc. 69 16th Street Telephone 233-8000 WHEELING, W. VA. 26003

020245

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SOLD TO:

DATE

1072772005

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-	INSU	JRANCE COVERAG	GE INCLUDES:				15918,5
☐ FIRE AND T			PUBLIC LIABILITY - AMT. PROPERTY DAMAGE - AM	п.		CAP IESUNAMOS	600,0
GROUP	OPTION	AL EQUIPMENT AI DESCRIPTION	ND ACCESSORIES ON		PRICE		
						SALES TAX LICENSE AND TITLE TOTAL CASH PRICE	234,9 190.0 17458,4
					-	FINANCING INSURANCE TOTAL TIME PRICE	(7488). I
						SETTLEMENT: DEPOSIT CASH ON DELIVERY TRADE-IN HON'S LESS LIEN HON'S TYPE VIN	#0#I 2000,00
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		Hitt kbC/ a				TOTAL	1745a.s

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



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11/20/00				158	W 260 010 0 030 0 160	CVZ CVZLOF	LUBE/OIL&	FILTER CHAN	
08/16/06	203313	8736		684	<u> </u>			REG# 0	
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Lucy with C.L.D.	NO.	VEARMAKEMO	VROLET/COB	ALT/2DR CPI		DELIVERY DATE	6182A	SELLING DEALER N	O. R. O. DATE
SH DIAME	K15F267	30/2/10	CUSTOMER NO		DNTRACT	12/22/05	124		12/18/09
eck 🗆			COLOR	110	C	ONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	IAG PAA.
MER	LING MAY			AIR COND. P.	s. Than	B MILEAGE	ADVISOR NO.	ACVISOR	- A - 1 C - 4 1 1 A
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146	BUSINES	S PHONE	I heraby authori	za the repair work the	erein pai torth te it you gre not re:	o be done by you, together sponsible for any delays cau any other person to assum	with the turnishing to and by unavailability	or deinyed availability	of parts or material
AVE REMOVED		I PRIOR	for any reason:	that you neither &saut	ne of authorize	sponelble for any delays causery other person to assuming which, or articles left throad on the above vehicle.	e for you any liability lorain; in case of fire,	their or other cause b	eyond your control:
CUSTOMER OR 17	am 12/18/06	09:00pm	that an express	mechanic's iten is he	relay pernowled	ove vehicle, or articles left to aged on the above vehicle to an elemphone for the purpose	e of leating and/or in	SOGCING BUCK ARRIVER	MAKNTY CLAM NO
_ YES	ant tz/10/00	LABOR RATE	4						
☐ Yes		<u>L</u>	- X						
No OB									
	ZIR II	NSPECT & RE	PORT	:		MILEAGE OUT	Т	ORIGINAL	CUSTOMER
AIR BAG LIC	ZIR 3HT IS ON,268 ORDE	RED RF SEAT	BELT ASSI	E (A)		(UNDER PA LAW)	YOU HAVE THE !	ESTIMATE	ACCEPTANCE
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69 - 16th Street • WHEELING, WV 26003 (304) 233-8003 • (304) 233-8004





RECO	OMMENDED	SERVICES						OPERATION D	ESCRIPTION	MO/MI	TOTAL
O	PERATION	OPERATION DESCRI	PTION MO/	MI TOTAL	QP	ERATION	-	OPERATION C	ZSCNIP (IQI		
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	DATE	REPAIR ORDER	MILEAGE	ADVISOR TE	CHNICIAN	Υ		PERATION		ATION DESCRI	
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		202212	8736	440	158 684	6	16C\ 01C\	/Z /ZLOF	LURE/Oll &	SFILTER CHA	N
	08/16/06 06/28/06	203313 201194	6022	440	642 642	συσουσ		/ZLOF /ZROT	ROTATE T	FILTER CHA	N
	cornson NO	FOO LANCSTO	ON SHAFFER		R V	T C 1	=			E REG# 0	
SALE	SPERSON NO.).	YEAR/MAKE/MO			<u> </u>		PRODUCTION DATE		LICENSE NO.	207797
GASH	□ 1G1A	(15F267	06/CHE	VROLET/COE	SALT/2DR	CPE CE CONTRAC	r ·	DELIVERY DATE	6182A		NO. P. D. DATE
CREDIT (CHECK				39	9110			12/22/05 RACT NO.	<u>8.4</u>	1 EXPIRATION MILE	1 1/2 4/06 8 TAB NO.
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ECOMMENDED SERVICES

OPERATION OPERATION DESCRIPTION

OPERATION DESCRIPTION

BOB ROBINSON CHEVROLET • CADILLAC, INC.



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

MO/MI TOTAL

OPERATION





MO/MI TOTAL

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TEAM ASH		1G1A	K15F267		CHEVRO	LET/CO	BALT/	2DR (CPE CONTRA	CT	DELIVERY DATE	6182A	SELLING DEAL, FR	
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PARTS CUSTO	FOR	TIME RECEIVE	ED DATE TIME PROMISED	1	PRICHITY	r any reason hali not be re	: Ihāi you eponsible	ORITHAT AT (Or IORA OI	rdamage to	the above	vehicle, or articles left the	arein; in case of fire,	theft or ather cause	beyond your control; that your employees
PPOIN	TMENT	10:53a	m 11/20/06	05:00pm		nay operate t	ne above	wehicle on	stroets, hig	hwaya or	disewhere for the purpose	a al tasting And/or in		MARTIANTY CLARGE NO
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LANGSTON SHAFFER

STATE REG# 0

BOB ROBINSON CHEVROLET • CADILLAC, INC.



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





OBROBINSON	

RECOMMENDED SERVICES

	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
1	01CVZ6M\$	6 MONTH SERVICE	Мі	23.95	'			
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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 05/24/06 05/18/06	200389 199630 199372	5205 4744 4604	274	642 540 332 123 642	∪ ≥ ₹\$∪	04CVZROT 04CVZCAM 70CVZ 03CVZ 46CVZ	ROTATE TIRES WHEEL COVERS BODY SHOP STEERING SOFT TRIM
SALESPERSON NO.	590 LANGSTO	N SHAFFER	5	FPVI		E	STATE REG# 0

SERVICE

TERMS	VEHICLE I.O. NO. YEA	PAMAKEMODEL	<u> </u>	<u> </u>		I DROBUSTION BOWS		IE NEG# U	
CASH -						PRODUCTION DATE	1	LIGENSE NO	FI O NO
CREOT CARD	101741101 207	6/CHEVROLE	OMERNO.	ZDR CPE			6182A		2033
CHECK		l cost		SERVICE CONTRA	167	DELIVERY DATE	DELIVERY MILE		
(PRICE APPROVAL)		COLO	39110	1		12/22/05	18	4	08/16
OTHER		I core	<i>m</i>		CONT	RACT NO.	EXPIRATION DA	TE EXPIRATION MIL	ES TAG NO
CALL WHEN	WHEELING, WV		:: T	Thomas I a a	1 ***				
HEADY		TURB		FI COND. P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR	
- Y5\$ - NO			CVZZ			8.736		SHAWN N	1CLAUGH!
SAVE REMOVIED		i here	by authorize the re	þáir work therein sei	i forth to be	done by you, together	with the furnishing	by you of the nace	ssary parts and n
PARTS FOR	TIME RECEIVED DATE/TIME PROMISED	tor an	v reason: that volu r	Taithar Assume or Air	iffhorize Anv	isible for any delays caus other person to essume	Mark while from Market	the in connection who	
CUSTOMER ☐ NO	07:01am 08/16/06 09:00pr	SAMILI	not de responsible t	or loss of damage to	I I PAR A DOMA N	réhide or artifies lad tha	LAID IN CORR OF ON	 Iboff or other cause. 	B. B. B. L. B. B. B. B. B. B. B. B. B. B. B. B. B.
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1 C*	01CVZLOF LUBE/OIL	&FILTER C	CHAN		- 1	MILEAGE OUT			
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69 - 16" Street HEELING, WV 26003 (304) 233-03 • (304) 233-8004



MO/MI

RECOMMENDED SERVICES OPERATION DESCRIPTION OPERATION **OPERATION DESCRIPTION** MO/MI TOTAL **OPERATION** 23.95 MO 6 MONTH SERVICE 01CVZ6MS SERVICE HISTORY OPERATION DESCRIPTION MILEAGE ADVISOR TECHNICIAN **OPERATION** REPAIR ORDER DATE WHEEL COVERS 04CVZCAM 5205 4744 440 **₩₩₩**□₩ 06/09/06 200389 70CVZ 03CVZ BODY SHOP 332 123 642 274 199630 05/24/06 05/18/06 440 4604 199372 46CVZ SOFT TRIM COOLING SYSTEM 123 21CVZ 440 199059 4368 05/11/06 STEERING 03CVZ 642 STATE REG# 0 LANGSTON C SHAFFER R SALESPERSON NO. 590 A O NO LICENSE NO PRODUCTION DATE EAR/MAKE/MODEL 6182A 201194 1G1AK15F267 06/CHEVROLET/COBALT/2DR CPE SELLING DEALER NO F O DATE CASH DELIVERY DATE 06/28/06 CAEDIT CARD 184 12/22/05 3911 \Box EVERATION MILES CHECK CONTRACT NO CIMER ADVISOR WHEELING, WV OVISOR NO. TURBO MAC AIR COND. CALL WHEN 440 SHAWN MCLAUGHUN 6.022 CVZZ 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 materials for such repair, and agrees that you are not responsible for any delays caused by unavailability of 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 ☐ YES ☐ NO SAVE REMOVED for any reason; that you meated assume or waterine any other particle to assume an you any recomply or compound with about opport, and you shall not be responsible for loss or damage to the above vehicle, or articles left for more of their basis beyond your control. At an expensive life is hereby acknowledged on the above vehicle to secure the amount of repairs therefor that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle. PARTS FOR TIME RECEIVED | DATE TIME PROMISED CUSTOMER 09:00pm 08:19am 06/28/06 T AEB T NO APPOINTMENT ☐ Yes No. JOB ES CHAN THUP TO 5 QTS. OF MILEAGE OUT LUBE/OIL&FILTER CHAN C * 01CVZLOF LUBRICATION, REPLACE OIL FILTER & OIL, WITH UP TO 5 QTS. OF ORIGINAL ESTIMATE CUSTOMER ACCEPTANCE ESTIMATE (UNDER PA LAW) YOU HAVE THE OIL. RIGHT TO AN ESTIMATE IF THE MIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS ANT SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE. INITIAL MERC AUTHORIZED WAITTEN ESTIMATE ADDITIONS DATE . ROTATE TIRES C * 04CVZROT 2 ORAL ESTIMATÉ ROTATE TIRES I DO NOT ACQUEST AN ESTIMATE ALL PARTS ARE NEW TERMS: UNLESS SPECIFIED STRICTLY CASH, UNLESS ARRANGEMENTS MADE OTHERWISE REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE QΕ DISCARD MEMO:

LANGSTON C SHAFFER

YEARMAKEMODEL

STATE REG# 0

LICENSE NO

PRODUCTION DATE STOCK NO.

BOB ROBINSON CHEVROLET • CADILLAC, INC.



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





RECOMMENDED SERVICES

SALESPERSON NO. 590

□ 1G1AK15F267

OPERATION	OPERATION DESCRIPTION	MO/Mi	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ6MS	6 MONTH SERVICE	МО	23.95				
	<u> </u>	i					

SERVICE HISTOR	Y						
DATE	REPAIR ORDER	MILEAGE	ROSIVDA	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/24/06 05/18/06 05/11/06	199630 199372 199059	4744 4504 4368	274 440 440	332 1233 6423 1242 123	€∩€n≶€	70CVZ 03CVZ 46CVZ 21CVZ 03CVZ 02CVZ84~173	BODY SHOP STEERING SOFT TRIM COOLING SYSTEM STEERING SQUAWKING NOISE

SERVICE

слан П 1G1AK15F267	06/CHEVRO	LET/	COBAL	T/2DR (:PE			6182A		200389
CREDIT CARD □			IER NO.	SERVIC	E CONTRAC	र्ग	DELIVERY DATE	DELIVERY MILES		A PLO DATE
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OTHÉR CI	C	DLOR				GONT	FIACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO .
GALLWHEN WHEELING, WV	T	IBAO	I M/MC	AIR CONO	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR	<u> </u>
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LANGSTON C SHAFFER

YEARMAKEMODEL

STATE REG# 0

PRODUCTION DATE | STOCK NO

BOB ROBINSON CHEVROLET • CADILLAC, INC.



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





199953

RECOMME	ир⊧р	SEF	NICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	. TOTAL
01CVZ6MS	6 MONTH SERVICE	МО	23.95				
•							

SALESPERSON NO. 590

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/24/06 05/18/06	199630 199372	4744 4604	274 440	332 123 642	٦≶≶	70CVZ 03CVZ 46CVZ	BODY SHOP STEERING SOFT TRIM
05/11/ 06	199059	4368	440	123 642 123	⊗ ∪⊗	21CVZ 03CVZ 02CVZ84-173	COOLING SYSTEM STEERING SQUAWKING NOISE

7E	Rus VEHIGLE I.D NO.	YEARMAKEMODE	L			PRODUCTION DATE	STOCK NO	LIGENSE NO.	ROND
C4SH	□ 1G1AK15F267	06/CHEVI	ROLET/COBALT	/2DR CPE			6182A		199953
1	CARD		CUSTOMER NO.	SERVICE CONTRA	ST	DELIVERY DATE	DELIVERY MILES		06/01/06
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	WHEELING, WV		TURBO M/MC /	AIFI COND. P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR	
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	TS FOR		l ann ann an an Marchaelainne	and agree: that you are	not reapon	other person to assume	ad by unavallability for you any liability	or delayed evallability of	Daris or Maleris
CU6	TOMES TIME RECEIVED DATE:TIME PR		shall not be paponalble	Inches of damage to	No Boove v	enicle, or articles left the	rain; in case of fire,	thaff or other cause bey of repairs thereto, that	ond your contro
	s □ № 09:11am 06/01 NTMENT	/06 09:00pm						specting such vehicle.	Argest Musicialisms
□ Y#								WARR	CHARRAGO YTHA
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agu,	7								
1	04CVZ	WHEELS AND T	IRES			MILEAGE OUT			
1	WHEEL COVERS SQUEAT	K			-	ESTIMA	1	ORIGINAL	CUSTOMER
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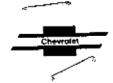
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ordered 4 man over winds-sind Lubed Trade





69 - 16th Street • WHEELING, WY 26003 (304) 233-8003 • (304) 233-1004





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RECOMMENDED	SERVICES		TOTAL	OPERATION	OPERATION C	ESCRIPTION	МОЛЛ	TOTAL
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05/18/06	199372	4604	440 12 64		03CVZ 46CVZ	SOFT TRIM		
05/11/06	199059	4368	440 1 12	š ₩\	21CVZ 03CVZ	COOLING STEERING		}
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CHECK			39 <u>1</u>	· · · · · · · · · · · · · · · · · · ·	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	S TAG NO.
OTHER C	ĪNG, W		TURBO [MMC	AIR COND P. S.	TRANS MILEAGE	ADVISOR NO.	ADVISOR	
GALL WHEN VY TIELL	1140, 444	_	1 - 1 - 1	-l · · · · · · · · · · · · · · · · · · ·	4.74	4 274	CASMERJE	CARKOSKI
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PARTS FOR TIME RECEN	PO DATE/TIME PROMISED	PRIORI			the above venicle, or articles lett	thereint in case of fire,	their or other county; of receipt thereto:	bayand your control. Their your employings
□ YE9 □ NO 09:58		6:00pm	that an express me may operate the	chanic's lien is hereby ac	knowledged on the above ventor handle or elegabete for the burb	ose of tenting and/or in	spacking such vehicl	O. AMMANTY GLAIM NO
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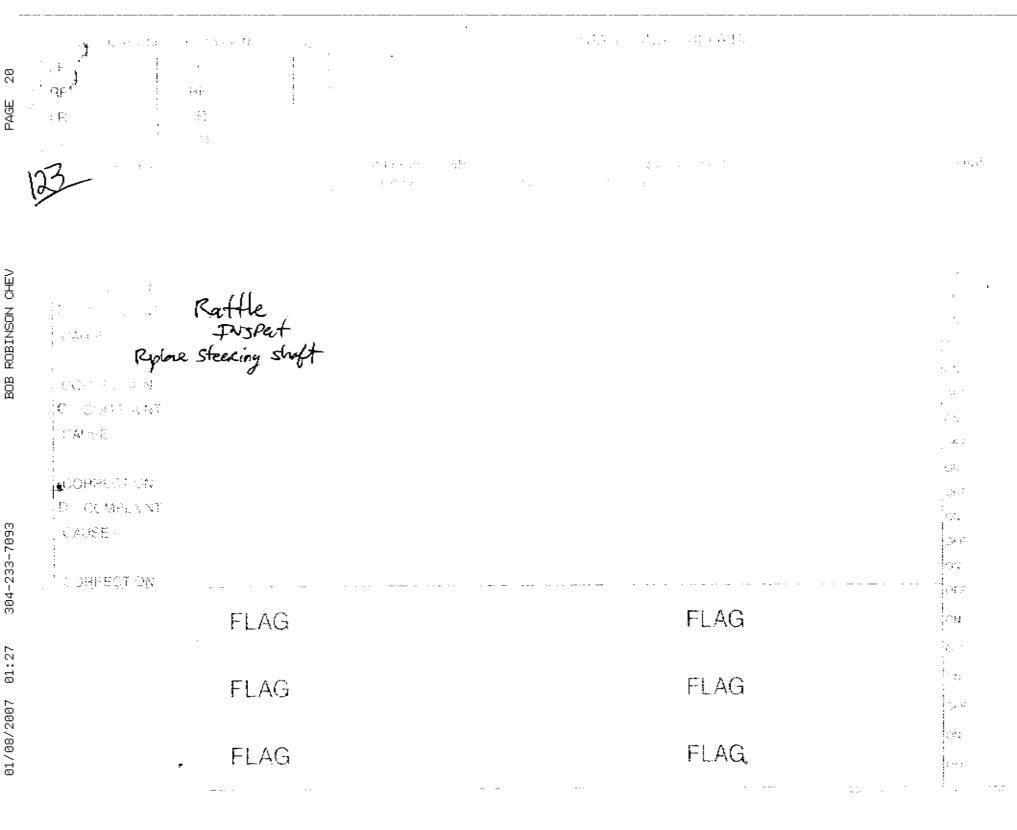


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RECOMMENDED OPERATION	OPERATION DESCR	IPTION MO/	мі то	TAL OP	ERATION		OPERATION D	ESCRIPTION	MO/MI	TOTAL
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DATE	REPAIR ORDER		ADVISOR	TECHNICIAN	TYPE		PERATION	COOLING	ATION DESC	RIPTION
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CHECK			CUSTOME	39110	CE CONTRAC	ĒT.	12/22/05	DELIVERY MILES		05/18/00
OTHER			COLOR			CON	TRACT NO.	EXPIRATION DATE	E EXPIRATION MIS	ES TAG NO
CALL WHEN WHEEL	ING, WV	. /	TÜRAÇ	MMC AIR CONG	PS,	TRANS	4.604	440	ADVISOR	ACLAUGHLI
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□ ves □ no 09:44a	m 05/18/06 0	09:00pm	may may	oreas mochanic lien	la hereby ack	egbetwon	d on the above vehicle (o secure the amour	nt of repairs thereto inappeting such volu-	icie.
APPOINTMENT			_×							WARHANTY CLAM NO
□ No J08			^_							
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STEERING INT	TERMEDIATE SHAF	FT NOISEY PAR	KI IS IN	1/12	2		ESTIM (UNDER PA LAW) Y		OFIGINAL ESTIMATE	CUSTOMER ACCEPTANCE
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RE	COM	MENDED	SERVICES				ΔD.	ERATION		OPERATION D	ESCRIPTION	MO/MI	TOTAL
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P	APTS LOR	TIME RECEIVE			shall and	be seened	yay neliher Vibia for lass	ntesume or an or damedorio	the above	vehicle, or articles ish th	he amoun	t of repairs thereto;	that your Amo
	YES THE		m 05/11/0	6 09:00pm	E #14						g rand/or (n	apacting such vehicl	O. ARRANTY CLAIM
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BOB ROBINSON CHEV

01/08/2007

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	D CERVICES							BOBF	OBIHEON
RECOMMENDED OPERATION	OPERATION DESCRI	IPTION M	О/МІ ТС	TAL OP	NOITAR	OPERATION	DESCRIPTION	MO/MI	TOTAL
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							_		OTATE	DEA# 0	
SALESPERS	ON NO. 590 LANGSTON	C SHAFFER	S	E R	VI	C.	E			REG# 0	
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	1G1AK15F267	06/CHEVR	-	CORALT	72DR C	'PF			6182 <u>A</u>		19760 <u>0</u>
cash 🖳	IGIANISI ZOT	OO/CITEVA	CUSTOM	EO NO	ECOVICE	CONTRA	CT	DELIVERY DATE	OFLIVERY MILES	SCILING DEALER NO.	A Q DATE
CHEDIT CARD			LUSIUM	3911				12/22/05	184		04/06/06
CHECK			COLOR	2911	<u> </u>		CONT	FACT NO.	EXPIRATION DATE	FXPIRATION MILES	TAG NO
OTHER											
CALL VAIEN	WHEELING, WV		YURBO	M/MC	AIR COND.	P. S.	TAANS	MILEAGE	ADVISOR NO.	ADVISOR	
READY	•			CVZŽ				3,000		SHAWN MCL	
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SAVE PITMÓVED											
MATS FOR		PRIORITY						other person to assum vehicle, or articles left th			
COSTOMER [TIME RECEIVED DATE/TIME PROMISED		shall not	pe maponalbi	o for loss or	gamage to	the above	on the above vehicle t	o secure the amount	of repairs thereto: that	vour employees
YES NO (08:48am 04/06/0 <u>6 09</u> :	00pm]	that an e	express means	Juic B Hàu H	narouy 20	anovieoges	leawhere for the purpose	e of testing and/or ins	profine such vehicle.	, ,,
APPOINTMENT		LAROP RATE	may ope	LOTE ING ROOM	WATER DIT	Budesa, mg	H-MAYR OF G	manifold for the barbar.		WARR	MTY CLAPIT NO
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1	C *	01CVZLOF LUBE	OIL&FILTER CHA	N	MILEAGE OUT		
	LÜBF OIL.	RICATION, REPLACE OIL FILTER	& OIL, WITH UP TO	5 QTS. OF	(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	S	OUSTOMER ACCEPTANCE
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	1				40 55 MATE	5	<u> </u>
		•		V	TERMS: STRICTLY CASH, UNLESS ARRANGEMENTS MADE	UNLESS S	ARE NEW SPECIFIED RWISE
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PAGE 1 OF 1

69 - 16th Street • WHEELING, WV 2606 (304) 233-8003 • (304) 233-8004





196208

			0.75.40.50										OB ROBINSON
RE	OPERA		SERVICES OPERATION DESCR	IPTION MO	/MI T	OTAL	OP	ERATION		OPERATION D	ESCRIPTIO	N MO/M	TOTAL
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<u></u> 5.A	LESPER	SON NO.	590 LANGSTO	<u> </u>		E R	V	I	F		STA	TE REG# 0	
CAS	TERMS	VEHICLE I.D. NO		VEARMAKEMO	VROLET/				<u> </u>	PRODUCTION DATE	5100K NO 6182A	LICENSE NO	19620
CHE	DIT CARD	10.77		00/6/16	CUSTOM	3911	BERVIO	E CONTRA	ĊΤ	06LIVERY DATE 12/22/05	DELIVERY MILE	34	03/01/0
ΩТнІ		WHÉÉLI	NG, WV		COLOR					TRACT NO.	EXPIRATION DA	EXPIRATION MI	FR TAG NO
	λ¢¢ □ νΦ μάγολ ΜΥΓΙΛΉΕΝ	***************************************			TURBO	CVZZ		l	TRANS	1.987	440		ICLAUGḤLI I
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BOB ROBINSON CHEV

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BOB ROBINSON CHEVROLET • CADILLAC, INC.



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RECOM	MENDED	SERVICES									во	BROBINSON
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CREDIT CARD				C	USTOMER NO.	SEAVI	CF CONTRAC	et .	DELIVERY DATE	DEVINIES WIFES	BELLING DEALER	11/22/05
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May 23, 2011

David Gorberg, Esq. David Gorberg & Associates 1234 Market St Ste 2040 Philadelphia, PA 19107-3720

RE: v. General Motors Corporation

Service Request: 71-445109014

2005 Chevrolet Cobalt

Vehicle Identification Number: 1G1AL52F257

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 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 Schuylkill Haven, PA

Service Request: 71-445109014

Customer Relationship Specialist: Chaps Anderson

Dear

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

Schuylkill Haven, PA

Service Request: 71-445109014

Customer Relationship Specialist: Catherine Dickinson

Dear :

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

Schuylkill Haven, PA

Service Request: 71-445109014

Customer Relationship Specialist: Rhonda Anderson

Dear :

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 CHECK NO. DATE 05/1-7/07 **AMOUNT** *2,500 DOLLARS ************2,500,00 13. Kr 14. PAY TO THE ORDER OF SCHUYLKILL SIGNATURE 37

North American Operations General Motors Corporation Disbursement Account

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

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North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 50-937 CHECK NO. Section AMOUNT 1 DATE 05/17/07 **1,750 DOLLARS ****00 CENTS **********1,750.00 *DAVID GORBERG & ASSOCIATES* 306 SAINT JOHN ST SCHUYLKILL HAVEN PA 17972-1618 North:American Operations General Motors Corporation Disbursement Account The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
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ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

1,750.00

W3

TOTAL

.00

1,750.00



Service Satisfaction Survey

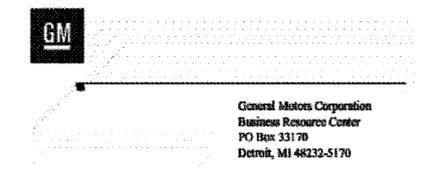
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	Schuvlkill Haven PA	ma talanh				· · · ·	
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satisfie respor	cords indicate that you had your 2005 Cobalt serviced at Outten Chev oidPlease take a few minutes to complete both sides of this questionnause is very important to us and will be used to direct our continued efforts ation on GM's privacy policy, please visit our website at www.gm.com/pri	ire.about.ou toward mee	ir dealers! ting the hi	nipis perso ghest exp	nnel.and.s ectations of	ervices. Y four custor	our timely
Thank	you for having your vehicle serviced at Outten Chevrolet.						
			Sincerely	/,			
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	Instructions						
	Please use a dark pen or pencil (preferably blac	k) when fil	ling out ti	nis survey	<i>1</i> .		
	Please check this box if you no longer own/lease this 2005	Cobalt, an	d return i	he questi	ionnaire.		
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3.	When arriving for service, were you greeted promptly?	Ø		152			
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	About Your Service Consultant/Ad	visor	*		• •		
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٥.	to thoroughly understand your service request?			ΔĄ			
				Does Not			
		Yes	No	Apply/Not Required	Don't Know		
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8.	Was your vehicle ready by the original time promised?			×			
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	atomic you reco	minoria uno acale			Completely	Very	_	Somewhat	Not At All	
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21.	May we include y	our name when pro	oviding this survey informat	ion to yo	our dealershi	ip?	χ̈́	_		
22.	Do you have any	other comments/re	commendations about Out	ten Che	vrolet?				ι.	
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Your opinions will help us serve you better. Can wor want the Please return this questionnaire in the self-addressed, postage-paid envelope to: My Please is up. CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054 The Will Wot table My Car to Outen anymore.

15168
6625495 086383
0582 and Tallinatily will wot get another car from there.



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

































FIRST . CLASS

LAW OFFICES

DAVID J. GORBERG & ASSOCIATES, P.C.

SUITE 2040

1234 MARKET STREET

PHILADELPHIA, PA 19107



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04/05/2C07

US POSTAGE

First Class Mail

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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

DAVID J. GORBERG[†]
DOMINIQUE GRENIER*
DANA LYNN TARQUINI*
TAMMY J. SCHMITT
KIMBERLY A. HOEHING*
LAURA L. APPLEGATE

*MEMBER OF PA AND NJ BARS

MARGARET D. ARSENLIS*

SUITE 2040

PHILADELPHIA, PA 19107-3789

(800) MY-LEMON (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

April 5, 2007

GENERAL MOTORS CORPORATION
CUSTOMER ASSISTANCE
& RELATIONSHIP SERVICES
C/O MSX INTERNATIONAL
1919 CONCEPT DRIVE
WARREN, MI 48091

RE:

Our Client:

Vehicle:

2005 Chevrolet Cobalt

Vin #:

1G1AL52F257

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

1080 South 4th St., Hamburg, PA 19526 • (610) 562-2216 • Fax (610) 562-5495 • www.guttencars.com

@COPY

LAURA 20 10/13/05 BUCS71156 LABOR RATE UNEMPER OF SUNBURST OR A6096 VELHA / MANGE / MODEL OELMENV DUTE DELIVERY MALES OS/CHEVROLET/COBALT/4DR SDN LS 06/03/05 79 VEHICLE LÓ. NO. 1 G 1 A 1 5 2 F 2 5 7 F.T.E. NO. PRODUCTION DATE 10/13/05				_		/ .
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DISCLAIMER OF WARRANTIES

The only warrantles, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warrantles, either expressed or implied, including any implied warrantles 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 PER-FORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLÉTE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY, TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

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CUSTOMER NO.		ADVIBOR				
17203		LEWIS	24	INILEAGE	01/17/06	BUCS75072
		LABOR TATE			COLON	STOCK NO.
		YEAR / MAKE / MODEL		9,343	SUNBURST OF	DELIVERY MILES
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COPY

						
17203		ADVISOR LAURA	\	20 146 10	04/27/06	BUCS79165
		LABOR RATE		13,094	SUNBURST OR	STOCK NO.
COUNTY I HAVE	DA.	05/CHEVRO	LET/COBALT/4DI	R SDN LS	06/03/05	DELNERY MILES 79
SCHUYLKILL HAVEN,	PA	VEHICLE I.D. NO.	52F257		RELLING DEALER NO.	PRODUCTION DATE
		F.T. E.NO.	TRO		04727/06	REPRINT# 1
	BUSINESS PHONE	COMMENTS			04/27/00	
200 4 0/40000	1					мо: 13094
JOB# 1 CHARGES				A		
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J08# 1 TOTALS				The Agriculture		damages, damages to
JOSE I TOTALS			LABOR	12.49	property, damages 1	or loss of use, loss o
			PARTS MISC	14.96 11.50		or income, or any othe
	J08# 1	JOURNAL PREFI	x BUCS JOB# 1 1	TOTAL 15.9	incidental damages.	
JOB# 2 CHARGES				\$ 10 S X S	•	
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PAGE 1 OF 3	CUSTOMER COPY	1		NEXT PAGE 01:59pm	7 F	LR RA

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17203		ADVIBOR LAURA	2	O TAG NO.	04/27/06	BUCS79165
		CABOR RATE		13,094	SUNBURST OR	STOCK NO.
		05/CHEVROLET/	COBALT/4DR	SDN LS	06/03/05	DELIVERY MILES 79
SCHUYLKILL HAVEN, I	-A	VEHICLE LID NO.			SELLING DEALETING	PRODUCTION DATE
		E.T. E. NO.	F.O.N	a.	04/27/06	REPRINT# 1
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PAGE 2 OF 3

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17203	LAURA	20 TAS NO.	04727/06	BUCS79165
	LABOR RATE	13,094	SUNBURST OR	STOCK NO.
	05/CHEVRO	LET/COBALT/4DR SDN LS	06/03/05	DELIVERY MLES 79
SCHUYLKILL HAVEN, PA		L 5 2 F 2 5 7	SELLING DEALER NO.	PRODUCTION DATE
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* Payment received by	*:	TOTAL INVOICE \$ 3,16.91		all warranties, either
*	*	Arma .	, ,	including any implied
* Payment received date		The second secon	L .	ntability or fitness for
BOOK YOUR NEXT SERVICE APPOINTMENT ONLINE AT www.outtencars.com	1.5	্রাক্র বিষয়ের জান্ত্রী করা বিষয়ের রাজ্য হা	1	and neither assumes
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PAGE 3 OF 3

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1080 South 4th St., Hamburg, PA 19526 • (610) 562-2276 • Fax (610) 562-5495 • www.outtencars.com

		(a)C	npr.		CELL:	
17203		ADMSon	$\frac{2}{2}$	TOUS NO.	INVOICE DATE	INVOICE NO.
1/203		LAURA LABOR NATE		20 1	10/05/06	BUCS86383
		YEATI MANBY MODEL		18,188	SUNBURST OR	
SCHUYLKILL HAVEN, PA		05/CHEVROLE	T/COBALT/4	DR SDN LS	06/03/05	DELIVERY MILES 79
SCHOTEREE HAVE		VEHICLE I.D. NO.			SELLING DEALER NO.	PRODUCTION DATE
		ET.E.NO.		20	H.O. DAIL	
F	BUSINESS MHONE	CONNENIS			10/05/06	J
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PERFORM L	ube. Dil. and filter cha	NGE. CHECK FLUID	LEVELS.	September 1994		•
reset cha	LTS, AND HOSES. LUBE DOO NGE OIL LIGHT WHEN APPLI	CABLE			1 2	if any, applying to the
CHANGED E	NGINE OIL AND FILTER. IN NORM, WIPERS, AND FLUIDS.	SPECTED BELTS. HO	SES.		1	are those offered by
SET PRESS	FURE. LUBED DOOR HINGES.	LOCKS, STEERING A	ND AND		1	selling dealer hereby
SUSPENSIO	N				1 ' '	all warranties, either
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JOB# 1 TOTALS·····					1	onnection with the sale
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			PARTS	15.9		from the selling dealer
JOB# 2 CHARGES	£ #80C	JOURNAL PREFIX	BUCS JOB# 1	TOTAL 28.4	E 1	lamages, damages to
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LABOR	SHERANG/SUSPENSION-2502-8			esekanten kan	time, loss of profits o	or income, or any other
CUSTOMER	ASTALES: GRUNDING IN STELL	RING EITHER DIRE	CTIONSCANY	· ',	incidental damages.	1
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PAGE 1 OF 2	OF IOTAL IN A CO.	•		N NEXT PAGE) 09:58am	1 56	DATKISC. REMAINING
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Outten Buck PONTAG DIEVROLET CHEN THUCK

1080 South 4th St., Hamburg, PA 19526 • (610) 562-2216 • Fax (610) 562-5495 •) www.outtencars.com

CELL VOICE DATE 17203 20 10/05/06 LAURA 18,188 SUNBURST OR ALL INCOM PATE 05/CHEVROLET/COBALT/4DR SDN LS 06/03/05 SCHUYLKILL HAVEN, PA STILLING CICALLY NO 1 G 1 A L 5 2 F 2 5 7 10/05/06 COMMENTS RUSINESS PHONE C/S GAS GUAGE FLUCTUATES ALL THE TIME UNABLE TO VERIFY GAGE FLUCTUATION AT THIS VISIT Lister & Winder & M 4 JOURNAL PREFIX BUCS JOB# 4 TOTAL COMMENTS --8:30 WAIT TOTAL SUBLET ... TOTAL G.O.G.... TOTAL MISC CHG. TOTAL HISC DISC [] Cash [] Visa Ţ 1 Discover TOTAL TAX.....] Gift [] A/R **TOTAL INVOICE \$** Payment received by CO Payment received date BOOK YOUR NEXT SERVICE APPOINTMENT ONLINE AT www.outtencars.com CLETCHER SET CHONE SHIFE FROM GENERAL MATTERS IN THE REST CUSTOMER SIGNATURE FEW WESTS OF FOR MINISTED BY ITS TESTS
ASSOCIATION OF THE TOTAL TO COMPLETED SALES PLEASE COMPACT US AMARDANTELY

CUSTOMER COPY

DISCLAIMER OF WARRANTIES

BUCS86383

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MO: 18188

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 REMARKS									
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| END OF INVOICE | 09:58am

PAGE 2 OF 2

bob weaver

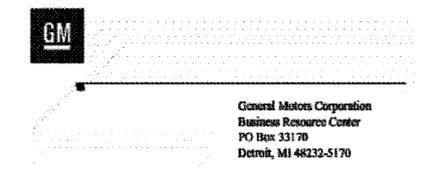




22nd St. & West Market St. Pottsville, PA 17901 Phone: 570-622-7191 Fax: 570-628-3610

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	CHEVR	OLEI	service@weaver	
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	ポテクタ りゅういか ヤナヤリ	CDSTOMER	E7680 2E NE T22 15	106.35
	VERIFIED CONDIT	ION FOUND BULLETIN	102-35-004 (F) 15914408 (COLUMN X) • 1	618.90
	REPLACED STEERI	NG COLUMN AND TEST	OPERATION. Total Labor	106.35
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	(22-7913 BILL S	-) A	Total Repair (Warranty)	725,25
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	(22-7913 BILL S	(-) A		
_	PRAMER CONFOCT	BUTTONS INOP AT TIM	E 97	
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	PATINDE TO CONT	ROY, HEAD, REPLACE H		148.29
	HEAD, TEST OPEN	ATION ALL OK.	Total Labor	35.45
	(12)		Total Parts	148.29
	(20-5979 GARRII	1 L~) A	Total Repair (Warranty)	183.74
_	WHITE PERFORMIN	G COLUMN REPLACEMEN	T FOUND	
•	LOWER PANEL UNI	ER CLUSTER NOT CLOS	FING C2321 6C OJ T22 2	14.18
	CORRECTLY, PANE	L STOPS CRACKED. RE	DIACE (F) 15827920 (FILLER) 1	56.87
	LOWER DANEL LE	FT FRONT DASH.	Total Labor	14.18
	(AUTH BIIIIII)	111111111111111111111111111111111111111)))))))))))	
	(22-7913 BILL	A (-E	Total Repair (Warranty)	71.05

BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE WRITTEN EXPECTED COST OF REPAIRS OR SERVICES, ONTIAL YOUR CHOICE: ESTIMAT		NO ESTIMATE	_	cysromes
TERMS: STRUCTLY CASH UNLESS ARRANGED OTHERWISE I bareby extracts he repair work herein set forth to be done by you along with the medicacy path and materials to be formed by our along with the medicacy path and materials be furnished by you and paper that you are not responsible for loss or destings to worker or discuss the in which is case of fire, that, or any other cause beyond you cannot or for any observe accessed by unrealizability of parts or interests for you spectrum of each great pour accessor and accordance to be accessed by unrealizability of parts with such report. Thereby great you entire your entirelyses particisation to operate the valuable haron described of shocks, highways or described by the purpose of vigating entirely inspection. An express mechanic's sen is hereby accordance on the variable to secure the amount of retains shorted. X CLISTOMER'S SIGMATURE	विश्वदेशीयः क्षी क्ष्माकार्थकः केमिलः कामकार्वात रामार्थका, क्षातीवानु कान् क्षात्रकार्व कामकार्यक्षात्रकार्यकार्यकार्यकार्यकार्यकार्यकार्यकार	.00	Labor Parts Sublet Shop Supplie Oil/Grease Sub Total Tax Total	.00 .00
Page 1 of 1 Job 46979 46979 Customer Cop	Υ			



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:

Service Request: 71-445109014

2005 Chevrolet Cobalt

Vehicle Identification Number: 1GIAL52F257

Customer Relationship Specialist: Carmen Shelton

5703857363

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

LG0044 V07022006

Attach.

31015 Odometer	
	Client's Signature
5-11-07 Date	Date

DETEASE OF CLAIM

RELEASE OF CLAIM		
Letter, from the warranty start date and original in-service release(s) and discharge(s) General Motors Corporation, its sub designers and suppliers of vehicles, parts and components that a respective agents and employees from any and all claims, cause fees and costs which directly or indirectly arise from, are relate lease, repair, maintenance, operation, alteration, or use of Release Identification Number 1G1AL52F25 ("Subject Vehicle alleged defects in the subject vehicle. This Release of Claim sl persons or entities from any liability regarding claims of person operation of the Subject Vehicle after the date of execution of a Corporation agrees to honor the remaining term of the manufact Protection Plans which accompanied the sale of the subject vehicle arbitration or other proceeding against General Motors Corporation with prejudice.	bsidiaries, its authorized independent dealers, any are distributed by General Motors Corporation, and their es of action, demands, damages, and claims for attorney's ed to, or are in any way associated with the purchase or easor(s) 2005 Chevrolet Cobalt bearing Vehicle le"), including but not limited to any claims based on any shall not be construed to release any of the above named anal injury or products liability arising out of the use or this release. Notwithstanding the above, General Motors eturer's express limited warranty and any applicable GM chicle. If Releasor(s) has/have initiated any court, ration, Releasor(s) immediately will dismiss the proceeding	g
Associates.		01
The subject vehicle's mileage is 31015 on the date		
Releasor(s) has/have carefully read and understand(s) this rele Release constitutes the entire agreement between Releasor(s) a relying on any representations, promises or inducements other	ease. Releasor(s) agree(s) and acknowledge(s) that this and General Motors Corporation, and Releasor(s) is/are nor than those stated in this release.	ot
PLEASE READ CAREFULLY BEFORE SIGNIF SIGNIFYING THAT YOU HAVE READ IT, UNDERSTA	NG. BY SIGNING THIS RELEASE, YOU ARE AND IT, AND AGREE TO ITS TERMS.	
I agree to the terms of this Release of All Claims		
DATE SIGNED: 5-11-07		
Claimant's Sightfure	Claimant's Signature	
Address	Address	
City, State, Zip Code	City, State, Zip Code	
COUNTY OF Physilphia		
Sworn to (or affirmed) and subscribed before me this	s // day of // 2007, by	
	No.	
	COMMONARATH OFFICE AS YAMA,	
	1. 100.050 500 1/60d	
	The state of the s	
	My Compassion and the Signature of Notary Pub	olic

Print, type or stam	Commissioned Name of Notary Public
Personally Known OR Proc	luced identification
Type of identification	dunch from
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: Service Request: 71-445109014 GM Legal File No.: N/A

Vehicle ID No.: 1G1AL52F257 In Service Date: 6/3/2005 BAC Code: 118768 Vehicle is: NEW

Year, Make & Model: 2005 CHEVROLET COBALT

Vehicle Purchased Used on: N/A

Lien holder: GMAC ☐ Other ☐: {Name} PLAINTIFF'S ATTORNEY: TAMMY SCHMITT, ESQ.

(DAVID GORBERG & ASSOCIATES)

VEHICLE REPAIR HISTORY

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
08/31/05 10/13/05	69368 71156	1	3,801 6,017	AS PER GMVIS, REPLACED FUEL FILLER DOOR. C/S GAS CAP TETHER BROKEN, CAP WILL NOT STAY ATTACHED TO THE DOOR/ CLIP MISSING, RE-ATTACHED FUEL DOOR.

⊠ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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 — INSUFFICIENT LUBRICATION IN STEERING SHAFT, REPLACED INTERMEDIATE STEERING SHAFT. SOP AS PER BULLETIN — 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&R 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. *** 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/ TEST DROVE WITH CUSTOMER, VERIFIED CONDITION AND FOUND BULLETIN #02-35-004 — REPLACED STEERING COLUMN AND TEST OPERATION.

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/07/07	46979	*	27,004	C/S PASSENGER DOOR SOUNDS OPEN/ VERIFIED CONDITION AND FOUND BULLETIN #05085800 – REPLACED BEDDING COMPOUND ON PASSENGER SIDE DOOR AND TEST DROVE, NOISE IS GONE.
☐ <u>Electri</u>	<u>cal</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/31/05 04/27/06	69368 79165	*	3,801 13,094	AS PER GMVIS, REPLACED FUSE. C/S TRANSMISSION LIGHT ON AND NOT SHIFTING/ CODE P1516, TEST VEHICLE WITH DOC #1542032 – UNABLE TO DUPLICATE .
☐ HVAC				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/08/05 10/05/06 02/07/07	83818 86383 46979	1 *	18,188 18,188 27,004	AS PER GMVIS, REPLACED BLOWER MOTOR RESISTOR. C/S BLOWER SPEED DOESN'T WORK/ #3 SPEED DOES NOT WORK, REPLACED HVAC CONTROL HEAD. 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:

Total days out of service during the presumption period:

Total days out of service during customer's ownership:

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

{TEXT}

CRS FINAL OFFER: {CASH/REP/TRADE}: DATE: {Date} OFFER TO CUST: \${Amount}

ATTORNEY FEES: \${Amount}

OR INCLUSIVE OFFER: \${Amount}

PLAINTIFF'S FINAL {CASH/REP/TRADE}: DATE: {Date}

AMOUNT TO CUST: \${Amount}

DEMAND:

ATTORNEY FEES: \${Amount}

OR INCLUSIVE OFFER: \${Amount}

TEAM LEAD APPROVING: {Name} Date: {Date}

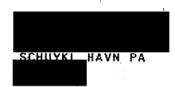
VALID: 02/06/07 EXPIRY: FEB 29, 2008

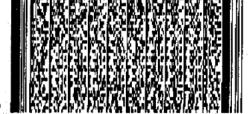
PLATE: TITLE: VIN: YR/MAKE: TYPE: WID:

1G1AL52F257 2005 CHEVROLES SDN 87037 2600 004170-001



I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.





Change your address online at: www.state.pa.us Pa Keyword "DMV"



CUST #- 125520 1515 WEST FOURTH STREET MANSFIELD, OHIO 44906 419-529-1800 DEAL # 81450 www.grahamagtomall.com 200 SEP 04 PURCHASER'S NAME STREET ADDRESS TIMOTHY P SEASLY CRAWFORD CRESTLINE SALESPERSON COUNTY STATE **LYX** D USED | CHEAR TRUCK | DEMONSTRATOR FACTORY OFFICIAL CAR RENTAL VEHICLE AS FOLLOWS ENTER MY CADER FOR ONE "CDBALT ************* ^XSPORT RED CHEVROLET CC7037 SEP 04 5006 Stock 17503.00 REMARKS: CASH PRICE OF VEHICLE REFER TO WE DWE SLIP ADAM R DALLAS **fully under-NEGATIVE EQUITY:** stand tigging payoff we are estimating at I am aware the balance owed on my trade-in may be less than the vehicle exceeds the trada-in allowance from Dealer and, My presult, I have requested that of negative equity from my trade-in be included in the each price of the vehicle. 1999. EXTENDED SERVICE PLAN 250.00 DOCUMENT FEES 1 9852. . 9852. 00 TRADE-IN AND OTHER CREDITS 8917.27 763. 43 TRADE-IN ALLOWANCE % = SALES TAX 8917.27 TAXABLE CERAWFORD BALANCE OWED ON TRADE PARTIES WEB TO END. 20.00 ODOMETER MILEAGE STATEMENT ٠ TITLE FILING FEES N/A N/A THE ODOMETER OF THE ABOVE NET EQUITY OTHER DESCRIPED VEHICLE NOW READS N/A DEPOSIT MILES/KILOMETERS AND IS ACCURATE UNLESS CHECKED BELOW N/A N/A CASH ON DELIVERY DI ODOMETER MILEAGE IS NOT ACCURATE REBATE 500.00 REPER TO THE FEDERAL MILEAGE 2053 OTHER TOTAL STATEMENT FOR FULL DISCLOSURE 500. DD 3වත්, වඩ TOTAL CREDIT TOTAL CREDIT

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALERS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL SE LIABLE FOR PERPORMANCE UNDER SUCH WARRANTIES, INLESS DEALER PURNISHES PURCHASE WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN SEHALF, DEALER HERPBY DISCLAIMS ALL WARRANTES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABLITY OR FITNESS FOR PARTICULAR PURP DISE IN CONNISCTION 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 CONNISCTION WITH THE SALE OF THE VEHICLE AND THE RELATED PRODUCTS AND SERVICES, IN THE EVENT THAY A WRITTEN WARRANTY IS PROVIDED BY DEALER OR A SERVICE CONTRACT.

RANGER

MILEXOE

FURD TRUCK MOD.

IFTZRISE711

MAKE

VIN

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 documente 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 agod 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 15 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.

GRAH	AM CHEVROLE	CO. GRAHA	AM DEALERSHIPS IN	ic. 🔾 Graham	DEALERSHIP CI
İ		<i>N</i> :	(DBA GRAHAM TOYOTA)	(DBA FORD OF MANSFIELD, GRAHAM	JEEP WEAR HAN FAMILIE
APPROVED:			BIONEO		
	THE DEALER	not valid unless signed and		MAGE TEACH I SIMPLIFIES	DATE

BALANCEDUE

74663

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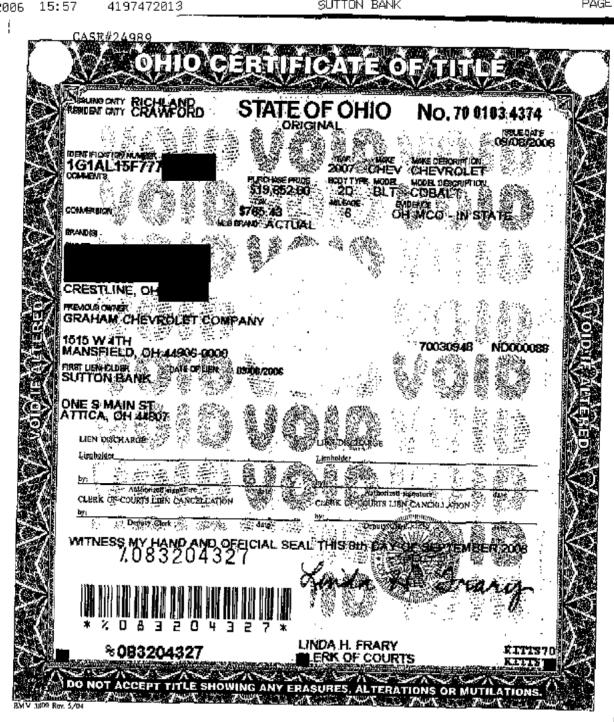
TRADE-IN STOCK NO. TRADE-IN STOCK

2001

BODY TYPE P/U

PAGE

02



2007 COBALT 2-DOOR LT COUPE 29U SPORT RED TINT COAT 19C EBONY	/L4G	& SUBSIDI	MOTORS COR BARIES ICE CENTER	
ORDER NO. KJPZM6/TRE STOCK NO			MI 4	8243-1114
VIN 1G1 AL15 F7 77		VEHICLE 3	NVOICE 1A	D93524303
VIN 1G1 AL15 F7 77	****	****	*****	13*28209S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL -	STOCK
1AL37 COBALT 2-DOOR LT COUPE				
AP3 REMOTE VEHICLE START	190.00	167.20	SHIPPED	08/30/06
B84 BODY COLOR, BODYSIDE MOLDINGS				
FE9 FEDERAL EMISSIONS	N/C	N/C	INT COM	09/01/06
FE9 FEDERAL EMISSIONS K34 CRUISE CONTROL	275.00	242.00	PRC EFF	08/29/06
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C	KEYS G01:	
MX0 TRANSMISSION, 4 SPD AUTOMATIC			WFP-S QT	R OPT-1
R6P PREMIUM PAINT T43 REAR SPOILER	295.00	259.60	BANK: GM	AC - 010
T43 REAR SPOILER	275.00	242.00	CHG-TO	28-209
U2K XM SATELLITE RADIO-SERVICE				
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 JLTIMATE 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

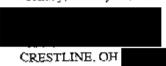
12/15/2006

Dec 21 06 05:19p Joseph J. Semock Jr. 330-725-1928 p.8



CHEVROLET PONTIAC BLACK CAMPO GME Oldemobile SATURN HUNDRER

Monday, January 08, 2007



Straight Repurchase Settlement Letter

\$1,874,72

Subject: Repurchase of 2007 Chevrolet Cobalt

Total Amount Customer Owes

VIN: 1G1AL15F777 Ref SR:71-448062917 V-24989

Dear

We regret that you are dissatisfied with your 2007 Chevrolet Cobalt, VIN 1G1AL15F777 and 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 ettort 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 pyints @ \$380, 1 pyint @ \$379.87) Less Over-Allowance Less Incentives Less Extended Warranty Less Payoff of Original Vehicle-Good until 01-28-07	\$1139.87 \$717.27 \$500.00 \$1,797.32 \$20,636.86

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.

Customer's and Co-Customer's Printed Name(s)

24989

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON								
	File Number		Customer Name Worksheet Filled Out By:					
	71-448062917					Heidi Stecker		
			Draft-Add question marks beside	cate	gory (not in	dollar fields) to indicate incomplete info	rmation	
			Vehicle VIN:			<u>Date:</u>		
			1G1AL15F777			January 5, 2007		
	USAGE FORMULAS		STRAIGHT REPURCHASE	- BAS	SE	PAYMENT (CA, FL & WV) OR LEASE R	EPURCHASE	
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			2 Pmts (includes 1st month if lease)	\$1,139.87	2 pymts@
3	follow applicable lemon law formula	a 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			5 Aftermarket Items	\$0.00	
	Base Price/Total Repurch Price	\$0.00	6 Sales Tax			6 Other-Explain	\$0.00	
7	Mileage		7 Finance Charges			7 Other-Explain	\$0.00	
	Denominator		8 GMPP (* only for WI)			8 Other-Explain	\$0.00	
9	Usage	\$0.00	9 Other-DOC fee			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		
	waived per DVM		12 * Usage/Depreciation			12 * Usage/Depreciation	\$0.00	
13			13 Damage			13 Damage	\$0.00	
14	C. USAGE USING CENTS/MILE		14 Late charges			14 Late charges	\$0.00	
	Mileage	0	15 Over-Allowance		\$0.00	15 Over-Allowance	\$717.27	
16	Cents per mile		16 Negative Equity		\$0.00	16 Negative Equity	\$0.00	
17	Usage	\$0.00	17 Incentives			17 Incentives	\$500.00	
18			18 Other-Explain			18 Sec. Dep. (leases) if reimbursing above	\$0.00	
19			19 Other-Explain			19 Extended Service Contract	\$1,797.32	
	D. USAGE-CALIFORNIA ONLY		20 Other-Explain			20 Gap Insurance	\$0.00	
	Base price section-Used when NOT		21 Other-Explain			21 Over Mileage Penalty	\$0.00	
	"Actual Price Paid" (Base)		22 Total Deductions			22 Total Deductions	\$3,014.59	
	Mileage		23			23		
	Usage	\$0.00	24 Repurchase Subtotal			24 Total Refund to Customer	-\$1,874.72	
25			25 Loan Payoff good thru xx-xx-xx			25 Dir Buyout (lease) or Loan Payoff	\$20,636.86	
	Payment/Lease-Used when finance		26 Total Refund to Customer			26 (GMAC=DL quote) good thru 01-28-07		
	"Actual Price Paid" (Pmt/Lease)		27 Attorney's Fees			27 Attorney's Fees	\$0.00	
	Mileage	0	28 Total Repurchase			28 Total Repurchase	\$18,762.14	
29	Any ext service contract (CA only)	0	29 NADA (Legal Only)			29 NADA (Legal Only)	\$0.00	
30	Usage	\$0.00	30 Estimated Auction Value			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)	\$ 17,603.00	PAYOFF OF TRADE	\$	8,917.27	INCENTIVE* (from BARS)	\$ 17,603.00	
	DIFFERENCE	\$ 16,969.00	DIFFERENCE	\$	0,917.27	OVERALLOWANCE	\$ 500.00	
	if positive look for over allowance	φ 034.00	if negative=negative equity	Φ	-	ACTUAL PRICE	\$ 17,103.00	
	ii positive look for over allowance		TRADE ALLOWANCE	\$	8,917.27	ACTUALTRICE	φ 17,103.00	
			ACV OF TRADE	\$	8,200.00	Do not include fuel fill credit		
	Authorized Signature	Date	DIFFERENCE	\$	717.27	Include GM card points		
	Authorized digitature	Date	ACV=actual cash value	Ψ	111.21	Form Rev. 04/28/2006		
			/ 10 v -actual casti value			FUIIII NEV. 04/20/2000		

\$380, 1@\$3	379.87
φοσο, τ ω φο	31 0.01
I	

PAGE 11 * RCVD AT 12)28/06 6:27:53 PM IEastern Standard Timel * SVR:OPTIKAREQUEST/0 * DNIS:908602 * CSID: * DURATION (mm-ss)-14



STATE OF OHIO - BUREAU OF MOTOR VEHICLES CERTIFICATE OF REGISTRATION

24989

REG. DATE: 12/08/2006 EXP. DATE: 05/05/2007 ISSUE DATE: 12/08/2006 APP NO.: VALIDATION NO.: AGENCY: 7008 OWNER NAME: VEHICLE OWNERSHIP: SINGLE USER ID: ٧s OLD APP NO. OWNER ADDR.: OLD PLATE: CITY: CRESTLINE OLD CLASS: NON COMM TRU STATE

TAX DISTRICT: VERNON TOWNSHIP COUNTY: CRAWFORD

INSIDE CORP LIMIT: NO

2007 **2S**

VEHICLE CLASS:

PASSENGER

ODOMETER READING:

MAKE: CHEV

STATE FEES:

\$1.00

CERTIFICATE TITLE NO.: 7001034374

VEH. SERIAL NO.: PURCHASE DATE:

VEHICLE YEAR:

BODY TYPE:

NEW

09/07/2006

IGIALI5F777

PLATE TYPE: SUNBURST REG TYPE:

TRANSFER

LOCAL TAX: REFL/CO. FEE: DEPUTY FEE:

\$0.00 \$0.00

\$3.50

SUSPENSION/REVOCATION: PRIOR OPERATION: YES

FEES PAID: YES

TOTAL FEES:

\$4.50

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
- It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.
- PROOF OF COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances*Upon random checks by the Registrar of Motor Vehicles.
- ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license for 90 days on first offense, one year on second offense." Lose his or her license plates and vehicle registration Pay reinstatement fees of \$75.00 on first offense, \$250.00 for second offense. and \$500.00 on any additional offense*Pay a \$50.00 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 properly damage*AN INSURANCE IDENTIFICATION CARD (same coverage)*A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company*A BMV BOND SECURED BY REAL ESTATE having equity of at least \$60,000*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

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

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

SIGNATURE ON FILE

SIGNATURE OF OWNER(S)

WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13.

APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE. DO NOT DISCARD.

THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

BMV5701 08/05

CUSTOMER COPY





Case Number: 24989

Originator Name: Joseph J Semock

Created Date: 12/20/2006

Vehicle Info

* VIN: 1G1AL15F777 16969.0 MSRP:

2007 Make: Chevrolet Model: C Year:

* TAC **Vehicle Comments** 9238224 Number: & TAC Explanation:

* Date Reviewed

12/19/2006 * Repurchase Mileage: 2978 with

Original * Original Purchase Purchase 09/04/2006 New

Condition: Date:

Person

CRESTLINE

Vehicle Owner(s)

Owner:

* City:

Customer:

Entity Type: * Name(s)

* Title State: OH on Title: * Primary

* Address:

* State:

* Day **Evening Phone:** Phone:

OH

E-mail: Fax Phone:

Repurchase

SES LIGHT WILL COME ON AND LOSS OF POWER STEERING AND CRUISE CONTROL * Reason: WHEN LIGHT ON.

UCC Codes

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5

M0105 N4702 J5708

Vehicle Lien Holder

Attention:

Type of Account * Company Name: Secured Standard Lien SUTTON BANK #:

Interest: Contact or * ZIP

Code:

Cell

Phone:

ZIP Code:

Address:

City: State: AL

* Day

1-800-422-3641 Fax: mail/Web:

Originial Selling Dealer

* Dealer ... 113597 Dealer Name: GRAHAM CHEVROLET COMPANY

Number: 50

*** Phone:** (419) 529-1800 **Fax:** (419) 529-5288

* Contact
Name:

* Contact Title: SALES MANAGER

E-mail:

Repurchasing Dealer: [Same as Selling Dealer]

Repair Dealer

* Contact
JIM WAGONER * Contact Title: SERVICE DIRECTOR

Name:

Vehicle Location: [Same as Selling Dealer]

Transaction Details:

Siebel UNKNOWN * Disposition: Unselected Auction

Request #:

Transaction OH * Transaction Type: Straight Repurchase

State:

*

Transaction AVM Voluntary

* Processing Instructions:

Source: Replacement

VIN:

MSRP: 0.0

Repurchase

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

tem(s)			service plan	
Doc Fee	GM	NA	See sales contract	0
Other see	Does Not	NA	NA	0
Description	Apply			



CHEVRILLET PONTIAC ESCLUCIAC MARIE DINCE DICEMBRISH STURY PERMITTED

January 11, 2007

Dealer Confirmation Letter-Straight

GRAHAM CHEVROLET COMPANY 1515 W 4TH ST MANSFIELD, OH 44906

Subject: 2007 Chevrolet Cobalt

Customer

VIN: 1G1AL15F777

Ref SR:71-448062917 V-24989

Dear Kerry Pauley:

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 \$1797.32 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.

GRAHAM CHEVROLET COMPANY 113597 Management Agent's Signature and Title.

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

Chicago, IL

Service Request: 71-448764591

Customer Relationship Specialist: Angela Pocoroba

Dear

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

Chicago, IL

Service Request: 71-448764591

Customer Relationship Specialist: Samantha Rehrig

Dear

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

							
NFOR		lease make telephone	=	-	our name,	address,	
Di	ssatisfied Customer -						
	-						<u></u>
	Las Vegas NV						
	អ	ome telep la	000:				
		hange to:	to us with	VOUL DE	forred ema	il addross	
Dear	:						
satisfic respor	cords indicate that you had your 2005 Cobalt serviced at Bill Heard Cheved. Please take a few minutes to complete both sides of this questionnance is very important to us and will be used to direct our continued efforts ation on GM's privacy policy, please visit our website at www.gm.com/pri	aire about ou toward mee	or dealersleting the hi	nip's perso ighest exp	onnel and s ectations of	ervices. Y our custor	our timely
Thank	you for having your vehicle serviced at Bill Heard Chevrolet.						
			Sincerely	/ ,			
			So L				
					eral Directo		
·	Instructions		Custome		ationship Se	ervices	
		sk) whon fill	ling out t	nie euroas			
	Please use a dark pen or pencil (preferably black		_				
	Please check this box if you no longer own/lease this 2005	Cobait, an	u return i	ine quesi	omane.		
PI	LEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SER	VICE ON DI	ECEMBEI	R 30, 2006	, COMPLE	TE THIS S	URVEY.
	About Your Che	vrolet Dea	lership's	Service	Departm	ent	>
		Completely	Very		Somewhat	Not At All	
1.	How satisfied were you with the convenience of the Service	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	_
	Department's hours?	. 🗆			4529	Ц	
				Does Not Apply/Not	Don't		
2.	Were services available to you on both an appointment and	Yes	No	Required	Know		
	non-appointment basis?	. 🗆					
3.	When arriving for service, were you greeted promptly?	. 🗆					
		Completely	Very		Somewhat	Not At All	
4.	How satisfied were you that all dealership personnel treated you	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	
	in a courteous, fair, and professional manner?	. 🗆					
<u> </u>	About Your Service Consultant/A	dvisor	· ·				
		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?			22			
	to moroughly understand your service request:		_		_	_	
				Does Not Apply/Not	Don't		
		Yes	No —	Required	Know		
6.	Were you offered transportation options?	. 🗷					
			16		0	Na. 4. 5.	Does Not Apply/Not
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Required
7.	How satisfied were you that you were kept informed about the status of your service request?	. 🗆			1		
				No Time			
				MO LIME		• •	

Please complete other side

Was your vehicle ready by the original time promised?

#

	About Your Service Consultant/Advisor - con			<u>*</u>		
		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?	🗆			₹	
10.	Overall, how satisfied were you with your Service Consultant?	🗆				
			Abo	out Servic	e Delive	v >
			7100	at Ooi vic	O DON'TO	2
11	NAME	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?	··· —				1982) 127
	- The ease of getting your vehicle?					
	The condition in which it was returned?		_	6 .6		
		Yes	No			
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 ☐	Parts not a	vailable			
	☐ Work performed did not correct the problem ☐	l declined r	epair			
	Service Department could not duplicate problem	Other (plea	se specify	/)		
	☐ Service Department was too busy	Don't know	·			
	•	Completal	Var		Comovibos	Not At Ali
		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?	🗆				Ø.
		Yes	No			
14	Were you given a copy of the completed repair order/invoice?	22				
17.	were you given a copy of the completed repair order/invoice:			Don't Know	1	
15.	Were you contacted shortly after this service visit to determine your	Yes	No	Not Sure		
	satisfaction with the dealership's service?	. •				
	Summing Un Vous Evansion	100				
	Summing Up Your Experier	ice		•		
		Completely	Very Setisfied	Satisfied	Somewhat Satisfied	Not At All
16.	Based on this service visit, overall, how satisfied are you	Completely Satisfied	Satisfied	Satisfied	Satisfied	Satisfied
16.	Based on this service visit, overall, how satisfied are you with Bill Heard Chevrolet?	Satisfied	•	Satisfied		
16.		Satisfied	Satisfied	_	Satisfied	Satisfied
	with Bill Heard Chevrolet?	Satisfied Definitely Would	Satisfied Probably	☐ Might/	Satisfied Drobably	Satisfied Definitely Not
		Satisfied Definitely Would	Satisfied Probably Would	Might/ Might Not	Satisfied Probably Not	Satisfied Definitely
17.	with Bill Heard Chevrolet?	Satisfied Definitely Would	Satisfied Probably Would	Might/ Might Not	Satisfied Probably Not	Satisfied Definitely Not
17.	with Bill Heard Chevrolet?	Satisfied Definitely Would Completely Satisfied	Satisfied Probably Would Very	Might/ Might Not	Satisfied Probably Not Somewhat	Definitely Not
17. 18.	Would you recommend this dealership for service? Overall, how satisfied are you	Satisfied Definitely Would Completely Satisfied	Probably Would Very Satisfied	Might/ Might Not	Probably Not Somewhat Satisfied	Definitely Not Not At All Satisfied
17. 18.	Would you recommend this dealership for service? Overall, how satisfied are you with your 2005 Cobalt? Are you Male Female	Satisfied Definitely Would Completely Satisfied	Probably Would Very Satisfied	Might/ Might Not	Probably Not Somewhat Satisfied	Definitely Not Not At All Satisfied
17. 18.	Would you recommend this dealership for service? Overall, how satisfied are you with your 2005 Cobalt?	Satisfied Definitely Would Completely Satisfied	Probably Would Very Satisfied	Might/ Might Not	Probably Not Somewhat Satisfied	Definitely Not Not At All Satisfied
17. 18.	Would you recommend this dealership for service? Overall, how satisfied are you with your 2005 Cobalt? Are you	Satisfied Definitely Would Completely Satisfied 45	Satisfied Probably Would Very Satisfied	Might/ Might Not Satisfied Yes	Satisfied Probably Not Somewhat Satisfied	Definitely Not Not At All Satisfied 65 or older
17. 18.	Would you recommend this dealership for service? Overall, how satisfied are you with your 2005 Cobalt? Are you Male Female	Satisfied Definitely Would Completely Satisfied 45	Satisfied Probably Would Very Satisfied	Might/ Might Not Satisfied	Satisfied Probably Not Somewhat Satisfied	Definitely Not Not At All Satisfied
17. 18.	Would you recommend this dealership for service? Overall, how satisfied are you with your 2005 Cobalt? Are you Male Male Female Your age Under 25	Satisfied Definitely Would Completely Satisfied 45	Satisfied Probably Would Very Satisfied	Might/ Might Not Satisfied Yes	Satisfied Probably Not Somewhat Satisfied	Definitely Not Not At All Satisfied 65 or older
17. 18.	Would you recommend this dealership for service? Overall, how satisfied are you with your 2005 Cobalt? Are you	Satisfied Definitely Would Completely Satisfied 45 your dealersh Chevrolet?	Probably Would Very Satisfied - 54	Might/ Might Not Satisfied Yes	Satisfied Probably Not Somewhat Satisfied	Definitely Not Not At All Satisfied 65 or older
17. 18.	Would you recommend this dealership for service? Overall, how satisfied are you with your 2005 Cobalt? Are you	Satisfied Definitely Would Completely Satisfied 45 your dealersh Chevrolet?	Probably Would Very Satisfied - 54	Might/ Might Not Satisfied The state of th	Satisfied Probably Not Somewhat Satisfied	Definitely Not Not At All Satisfied 65 or older
17. 18.	Would you recommend this dealership for service? Overall, how satisfied are you with your 2005 Cobalt? Are you	Satisfied Definitely Would Completely Satisfied 45 your dealersh Chevrolet?	Probably Would Very Satisfied - 54 ip?	Might/ Might Not Satisfied 55 Yes UChake	Satisfied Probably Not Somewhat Satisfied 64	Definitely Not Not At All Satisfied 65 or older No
17. 18.	Would you recommend this dealership for service?	Satisfied Definitely Would Completely Satisfied 45 your dealersh Chevrolet? CONCETA CONCETA CONCETA	Probably Would Very Satisfied - 54 ip?	Might/ Might Not Satisfied 55- Yes Vochair 1 Vier	Satisfied Probably Not Somewhat Satisfied 64 64	Definitely Not Not At All Satisfied 65 or older No
17. 18.	Would you recommend this dealership for service? Overall, how satisfied are you with your 2005 Cobalt? Are you	Satisfied Definitely Would Completely Satisfied 45 your dealersh Chevrolet? CONCETA Concern requirir	Probably Would Very Satisfied - 54 ip?	Might/ Might Not Satisfied Satisfied Satisfied United States attention of the satisfied states attention of the satisfied states attention of the satisfied states attention of the satisfied states attention of the satisfied states attention of the satisfied states attention of the satisfied states attention of the satisfied states attention of the satisfied states at the satisfied st	Satisfied Probably Not Somewhat Satisfied 64 64	Definitely Not Not At All Satisfied 65 or older No

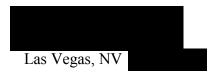
Thank You!!

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

1G1AK52F057 39257 021702118007 7028709420 698528





Service Request: 71-465556742

Customer Relationship Specialist: Anna Elias

Dear :

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

Lawrenceville, GA

Service Request: 71-466364074

Customer Relationship Specialist: Sarah Putnam

Dear

Chevrolet is pleased to provide service coverage for the steering on your 2006 Chevrolet Cobalt, Vehicle Identification Number 1G1AK55FX67 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

F	
AVM's Name	Wade Savage
AVM's Phone	404-217-1376
Service Manager's Name	David Maeland
Service Manager's Phone	770-963-9266
Dealership Name	Nash Chevrolet
Dealership BAC	112519
Customer Name (Mr., Ms., Mrs.,	
Last, First, MI)	
Customer Complete Mailing	LAWRENCEVILLE, GA
Address	
Daytime phone number	
Evening phone number	
FULL VIN	1G1AK55FX67
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 & mileage at time of purchase	

Table of Contents

Page 3

Maintenance Certificate Template Request

Page 4

Component Coverage Letter Template Request

Page 5

OnStar Extension Template Request

Page 6

GMPP Maintenance Coverage (Smart Care)

Pages 8 - 11

GMPP Mechanical Coverage Major Guard, Value Guard, Basic Guard

Page 8

Available GMPP Coverage Plans for 2002 – Current, Rate Class 0 (Aveo & Cobalt)

Pages 9 & 10

Available GMPP Coverage Plans for 2002 – Current, Rate Classes 1 – 8

Pages 10 & 11

Available GMPP Coverage Plans for 2000 & 2001 Rate Classes 1 – 8

Page 11

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

☐ Maintenance C	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	➤ When customer already has Smart Care			
	When the vehicle has a branded or salvaged title				
Parameters of use:	Can be offered:	l in or out of warranty			
		e a dollar value by itself, must indicate a service			
	The value of the services must not exceed \$200 (see examples)				
Examples:	> "One tire rotation	on an	d wheel balance, not to exceed \$100"		
			ment, not to exceed \$50"		
Lube, oil, and filte	er		Tire balancing service		
Coolant system flu	ush		Tire rotation		
Differential fluid			Wheel alignment		
☐ Transmission serv	rice		Other (Pls specify)		

Component Coverage Letter

⊠ Component Cov	verage 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:	➤ 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:	The "complete vehicle"				
when <u>NO1</u> to use:	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				
	in conjunction with other goodwin tools				
Parameters of use:	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 Cold Start Knock, 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:	➤ 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)	Mileage limit				
5yrs	100,000				
Specified Component(s) (i.e. transmission) n assembly and steering rack assembly				
Lieune steering column	1 assembly and steering lack assembly				

<u>OnStar</u>

	OnStar	
Defi	nition:	A complimentary one year plan extension to an active OnStar account
Pur	pose:	To provide added value for deserving customers to offset an inconvenience
Who	en to use:	 Vehicle must be OnStar equipped, and the account active Vehicle must be 2003 or newer As an alternative to other goodwill tools
Who	en <u>NOT</u> to use:	 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)
Para	ameters of use:	 GMVIS must be checked to see if the vehicle has an active account that is in good standing The extension begins at the expiration of the existing plan
Exa	mples:	 The relationship between the customer and dealer is strained Other goodwill tools are insufficient The customer has been inconvenienced
		Matrix of Available OnStar Plans
	~ **-	Directions & Connections (1 Year Extension)
	(An	extension of Luxury & Leisure is not available.)

GMPP Smart Care

GMPP Smart Ca	re			
Definition:	A complimentary plan providing basic maintenance services for a variety of time and mileage intervals			
Purpose:	A complimentary plan providing basic maintenance services for a variety of time and mileage intervals To provide added value for deserving customers to offset an inconvenience To rebuild confidence in the vehicle and/or the dealer To promote normal maintenance As an alternative to a maintenance letter or component letter 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) 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) To rebuild confidence in the vehicle and/or the dealer In conjunction with other goodwill tools In cases of property damage or personal injury When the vehicle has a branded or salvaged title In customer has pursued third party intervention (BBB or lemon law) Watch terms to the owners purchase cycle Smart Care will not pay any claims past 100,000 miles Coverage begins at the plan purchase date & mileage, NOT inservice date The relationship between the customer and dealer is strained A "one-time" maintenance offer is insufficient Matrix of Available GMPP Smart Care Plans 12/12,000 36/45,000 12/15,000 36/54,000			
Purpose: To provide added value for deserving customers to offset an inconvenience When to use: To rebuild confidence in the vehicle and/or the dealer To promote normal maintenance As an alternative to a maintenance letter or component letter When NOT to use: 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: Can be offered in or out of warranty Match terms to the owners purchase cycle Smart Care will not pay any claims past 100,000 miles Coverage begins at the plan purchase date & mileage, NOT inservice date Examples: The relationship between the customer and dealer is strained A "one-time" maintenance offer is insufficient Matrix of Available GMPP Smart Care Plans 12/12,000 36/45,000 12/15,000 36/54,000 36/60,000				
When <u>NOT</u> to use:	 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 			
Parameters of use:	 Match terms to the owners purchase cycle Smart Care will not pay any claims past 100,000 miles Coverage begins at the plan purchase date & mileage, NOT in- 			
Examples:				
N	Matrix of Available GMPP Smart Care Plans			
When to use:				
When to use: To rebuild confidence in the vehicle and/or the dealer To promote normal maintenance As an alternative to a maintenance letter or component letter When NOT to use: 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: Can be offered in or out of warranty Match terms to the owners purchase cycle Smart Care will not pay any claims past 100,000 miles Coverage begins at the plan purchase date & mileage, NOT inservice date Examples: The relationship between the customer and dealer is strained A "one-time" maintenance offer is insufficient Matrix of Available GMPP Smart Care Plans 12/12,000 36/45,000 12/15,000 36/60,000 24/24,000 36/60,000 48/48,000				

General Motors Protection Plan (GMPP)

☐ GMPP	
	See guidelines below. Follow the two-step process. Be sure to check the
	shaded fields below to select the appropriate plan.
Definition:	A service contract issued for various time & mileage intervals, and deductibles
Purpose:	To provide added value for deserving customers to offset an inconvenience
When to use:	 To rebuild confidence in the vehicle As an alternative to a vehicle repurchase
When <u>NOT</u> to use:	 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)
Parameters of use:	 Should be issued during the original New Vehicle Warranty Match terms to the owners purchase cycle Coverage begins at the plan purchase date & mileage, NOT in-service date
Examples:	 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

Pages 9 & 10

Available GMPP Coverage Plans for 2002 – Current, Rate Classes 1 – 8

Pages 10 & 11

Available GMPP Coverage Plans for 2000 & 2001 Rate Classes 1 – 8

Page 11

(Aveo & Cobalt	t) Model years 200	2 – Current			
Available GM	-	any vehicle(s) appoass 0, which are cu	-	Vehicle Model Group he Aveo & Cobalt.	Classification
In service u	p to 12 months <u>and</u>	12,000 miles		Model years 2002 – C 0 – 24,000 Odometer	
☐ Majo	or Guard (Only Plan	Available)	□ M	Iajor Guard (Only Plan	n Available)
36 Months 48	Months 60 Mont	ths 72 Months	24 Months	36 Months 48 Mon	nths 60 Months
45,000	48,000 60,0	00 72,000	24,000	☐ 24,000 ☐ 32,	000 50,000
	60,000 75,0	00 90,000		30,000 48,	000 60,000
	90,0	00 100,000		36,000 60,	000 75,000
	100,0	00		45,000	
				54,000	
	Available Deductib	le		Available Deducti	ble
□ \$0	3100 (Not ava	ilable for 36/45,000)		□ \$0 □	\$100
Mod	del years 2002 – Cu	rrent	I	Model years 2002 – C	urrent
24,00	1 – 36,000 Odomete	er miles	36	,001 – 50,000 Odomet	ter miles
☐ Majo	or Guard (Only Plan	Available)	☐ M	Iajor Guard (<mark>Only Pla</mark>	n Available)
24 Months	36 Months	48 Months	24 Months		48 Months
24,000	24,000	32,000	24,000		32,000
	30,000	48,000		30,000	48,000
	36,000	60,000		36,000	
	45,000			45,000	
	54,000				
	Available Deductib	le		Mandatory Deduct	ible
	\$0	\$100		\$50	\$100
	Model years	2002 – Current, 5 0	,001 - 60,000	Odometer miles	
	☐ Major Gı	ıard 🔲 Value	e Guard	☐ Basic Guard	
12 Months	24 Months	36 Months	48 Months	60 Months	72 Months
12,000	24,000	24,000	32,000	40,000	48,000
15,000	30,000	30,000	40,000		
18,000	36,000	36,000	□ 48,000		
20,000	40,000	45,000			
		Mandatory I		***	
	L	\$50 \$1	00 0	\$200	
	lel years 2002 – Cui . – 75,000 Odomete			Iodel years 2002 – Cu 101 – 100,000 Odomet	

Value Guard

Basic Guard

Major Guard Value Guard Basic Guard

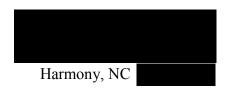
12 Months	24 Months 3	6 Months 48	Months		1	2 Months	
☐ 12,000	24,000	☐ 24,000 ☐	32,000			12,000	
15,000	30,000	30,000					
18,000							
20,000							
	Mandatory De	eductible			Manda	tory Dedu	ctible
	50 \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \		0		\$50	\$100	S200
		<u> </u>				<u> </u>	<u> </u>
Model vear	s 2002 – Curren	t					
		_	icle(s) ann	earing or	the Vehicle	Model Gra	oup Classification
Available	Givii i paramen		ide, Rate	_		Mouel Gre	oup Classification
Note: CM	DD Major Cuard	In service up				4 000 <i>8- 4</i> 9	8/48,000 plans are
	ailable for Rate C						
unava							mac venicles.
		ajor Guard		e Guard		c Guard	
36 Months	48 Mon		60 Months		72 Months		84 Months
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54,000	60,0		50,000		60,000		70,000
60,000	72,0		60,000		72,000		84,000
75,000	80,0		75,000		90,000		
100,000	<u> </u>	000	90,000		100,000		
			100,000				
	Available Deductible \$0 \$100 \$200						
-							
	Mod	lel years 2002 –	- Current,	0 - 36,0	00 Odometer	miles	
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12 Months	24 Months	36 Months	48 Mon	ths ϵ	0 Months	72 Month	ns 84 Months
12,000	24,000	24,000	32,0	00	40,000	48,00	0 56,000
15,000	30,000	30,000	40,0	00	50,000	60,00	0 70,000
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		60,000					
		75,000					
		A	vailable I	eductible	e		·
		\$0	\$1	00	\$200		
	Model	years 2002 – C	urrent, 3	5,001 – 50	0.000 Odomet	er miles	
		ajor Guard		e Guard	•	c Guard	
12 Months	24 Months	36 Months	48 Mon		Months	72 Month	ns 84 Months
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15,000	30,000	30,000	40,0		50,000	70,00	
18,000	36,000	36,000	48,0			1	
20,000	40,000	45,000	70,0	-			
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			andatory	Deductib	<u> </u>		
		\$50		100	\$200		
1		டு ர∂0	p.	. 00			

	Model y	years 2002 – C	urrent, 50,0	01 - 60,000 Odom	eter miles	
	☐ Ma	jor Guard	☐ Value (Guard Ba	sic Guard	
12 Months	24 Months	36 Mont	hs 48	Months 60	Months 72	Months
12,000	24,000	24,00			40,000	48,000
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			andatory De			
		\$50	<u></u> \$100	\$200		
7	T 11 200	2 0 1		34 11	1005 0	1
	Iodel years 200 001 – 75,000 O				years 1995 – Cur 100,000 Odomete	
	uard \square Value		ic Guard	Value Gu		Basic Guard
12 Months		36 Months	48 Months	value or	12 Months	Dasie Guard
12,000	24,000	24,000	32,000		12,000	
15,000	30,000	30,000	<u></u>		12,000	
18,000						
20,000						
20,000	Mandatory D	eductible		Ma	ndatory Deductib	le .
	\$50 \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \			S50	\$100	\$200
	400 🗀 400	<u> </u>				4-00
Model years 2	000 & 2001					
Available Gl	MPP paramete	<mark>rs for any veh</mark>	icle(s) appea	ring on the Vehicl	<mark>e Model Group C</mark>	lassification
			<mark>ide, Rate Cla</mark>			
				36,000 Odometer		
	Ma	jor Guard	☐ Value (Guard 📙 Ba	sic Guard	_
	12 Months	24 Months	36 Month	s 48 Months		60 Months
	12,000	24,000	24,000	32,000		40,000
Major Guard	15,000	30,000	30,000	40,000	Value Guard	50,000
Value Guard	18,000	□ 36,000	36,000	48,000	&	60,000
&	20,000	40,000	45,000	60,000	Basic Guard	75,000
Basic Guard		50,000	54,000	72,000	Only	
			60,000)		
			75,000)		
		M	andatory De	ductible		
		S50	\$100	\$200		
		•		1 – 50,000 Odome		
		jor Guard	Value (sic Guard	
	12 Months	24 Months	36 Month			60 Months
Major Guard	12,000	24,000	24,000		Value Guard	40,000
Value Guard	15,000	30,000	30,000		&	50,000
&	18,000	36,000	36,000		Basic Guard	
Basic Guard	20,000	40,000	45,000		Only	
		50,000	54,000			
		M	andatory De	ductible		
		S50	\$100	\$200		

	Model years	s 2000 & 2001, 50 .	,001 – 60,000 Odon	neter miles			
	☐ Major Gu			Basic Guard			
	12 Months 24 I	Months 36 Mon	nths 48 Months		60 Months		
Major Guard	12,000	24,000 24,0		Value Guard	40,000		
Value Guard	15,000	30,000 30,0		& Basis C and			
& Basic Guard	18,000	36,000 36,0	000 48,000	Basic Guard Only			
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Major Guar		Basic Guard	☐ Value (Basic Guard		
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13,000	30,00030,0	000					
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	Mandatory Deductible \$50 \$100 \$200			1 \$100	\$200		
	<u> </u>	J \$200		<u> </u>	<u>μ</u> Ψ200		
Model years 199	98 & 1999						
		r any vehicle(s) ap	pearing on the Vel	hicle Model Group	Classification		
			Classes 1 - 8				
	odel years 1998 & 1 36,000 Odometer n		Model years 1998 & 1999 36,001 – 50,000 Odometer miles				
Major Guar		Basic Guard			Basic Guard		
12 Months	24 Months	36 Months	☐ Major Guard☐ Value Guard☐ Basic Guard12 Months24 Months36 Months				
12 Worldis	24,000	24,000	12,000	24,000	24,000		
15,000	30,000	30,000	15,000	30,000	30,000		
18,000	36,000	36,000	18,000	36,000	36,000		
20,000	40,000	<u>45,000</u>	20,000	40,000	45,000		
	50,000	54,000		50,000	54,000		
		60,000					
		75,000					
	landatory Deductil		Mandatory Deductible				
S5	0	\$200	S5	0	\$200		
50,001	odel years 1998 & 1 - <u>60,000 Odomete</u>	r miles	60,001	odel years 1998 & 1 - 75,000 Odomete	r miles		
☐ Major Guar		Basic Guard	☐ Major Guar		Basic Guard		
12 Months	24 Months	36 Months	12 Months	24 Months	36 Months		
12,000	24,000	24,000	12,000	24,000	24,000		
15,000	30,000	30,000	15,000	30,000	30,000		
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INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

May 24, 2011



Service Request: 71-474758640

Customer Relationship Specialist: Sheila McTavish

Dear :

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



Service Request: 71-474758640

Customer Relationship Specialist: Marion Lindsey

Dear

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 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.



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	05-22-0'	7				
TO:	Mr. Mari BRC Custor Spec	on Lind ner Relati	Say FRON	n: Bell	+ Howard Pope Ser	vice Manag
FAX:	(1-860) - 278	1779				
	BER OF PAGES TO MENTS, MESSAGES			T: <u>21</u>	_	
					History	
					TO PARTIE AND THE PAR	
	At Bell	& Howard	our people r	nake the	difference	

1987-22-2007 04:00	BELL & HOWHRD CHECKU	LEI	/84 878 ≣	0210 L	.04/09
X4	TITO		Bell &	Howar	d
CUSTOMER #:5465905	17	1488	Chevrolet,	Oldsmobile,	Cadillac
		KORDER I	■ 40 At Hwy 21 *	P.O. Box 1	410
HARMONY, NC	PAG	E I	STATESVILLE, Telephone (704	NC 2868 7 873-323 ()	7 6
HOME: BUS:	SERVIC	CE ADVISOR: 706	JONES WARRE		
COLOR YEAR MAKE/MODEL		201, 4. Opt (2000)001 (<u>200</u> 8 (2000)001 (2000)			
DRANGE 07 CHEVROLET CO	BALT IGLAK15		ATE PAYMENT	NV. D	ATE
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R.O. OPENED READY	OPTIONS: STK:1	70190 ENG:2.2	_Liter_MFI_DO	HC	-
31JAN2007 <u>15:19</u> LINE OP CODE TECH. TYPE D	ESCRIPTIONS/INSTR	UCTIONS			
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		2461 (0846)/574 04 664			
EXCLUSION OF WARRA	INTIES	1M	PORTANT - PLEASE READ		"
CUSTOMER: PLEASE READ AND INDICATE ACCEPTANCE BY SIGNING IMANUFACTURED'S. THE SELLER, BELL & HOWAID CHEVROLET, DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING OF FITNESS FOR A PARTICULAR PURPOSE AND BELL & HOWARD.	ANY IMPLIED WARRANTY OF MERCHANTABILIT	∵ I waive my right to re a	ceive a written estimate	Yes	No
ASSUMES NOT AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT OF THESE PARTS, THIS DISCLAIMER BY THE SELLER, BEIL & MOWAF WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WAIRIANTY."	O CHEVROLET, OLDSMOBILE, CADILLAC, IN N A STORAGE CHARGE DEF LE BERRADE LAVE BEEN COMPLETED ON HISHE	inspection or return PRELIMINARY ESTIM		Yes	_No
WILL BE ASSESSED AFICE THE CUSTOMER HAS BEEN NOTIFIED (HAT OF VEHICLE . WE CHARGE FOR OUR DIAGNOSTIC TIME WHETHER THE ACT NOT IN THE CASE OF DISASSEMBLY FOR PURPOSES OF INSPECTION OF DISASSEMBLY FOR PURPOSES OF INSPECTION OF THE ASSEMBLY ON DEFINED REPAIRS WILL BE ASSESSED. CUSTOMER IS	TUAL REPAIRS ARE PERFORMED IN OUR SHOP O	AUTHORIZED BY X		TIRAS	BY
Thereby authorize the repair work herein set forth to be done?	indiging with the necessary material and agreement in website in case of tire, their in	ESTIMATE (1)	DATE	TIME	BY -
that you are not responsible for loss or painting to variate of any other cause beyond your control or for any delays caused shipments by the supplier or transporter, I hereby grant you and/	by unavellability of parts of dotays in parts of your employees permission to operate the purpose of testing and/or inspection. A	ESTIMATE (2)	DATE EDGE THAT I WAS NOTIF SED ESTIMATES:	1	
vehicle herein described on streets, highways or alsowner for c express mechanic's lien is hereby acknowledged on above vahicle		OF THE ABOVE REVI	SED ESTIMATES:		

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MAY-22-2007 04:01 BELL & HOWARD CHE	VROLET	· <u>-</u> 7	704 878 091	l6 P.Ø	5/09
7.04 17.01	170397		ell & H		
USTOM: #:5465905	WORKORDER	4D°	hevrolet, Ok	ismobile, (Cadillac
ARMONY, NC	PAGE 1	STATE	wy 21 * P.0 E SVILLE, N one (704) 8	C 28687	
DME: BUS: SE	RVICE ADVISOR	706 JONES	, WARREN	R	
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704 878 0916 P.07/09 MAY-22-2007 04:03 BELL & HOWARD CHEVROLET **Bell & Howard** 170398 Chevrolet, Oldsmobile, Cadillac CUSTOMER #:5465905 WORKORDER I-40 At Hwy 21 * P.O. Box 1410 PAGE 1 STATESVILLE, NC 28687 HARMONY. NC Telephone (704) 873-3236 BUS: HOME: SERVICE ADVISOR: 706 JONES, WARREN'R MAKE/MODEL LICENSE MILEAGE IN/ OUT TAG COLOR 10016/ CHEVROLET COBALT 1G1AK15FX77 ORANGE PROMISED RATE PAYMENT PROD DATE WARR EXP. DEL DATE 70.00 CASH 23AUG06 OPTIONS: STK:170190 ENG:2.2 Liter MFI DOHC R.O. OPENED READY 08JAN2007 08:49 LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS **EXCLUSION OF WARRANTIES** CUSTOMER: PLEASE READ AND INDICATE ACCEPTANCE BY SIGNING GELOW: "ALL WARRANTIES ON PARTS ARE THE MANUFACTURER'S. THE SELLER, BELL & HOWARD CHEVROLET, OLDSMOBILE, CADILLAC, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPILESS ON IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND SELL & HOWARD CHEVROLET, OLDSMOBILC, CADILLAC, NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME (60) IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS, THIS DISCLAIMER BY THE SELLER, SELL & HOWARD CHEVROLET, DLOSMOBILE, CADILLAC, IN NO WAY AFFECYS THE TERMS OF THE MANUFACTURCH'S WARRANTY." A STORAGE CHARGE OF A PER DAY WILL BE ASSESSED ATTER THE CUSTOMER HAS BELL NOTIFIED THAT THE REPAIRS HAVE GEEN COMPLETED ON HISHER VEHICLE. WE CHARGE FOR DUR DIAGNOSTIC TIME WHETHER THE ACTUAL REPAIRS ARE PERFORMED IN OUR SHOP ON NOT IN THE CASE OF DISASSEMBLY, ON DECLINED REPAIRS WILL BE ASSESSED. CUSTOMER IS RESPONSIBLE FOR ANY DIAGNOSTIC OR REPAIR CHARGE FOR ANY REPAIRS WILL BE ASSESSED. CUSTOMER IS RESPONSIBLE FOR ANY DIAGNOSTIC OR REPAIR CHARGE FOR ANY REPAIRS WILL BE ASSESSED. IMPORTANT - PLEASE READ & INITIAL I waive my right to receive a written estimate initial Replaced Parts are to be saved for my inspection or return PRELIMINARY ESTIMATE ... \$ AUTHORIZED BY X REVISED ESTIMATE (1) DATE TIME ВΥ "I hereby suthorize the repair work herein sot 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 employed partials not operate the whicle herein described on streets, highways or alsowhere for the purpose of testing and/or inspection. An express machanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto." REVISED ESTIMATE (2) TIME ₿Y DATE HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES: CUSTOMER TECHNIC YAN COPY

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any other cause beyond votil control of the reby grant you and/or your amployees permission to appeared the	that you are not any other cause is which course by the	responsible for idas of beyond your control or supplier of transporter.	tor any deleys caused I hereby grant you and	by unavailability of price your amployees per	erte or deleys in parts mission to operate the partion bispection. At	ESTIMATE (2)	WLEDGE TH	AT I WAS NOTIF	1	DRAL APPROVA
vehicle herein described on streets, highways or elsewhere for the purpose of learning to repairs therefor. OF THE ABOVE REVISED ESTIMATES: CUSTOMER TECHNIC YAN COPY	express mechanic	's lien is hereby acknow	wiedgod an above vehic	le to secure the amoun		OF THE ABOVE R	EVIACU ES I	inici (co-		<u> </u>

2007 COBALT 2-DOOR LS COUPE 56U SUNBURST ORANGE METALLIC 14B GRAY ORDER NO. KDDVMK/TRE STOCK NO).	100 RENAI DETROIT	OTORS CORI SSANCE CEI MI 48	PORATION NTER 8243-1114
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 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.

EXCLUSION OF WARRANTIES

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"I hereby authorize the repair work herein sor forth to be done along with the necessary material and agree that you are not responsible for loss of damage to vahicle or articles left in vahicle in case of fire, theft of 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 amilyayes permission to operate the shipments be the supplier or transporter. I hereby grant you and/or your amilyayes permission to operate the shipments by the supplier or transporter. I hereby grant you and/or your amilyayes permission to operate the shipments of t

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CUSTOMER .

5465905 **173634**

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

IARMONY NC				DC	PAGE 1			NC 28687 	
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Chevrolet, Oldsmo	bile, Cadillac
I-40 At Hwy 21 * P.O. Bo STATESVILLE, NC 28	687
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inspection or return Yes	No
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I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE OF THE ABOVE REVISED ESTIMATES:	ORAL APPROVAL
	IMPORTANT - PLEASE READ & INITIAL I waive my right to receive a written estimate Replaced Parts are to be saved for my inspection or return PRELIMINARY ESTIMATE \$ AUTHORIZED BY X REVISED

5465905

HARMONY, NC

171488

INVOICE

DUPLICATE 1 PAGE 1



I-40 At Hwv 21 * P.O. Box 1410 STATESVILLE, NC 28687 Telephone (704) 873-3236

HOME: BUS: SERVICE ADVISOR: 706 WARREN R JONES MAKE/MODEL COLOR YEAR LICENSE VIN MILEAGE IN/ OUT TAG 11326/11326 ORANGE CHEVROLET COBALT 1G1AK15FX77 PRODUDATE WARR EXP. PROMISED DEL DATE PO NO RATE PAYMENT INV. DATE 31JAN07 23AUG06 IS 70.00 20APR07 R.O. OPENED OPTIONS: READY STK:170190 ENG:2.2 Liter MFI DOHC

15:19 31JAN07 08:14 01FEB07

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200 POPE, TIM LIC#: 2/01/03 CPCT 0.00 0.00 ********** erak Artinerako di Biranilari

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

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(\$IGNED)

The factory warranty constitutes all The factory warranty constitutes all of the warranties with respect to the sale of this Itam\text{Itams.} 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

STATEMENT OF DISCLAIMER

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

TOTALS

DESCRIPTION

CUSTOMER COPY

(DATE)

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INVOICE

PAGE 1



I-40 At Hwy 21 * P.O. Box 1410 STATESVILLE, NC 28687 Telephone (704) 873-3236

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LIST

HARMONY, NC eus: HOME:

372 JESSICA JORDAN FOX SERVICE ADVISOR: MAKE/MODEL VIN LICENSÉ MILEAGE IN/ OUT TAG COLOR YEAR 1 G1 AK1 5 FX77 07 CHEVROLET COBALT 3343/3343 ORANGE PAYMENT INV. DATE DEL DATE PROD. DATE WARR EXP. PROMISED PO NO: RATE 70.00 CASH 09 OCTO6 23AUG06 IS STK: 170190 ENG: 2. 2 Liter MFI DOHC R.O. OPENED READY OPTIONS:

08:20 09OCT06 15:34 090CT06

LINE OPCODE TECH TYPE HOURS A CUSTOMER LOCKED KEYS IN CAR, SENT WRECKER TO UNLOCK

CAUSE: UNLOCK VEH

28012 NON WARRANTY LOCKSMETH SERVICE OF THE SERVICE 1781 PHIL WAUGH LIC#: 1/20/99

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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE FERFORMED AT NO CHARGE TO GYNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPARED 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 MOTHECATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. STATEMENT OF DISCLAIMER DESCRIPTION TOTALS The factory warrantly constitutes all of the warrantles with respect to the sale of this itemvisors. The caller have by expressly disclaims all warrantles alther apprais or LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 Galley have by appressly disclairs all warranties althur appress or implied maintain any implied warranty of minchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in remnancion with the zale of this lemylusma. 0.00 SUBLET AMOUNT 0.00 HAZARDOUS WASTE DISPOSAL 0.00 TOTAL CHARGES 0.00 LESS INSURANCE 0.00 SALES TAX 0.00 DEALER, GENERAL MANAGER OR AUTHORIZED PERSON CUSTOMER SIGNATURE (S(GNPD) PLEASE PAY THIS AMOUNT OQ..Q SET

CUSTOMER #:8737883

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MANUFACTURER'S. THE SELLER, 'DELL' & 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 OFS 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 REASSEMBLY, ON DECLINED REFAIRS WILL BE ASSESSED. CUSTOMER IS RESPONSIBLE FOR ANY DIAGNOSTIC OR REPAIR CHARGE FOR ANY DIAGNOSTIC OR REPAIR CHARGE FOR ANY REPAIRS NOT COVERED UNDER WARRANTY.

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THEREBY ACKNOWLEDGE THAT! WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

HARMONY, NC

5465905

170397

Bell & Howard Chevrolet, Oldsmobile, Cadillac

DUPLICATE 1 PAGE 1

INVOICE

I-40 At Hwy 21 * P.O. Box 1410 STATESVILLE, NC 28687 Telephone (704) 873-3236

HOME		ьов:		SERVICE ADV	/ISOR: 7	06 WAR	REN R JO	NES	
COLOR	YEAR	MAKE/MODE		VIN		LICENSE	MILE	AGEIN/ OUT	TAG
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HARMONY, NC

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Bell & Howard Chevrolet, Oldsmobile, Cadillac

DUPLICATE 1 PAGE 2

INVOICE

I-40 At Hwy 21 * P.O. Box 1410 STATESVILLE, NC 28687 Telephone (704) 873-3236

HOME: BUS: SERVICE ADVISOR: 706 WARREN R JONES LICENSE COLOR YEAR MAKE/MODEL VIN MILEAGE IN OUT 1 TAG 10016/10022 ORANGE 07 CHEVROLET COBALT 1G1AK15FX77 PROD. DATE WARR. EXP. PROMISED PO NO. RATE PAYMENT INV. DATE: DEL DATE 70.00 20APR07 18JAN07 CASH 23AUG06 IS OPTIONS: R.O. OPENED READY STK:170190 ENG:2.2 Liter MFI DOHC 12:58 22JAN07 08:48 08JAN07 LIST NET LINE OPCODE TECH TYPE HOURS TOTAL PART#: 15914408 COUNT: 1 CLAIM TYPE: AUTH CODE: B 500000 1830 1 U 609 U 609 U 600 180 U 600 U 600 U 600 U 600 U 600 U 600 U 600 U 600 U 600 U 600 U 600 U 600 U 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 (N/C)W40FC: 98 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: NP

********** SUBL B/H RENTAL RO#716562 B/H RO#170397

(DATE)

PO#170397

(SIGNED)

(N/C)**W40**

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.

The factory warranty constitutes oil 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 wheelers are considered to the control of the con seuthorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

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STATEMENT OF DISCLAIMER

DESCRIPTION	L. C. C. C. C. C. C. C. C. C. C. C. C. C.
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

0.00



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 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,

Customer Claim Form

Contact Date: 04/18/07	Start Date:		Case Numb	ber: CHV0/40293	
Have you contacted the mfr regard Have you previously filed a claim o If yes, name of provider:	n this vehicle wi	th the BBB or anoth			
Titled Owner(s) Name&Add	tecc				
Titled Owller(s) Naille&Add	1688				
HARMONY, NC Day Phone: Fax Number: Customer Contact Info:		Evening Phone: E-mail Address:		Cell Phone:	
Vehicle Information					
Name(s) of individual(s) or busine	ess that appear o	on vehicle title:			
Vehicle Use: ⊠Personal □Busines			vehicle used f	for business purposes:	
Transmission Type: Automatic					
Make: Chevrolet Mode					
Vehicle Identification Number:				O	
Servicing Dealer/City/State : B	ELL & HOWARI	O CHEVROLET-OLDS	S-C,		
Selling Dealer/City/State : B	ELL & HOWARI	D CHEVROLET-OLD	S-C, STATESV	VILLE, NC	
Insurance Carrier : _					
Has vehicle been in an accident/ha	d body damage?	? Yes No <u>x</u> D	Date of accider	nt:	
Description of Damage :					
Purchase/Lease Information					
Purchase Date:08/23/06 Mileage at	purchase:	Lease Date:	Mile	eage at lease:	
Purchased As : \square New \square Used \square	l Demo	Leased As:	\square New \square Us	ed □ Demo	
Is the vehicle in your possession?	yes	Is the vehicl	le in your poss		
Lienholder's Name:			npany's Name	•	
Address:			Address:		
City/St/Zip: Phone: () -			City/St/Zip		
			Phone:		
Lienholder Acct #:		Leasing Con	npany's Acct <i>‡</i>	#:	
Customer's Desired Outcome Customer would like to have the vehicle		you want done to resolv	ve your concern)		
Signature of Titled Owner(s)/Lessee I am submitting this dispute for resolution	e(s):n in the BBB AUT	O LINE program, and I	agree to arbitrat	Date e the dispute under BBB AUT	$\overline{\mathrm{O}}$
LINE Arbitration Rules.					

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service:	Date: 10/0	1/06 Mileage: 2000 Mileage:			
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				
	(Yes or No) Servicing Dealer(s) Repair Date				
	-				

Case Number: CHV0740293

Customer Name:

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 manufacturersponsored 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:

```
Use # miles attributable to the customer Vehicle purchase
Daduction/ = at the time of the arbitration hearing x price or gross
Payment 100,000 capitalized cost
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- 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 manufacturersponsored 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.

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:

For vehicles purchased on or after October 1, 2005, the reasonable allowance for use is calculated in accordance with the following formula:

```
Number of miles used by the consumer up to the date of the third attempt to repair the same nonconformity which is the subject of the claim, or the twentieth cumulative business day when the vehicle is out of service by reason of repair of the one or more nonconformities, whichever occurs first to purchase price
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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. © 2005, Council of Better Business Bureaus, Inc.

- 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:

For vehicles leased on or after October 1, 2005, the reasonable allowance for use is calculated in accordance with the following formula:

```
Number of miles used by the consumer up to the date of the third attempt to repair the same nonconformity which is the subject of the claim, or the twentieth cumulative business day when the vehicle is out of service by reason of repair of actual one or more nonconformities, whichever occurs first X lease price
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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.

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

Customer:	Request #: 71-474758640	BBB#: CHV0740293
	210 4 2000 / 1 / 2 00 .0	222 611 , 67 . 629 6

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.

* <u>PLEASE NOTE</u>: 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

If Over Allowance/Negative Equity and/or Incentives (not included in Pu	rchase Price) are found, verify with						
Team Lead before submitting information to BBB							
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$14,020.00						
Incentives not included in Purchase Price (from BARS) minus	\$0						
(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)							

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:					
Veh year:2007	Make:Chevrolet	Model:Cobalt	Current mileage:15077		
Veh ID	In Service Date:8/23/2006	Purchased:New	If used:		
#:1G1AK15FX77					
What is the customer seekin	g?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:

			<u> </u>	- Control of Hoparia
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

	-		16(excludi Collision F TION LEMON L	Repairs)	or customer	pay reas	ons such as	s; Maintena	nce and
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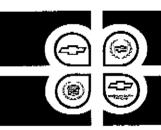
Team Lead Approval:

Date:

Privileged and Confidential Information

Decision reached by CRS:	Arbitrate case:	Settle case:	XXX
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Team Lead Approval:



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 *

5-22-07	ATE: <u>05-22-07</u>
Marion Lindsey FROM: Bell & Howard C Customer Relationship Tim Pope Service Manage Specialist	0: Mr. Mario BRC Customa Specia
60-278-1779	AX: (1-8d0) - 278 - 1
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Coming in two sep. Faxes	
F PAGES TO FOLLOW THIS COVER SHEET: (A) (1) S, MESSAGES, SPECIAL INSTRUCTIONS: HISTORY	OMMENTS, MESSAGES,

At Bell & Howard our people make the difference.

PLEASE PAY THIS AMOUNT

0.00

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DEALER GENERAL MANAGER OR AUTHORIZED PERSON

(SIGNED)

173634



INVOICE

HARMONY, I	NC -	D.1.0.		DUPLICATE PAGE 1	1 I-	STAT	Iwy 21 * E SVILLE, N one (704)	P.O. Box 1410 IC 28687 873-3236
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INVOICE

DUPLICATE 1

I-40 At Hwy 21 * P.O. Box 1410

HARMONY, NC			DUPLICATE 1 PAGE 1			STATESVILLE, NC 28687 Telephone (704) 873-3236				
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Bell & Howard Chevrolet, Oldsmobile, Cadillac

WARRANTY

I-40 At Hwy 21 * P.O. Box 1410

DUPLICATE 1

STATESVILLE, NC 28687 Telephone (704) 873-3236

HARMONY, NC PAGE 1 HOME: BUS: SERVICE ADVISOR: 706 WARREN R JONES MAKE/MODEL LICENSE MILEAGE IN OUT COLOR YEAR TAG 1G1AK15FX77 מס CHEVROLET COBALT ORANGE 10016/10022 DEL DATE PROD DATE WARR EXP PROMISED PO NO. RATE PAYMENT INV DATE 18JAN07 70.00 20 APR07 23AUG06 IS CASH R.O. OPENED READY OPTIONS: STK: 170190 ENG: 2.2 Liter MFI DOHC 12:58 22JAN07 08:48 08JAN07 LIST LINE OPCODE TECH TYPE HOURS 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 1.00 384 SELDERS, CHRISTOPHER DALE LIC#: 9-6-06 50.27 50.27 $oldsymbol{w}$ 1 15816429 GEAR KIT 251.79 315.52 251.79 ***************FC********93****. PART#: 15816429 COUNT: 1 CLAIM TYPE: AUTH CODE: 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 PART#: 15800140 .51.5. See se **Count**e d**e** la combete CLAIM TYPE: AUTH CODE: B 25684 35958 TPARTS 3735 16517 TLABOR C RATTLE NOISE IN DRIVERS SIDE OF DASH ON ROUGH ROAD CAUSE: . E7680 COLUMN ASSEMBLY, STEERING REPLACE 299 CHENEVRY, ANDY RYAN LIC#: 6/7/06 gyva gygygy gyggiagaajaajagidi daale dalahii W40 1.50 \$\$\$\$pataanidaanig**1.07**.2**37.2**.........**1.037.17.2**....... 775.56 1 15914408 COLUMN KI 618.90 618.90 #C: 93 PART#: 15914408 ON HEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INPORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE PRINTERMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION MOM 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 NOTHICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUPACTURER'S REPRESENTATIVE. STATEMENT OF DISCLAIMER DESCRIPTION PLATOT The factory warmenty constitutes all of the warmenties with respect to of the warranties with respect to the sale of this introducer. The collection has been also been LABOR AMOUNT PARTS AMOUNT SUBLET AMOUNT HAZARDOUS WASTE DISPOSAL TOTAL CHARGES LESS INSURANCE SALES TAX (DATE) CUSTOMER SIGNATURE (SIGNED) DEALER, DENKRAL MANAGER OR AUTHORIZED PERSON PLEASE PAY THIS AMOUNT

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Bell & Howard Chevrolet, Oldsmobile, Cadillac

WARRANTY

I-40 At Hwy 21 * P.O. Box 1410 STATESVILLE, NC 28687

DUDITCATE 1

HARMONY, NC		DUPLICATE 1 PAGE 2	Telephone (704) 873-3236
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5465905

Chevrolet, Oldsmobile, Cadillac

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HARMONY NC

5465905

170058

Bell & Howard Chevrolet, Oldsmobile, Cadillac

INVOICE

I-40 At Hwy 21 * P.O. Box 1410 STATESVILLE, NC 28687 Telephone (704) 873-3236

Calcium, SEPACO MARANTI MACCARARA PINCOLO DE TRIO CARLARE A TANDO CARL

TOTAL

(14/₾)

(N/C)

PAGE 1

BUS: HOME: 372 JESSICA JORDAN FOX SERVICE ADVISOR: LICENSE MILEAGE IN OUT TAG COLOR MAKE/MODEL YEAR 9081/9081 1G1 AK1 5 FX77 CHEVROLET COBALT ORANGE 07 PAYMENT INV DATE RATE PO NO. PROMISED PROD DATE WARR EXP. DEL DATE 29 DEC06 70.00 CASH TIAW 23AUG06 IS STK: 170190 ENG: 2.2 Liter MFI DOHC OPTIONS: READY R.O. OPENED

11:45 29 DEC06 11:12 29DEC06

NET LIST LINE OPCODE TECH TYPE HOURS 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 OLL (UP TO 5

QUARTS) A/C OIL FILTER, LUBE CHASSIS, 10 POINT GOODWRENCH INSPECTION.

416 MICHAEL SOPR LIC#: 4/5/06

TFOC

1 12605566 FILTER 5_12345621_OLL+BNGI

ON BEHALF OF SERVICING DEALER, I HERERY 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 REPARED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT. NEGLIGENCE OR MISUSE RECORDS SUPPORTING THIS ACCIDENT. NEGLIGENCE OR MISUSE RECORDS SUPPORTING THE NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUPACTURERS REPRESENTATIVE.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(SIGNED)

STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The fittery warfairty constitutes all of the warmatutes with respect to the sale of this item/inter. The feller harby approach disclaims all warmatutes including any implied warranty of merchantability of fittenss for a particular jurgose. Sallar melther assumes not substitute any other porron is assume for it any lability in country-tion with the sale of this item/item?

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(DATE) CUSTOMER SIGNATURE

5465905

Bell & Howard 166556 Chevrolet, Oldsmobile, Cadillac

WARRANTY

I-40 At Hwy 21 * P.O. Box 1410

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HARMONY, NC	BUS:	PAGE 1	nga reasta	A JORDAN FOX	
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INVOICE

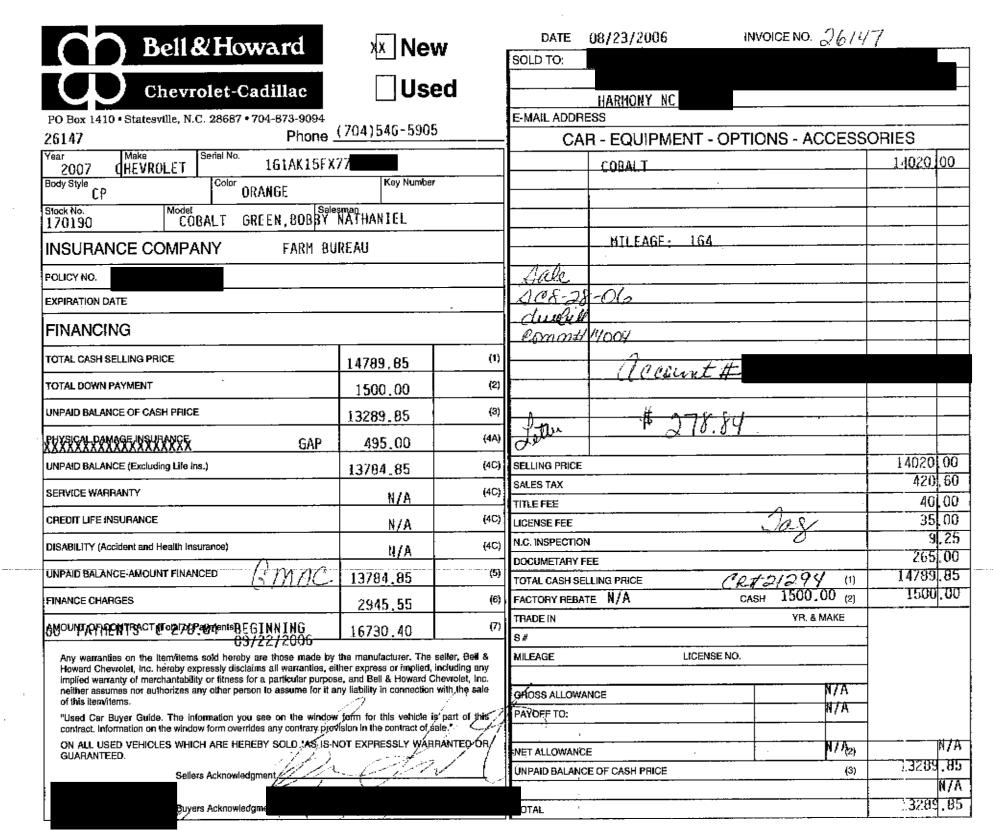
I-40 At Hwy 21 * P.O. Box 1410 **STATES VILLE, NC 28687** Telephone (704) 873-3236

THIS AMOUNT

0.00

PAGE 1

Telephone (704) 873-3236 HOME: BUS: 706 WARREN R JONES SERVICE ADVISOR: COLOR MAKE/MODEL LICENSE MILEAGE IN/ OUT YEAR VIN TAG 07 CHEVROLET COBALT 1 G1 AK1 5 FX7 7 167/167 ORANGE PROMISED DEL DATE PROD. DATE WARR EXP. PO NO PAYMENT INV DATE IS 24 AUG06 RO OPENED OPTIONS: READY 14:37 24 AUG 06 16:08 24AUG06 LINE OPCODE TECH TYPE HOURS NET LIST TOTAL A NC STATE INSPECTION NCSI NC STATE INSPECTION 417 LADD JR/GARRY WAYNE LIC#: 6/21/06 (N/C) ISPERSONNERS NORTH CONTROL CONTROL EXECUTION OF A CONTROL O ing appropriate the property of the control of the STATEMENT OF DISCLAIMER ON BEHALF OF SERVICING DRALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERRE 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 PROM THE DATE OF PAYMENT MOTHICATION AT THE SERVICING DRALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. DESCRIPTION בועונונ The increty warmany constitutes all of this warmanties with respect to the state of this itemvitaris. The Saller haraby expressly disclaims all 0.00 LABOR AMOUNT 0.00 PARTS AMOUNT Saller harsby approachy dischittre all warranties aithor express or implied including any implied warranty of merchantability or fitness for a particular purpose. Seller neither nervorus nor authorities any other parson to assume for it any liability in connection with the sale of this term/stems. 0.00 SUBLET AMOUNT 0.00 HAZARDOUS WASTE DISPOSAL 0,00 TOTAL CHARGES 0.00 LESS INSURANCE 0.00 SALES TAX 0.00 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON CUSTOMER SIGNATURE PLEASE PAY



D Government taxes not included in cash price

E Government license and/or registration fees

G Other charges (Seller must identify who is paid and

for

for

for

<u>for</u>

security interest recording fee)

GAP.

DOCFEE

F Government certificate of title fees

SELLER

describe purpose.)

to

CONSUMER RETAIL INSTALMENT SALE CONTRACT

	GM	AC FLEXIBLE	FINANCE PLAN	
gun i de kilon destron e trock et gj <u>de e trokkeret de gjerkeret b</u>	Dealer	Number (% 195	Contract Number	grand kander bette versammister til bli still Kellig i fligte
Buy คือ (ลก ็ฮ์ Co-Buyer) – Name a	ind address (include county a	ınd zip code)	Creditor (Seller name	and address)
			BEL:	L AND HOWARD CHEVROLET, INC.
			P.0	BOX 1410
HADMONY WC	HARMONY NC		STA	TESVILLE, NC 28687
THE LEWIS COLOR OF THE PROPERTY OF THE	ny), may buy the vehicle design and back of this contract.	cribed below for co You agree to pay	us, the Creditor, the A	ng this contract, you choose to buy the vehicle on credit mount Financed and Finance Charge according to the
lew or Used Year	Make and Model	Vehicle I	dentification No.	Primary Use for Which Purchased
			· .	personal, family, or household agricultural
NEW 2007 CHEV	ROLET COBALT	- 1G1AK1	5F ¥77	Dusiness
our trade-in is a: Year	Make	Model	· · · · · · · · · · · · · · · · · · ·	
FEDERA	L TRUTH-IN-LENDING DISC	CLOSURES		Insurance. You may buy the physical damage insurance this contract requires (see back) from
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate. **Your Payment Schedule Will Be	Financed T The amount of will credit provided to you or on your behalf:	al of Payments he amount you I have paid after u have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of \$ 1500.00 \$	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.
Number Amount	when Payπ	ents	Or as	Check the insurance you want and sign below:
of Payments of Payments	Are Due		Follows	Optional Credit Insurance.
\$	Monthly beginning	09/22/2006		☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
60 278.8/	T			☐ Credit Disability (Buyer Only)
Late Charge. If a payment is no charge of 5% of the part of the p vehicle primarily for personal, far	ayment that is late. The cha- nily, household, or agricultura	rge will not exceed al use.	\$6 if you bought the	Premium: Credit Life \$
Prepayment. If you pay off all you Security Interest. You are giving				<u> </u>
Additional Information: See	this contract for more in	formation including	g Information about	(Insurance Company)
nonpayment, default, any require	d repayment in full before the	scheduled date, a	and security Interest.	(Home Office Address)
ITEMIZATION OF AMOUNT FIN Cash price (including any accordance) Total downpayment = (If negregory for a second for a se	essories, services, and taxes pative enter "0" and see line 4 -payoff by seller \$ + cash \$ (1 minus 2) unts paid to others on your besurance paid to the insurance \$ \$ N/A \$	N/A 1500,00 N/A shalf (Seller may	\$ (1) 14440.60 \$ (2) \$ 1500.60 12940.60	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.
B Other insurance paid to the C Official fees paid to govern		N/A	·	N/Type of Insurance Termi! / Premium \$

N/A

N/A

44.25

40,00

N/A

435,00

265 00

N/A (Insurance Company) N/A (Home Office Address) want the insurance checked above. Date Buyer Signature Co-Buyer Signature Date ANY INSURANCE REFERRED TO IN THIS

MAY-22-2007 05:45	BELL & HOWARD CHEVRO	DLET	704 878 0916 P.12
ANNUAL FINANCE	Amount Total of Payments	Total Sale Price	anyone you choose who is acceptable to us. You
PERCENTAGE CHARGE	Financed The amount you	The total cost of	are not required to buy any other insurance to obtain
RATE The dollar	The amount of will have paid after	your purchase on credit, including	credit. Your decision to buy or not buy other
The cost of your amount the credit as a yearly credit will cost	credit provided to you have made all you or on your payments as	your downpayment	insurance will not be a factor in the credit approval
rate. Vou.	behalf. scheduled.		process.
_		1500.00	If any insurance is checked below, policies or certificates from the named insurance companies will
%_\$	10792 90 3 15730 40	127 11 411	describe the terms and conditions.
Your Payment Schedule Will Be:	33 13/04100		
Number Amount	When Payments	Or as	Check the Insurance you want and sign below:
of Payments of Payments	Are Due	Follows	Optional Credit Insurance.
. \$	Monthly beginning		☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
60 278.84	09/22/2006		☐ Credit Disability (Buyer Only)
	received in full within 10 days after it is due	e, you will pay a late	
charge of 5% of the part of the pay	rment that is late. The charge will not exceed	\$6 if you bought the	Premium: Credit Life \$
vehicle primarily for personal, famil	y, household, or agricultural use.		Credit Disability \$ N/A
Prepayment, if you pay off all you	r debt early, you will not have to pay a penalt	y,	N/A
	a security interest in the vehicle being purcha		(Insurance Company)
Additional Information: See ti	his contract for more information includin	ng information about	(institute company)
nonnavment, default, any required	repayment in full before the scheduled date,	and security interest.	(Home Office Address)
Tronge years			Credit life insurance and credit disability
ITEMIZATION OF AMOUNT FINA	ANCED		Insurance are not required to obtain credit. Your
1 Cash price (including any acces		s (1)	decision to buy or not buy credit life insurance and
	tive enter "0" and see line 4H below)	14440.60	credit disability insurance will not be a factor in the
	-payoff by seller \$	_ 14940.00	credit approval process. They will not be provided unless you sign and agree to pay the extra cost.
Gross trade-in \$		"	I Credit life insurance pays only the amount you
= net trade-in \$ N/A		s (2)	would owe if you paid all your payments on time.
+ other (describe) N/Δ		s 1500 (3)	Credit disability insurance does not cover any
3 Unpaid balance of cash price (1	the state of the s		Increase in your payment or in the number of payments. Coverage for credit life insurance and
4 Other charges including amoun	its paid to others on your behalf (Seller may	12940.60	credit disability insurance ends on the original due
keep part of these amounts.):	wanted to the legurance		date for the last payment unless a different term for
A Cost of optional credit insu company or companies	trance baid to the insertince	· · · · · · · · · · · · · · · · · · ·	the insurance is shown below.
Life	4 c.		Other Insurance.
	\$ N/A \$		
Disability B Other insurance paid to the in		"	N/Type of Insurance Tem#/A
		-	1
C Official fees paid to governm	ent agencies , N/A		Premium \$N/A
- D Government taxes not includ	led in cash price N/A	-	III
	\$\$		N/A (Insurance Company)
E Government license and/or r	egistration fees s N/A	· .	
F Government certificate of title	e fees 44,25		N/A (Home Office Address)
	/ Interest recording fee) \$	_	I want the insurance checked above.
G Other charges (Seller must in	dentify who is paid and 40.00		
describe purpose.)			Buyer Signature Date
; to	for s	_	Buyer Signature Date
to	for \$ N/A	_	X /
to	for GAP s 435.00	<u>. </u>	Co-Buyer Signature Date
to SELLER	for DOC FEE \$ 265.00		
to SELLER	for \$ N/A		ANY INSURANCE REFERRED TO IN THIS
to	for s N/A		CONTRACT DOES NOT INCLUDE COVERAGE
H Net trade- in payoff to	\$ N/A	—	FOR PERSONAL LIABILITY AND PROPERTY
	nts paid to others on your behalf N/A	\$ <u>(4)</u>	DAMAGE CAUSED TO OTHERS.
5 Amount financed (3 + 4)		\$ 844(5)	5 Company of the co
		13764.8	
HOW THIS CONTRACT CAN BE	E CHANGED. This contract contains the en	tire agreement betwee	n you and us relating to this contract. Any change to the
	must sign It. No oral changes are binding,	O- D	
Buyer Signs X		Co-Buyer Signs X	And I for the second
If any part of this contra	d. ₩<u>₩</u>₩₩₩	of fetrain from enforci	act without विश्वेतद्वरात्रेस्ति विश्व
24	me for making some payments without extend	ling the time for making	others.
See back for other important agree	eements).	·	<u> </u>
The A		.,	
The Annual Percentage R to receive a part of the Fin	ate may be negotiable with the Signapore Charge	eller. The Seller	may assign this contract and retain its right
-			
You confirm that you received a	ontract. You confirm that before you sign completely filled-in copy when you signed	ed this contract, we g	ave it to you, and you were free to take it and review it.
Buyer Signs	Date	Co-Rilver Stone Y 1	2444

on who is responsible top baying the entire det

e name is @16th@18th2010

PAGE 1/1 * RCVD AT 3/22/07 4:12:24 PM [Eastern Daylight Time] * SVR:OPTIKAREQUEST/2 * DNIS:908602 * CSID:2019552486 * DURATION (mm-ss):00-54



DIEVREILET PONTIAC ENLARCHE SAME CHIC Oldemobile MINN MINNER

March 22, 2007 LYNN CHEVROLET INC 461 KEARNY AVE KEARNY, NJ 07032 Dealer Confirmation Letter-Straight

Subject 2005 Chevrolet Cobalt Customer:

VIN: 1G1AZ52F757

Ref SR: 71-475628431 V-27580

Dear Tom Healy:

General Motors will issue a check in the amount of \$1,331.75, 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

AC-CO: (se-mm) NOTARIO 3-45:04 PM (Eastern Daylight Timel* SVR:OPTIKAREQUESTIO* DNIS:908602* CSID: * DURATION (mm-ss):00-54



Thursday, March 22, 2007



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 Payments Aftermarket Items Less Incentives	\$1,500.00 \$1,117.65 \$214.08 \$1,000.00
Less Payoff of Original Vehicle-Good until 3/28/07	\$13,957.83
Total Amount to Customer	31,331.73

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.

3/23/2607

Customer's and Co-Customer's Frinted Name(s)

27580

ACCION : DURATION (mm-ss): Division Timel : SVR:QPTIKAREQUESTIO : DUIS:908602 : CSID: : DURATION (mm-ss):00-54



The requirements of the straight repurchase are as follows:

- Vehicle Damage vehicle is free from my 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 reputchase.
- Cash backs rebates or incentives—no rash 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

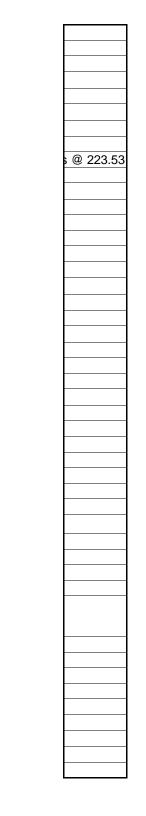
Sincerely,

General Motors RVDC 2717 Schust Rd Saginaw, MI 48603

27580

	STRAIGHT-PA' File Number	YMENT-LEASE REPURCHASE WOR Customer Name	KSHEET - BRO	C COMMON Worksheet Filled Out By:		
	71-475628431	<u>Customer Name</u>		Eloisa Keahey		
	11 470020401	Draft -Add question marks beside	category (not in	n dollar fields) to indicate incomplete info	ormation	
		Vehicle VIN:	catogory (not ii	Date:	Simulon	
		1G1AZ52F757		<u>Bate.</u> March 16, 2007		
	USAGE FORMULAS	STRAIGHT REPURCHASE	BASE	PAYMENT (CA, FL & WV) OR LEASE	REPURCHASE	
1	To calculate usage:	1 Base Price		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		2 Pmts (feb pmt plus 4 add pmt per d		ment
3	follow applicable lemon law formula for your state	3 Reg./Lic./Title Fees		3 Reg/Lic/Title Fees (leases only)	\$0.00	
4	rene ii appii cabie ieniien ian rennia ien year etaic	4 State Fees		4 Tax (leases only)	\$0.00	
5	A. USAGE USING L.L. FORMULA	5 Aftermarket Items	\$0.00		\$214.08	
	Base Price/Total Repurch Price \$0.00	6 Sales Tax		6 Other-Explain	\$0.00	
7	Mileage 0	7 Finance Charges	\$0.00	·	\$0.00	
8	Denominator 100,000	Ÿ	\$0.00	8 Other-Explain	\$0.00	
9	Usage \$0.00			9 Other-Explain	\$0.00	
10		10 Total Purchase Price	\$0.00	10 Total Additions	\$2,831.73	
11	B. USAGE - NEGOTIATED \$0.00			11		
12		12 * Usage/Depreciation	\$0.00	12 * Usage/Depreciation	\$0.00	
13		13 Damage		13 Damage	\$0.00	
	C. USAGE USING CENTS/MILE	14 Late charges		14 Late charges	\$0.00	
	Mileage 0	15 Over-Allowance		15 Over-Allowance	\$0.00	
		16 Negative Equity		16 Negative Equity	\$0.00	
		17 Incentives		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		20 Gap Insurance	\$0.00	
21	Base price section-Used when NOT financed.	21 Other-Explain		21 Over Mileage Penalty	\$0.00	
22	"Actual Price Paid" (Base) \$0.00	·		22 Total Deductions	\$1,500.00	
23	Mileage 0	23		23		
	Usage \$0.00	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	
	Payment/Lease-Used when financed.	26 Total Refund to Customer		26 (GMAC=DL quote) good thru 3/28/07	. ,	-
27	"Actual Price Paid" (Pmt/Lease) \$14,861.40	27 Attorney's Fees		27 Attorney's Fees	\$0.00	
	Mileage 0	28 Total Repurchase		28 Total Repurchase	\$15,289.56	
	Any ext service contract (CA only)	29 NADA (Legal Only)		29 NADA (Legal Only)	\$0.00	
		30 Estimated Auction Value		30 Estimated Auction Value	\$0.00	
31		31 Projected Loss		31 Projected Loss	\$15,289.56	
			,	DIDOLIAGE BRIGE		
	PURCHASE PRICE (before t/t/t) \$ 17,628.48	TRADE ALLOWANCE	n/a		\$ 17,628.48	
-	MSRP (FROM BARS INVOICE) \$ 19,360.00	PAYOFF OF TRADE	\$ -	INCENTIVE* (from BARS)	\$ 1,500.00	
-	DIFFERENCE \$ (1,731.52)	DIFFERENCE	#VALUE!	OVERALLOWANCE	\$ -	
\vdash	if positive look for over allowance	if negative=negative equity	2/2	ACTUAL PRICE	\$ 16,128.48	
		TRADE ALLOWANCE	n/a \$ -	Do not include fuel fill credit		
\vdash	Authorized Cignoture	ACV OF TRADE				
	Authorized Signature Date	DIFFERENCE ACV—actual cach value	#VALUE!	·		
-		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 le	ease 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						



Premier Auto Installations Inc

SALES RECEIPT

86 Rutgers Street Belleville, NJ 07109 Tel: 973-450-0696 Fax: 973-450-0698

DATE	NUMBER
5/19/2005	04617

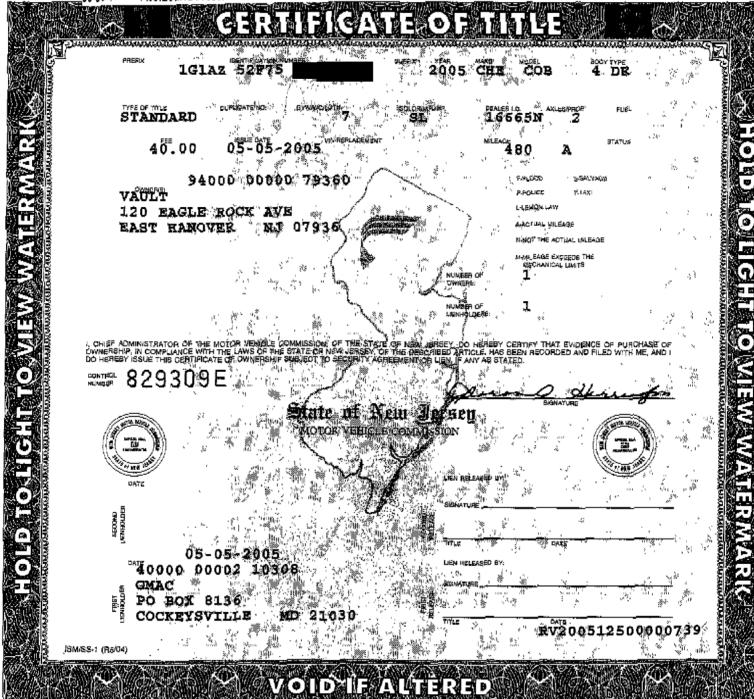
SOLD TO		
	ı	,

	PAYMENT METHOD	PAYMETNT NO.
	VEHICLE INFOR	MATION
YEAR	MAKE	MODEL
	<u> </u>	

QTY	ITEM DESCRIPTION	RATE	AMOUNT
1	AUDIOVOX: 1 Button Remote Starter	200.00	200,00
	05/Cobalt VIN#		
	į		

	Total	\$200,00
·) Otal	\$200.00

1-596 P.002/003 F-528



T FOLD AND YEAR AT PERFORATION T

THIS IS A RECEIPT DOCUMENT ONLY VIN: 1G1AZ52F757 MILEAGE: 480 A DUP: STATUS: DEALER ID: 16665N CHE 2005 4 DR SL AXLE:2 COB 94000 00000 79360 TITLE I 40.00 0.00 VAULT SALES TAX : 40.00 120 EAGLE ROCK AVE TOTAL EAST HANOVER MJ 07936 LIENHOLDER (S) 40.00 I STANDARD 40000 00002 10308 RV200512500000739 GMAC PO BOX 8136 MD 21030 COCKEYSVILLE

TÞ:80 Z002/ÞT/80 701991022¢

FRANCHINI CHEVROLET Inc.

2 Passelic Street - 125 River Drive - P. O. Box 266 GARFIELD, N. J. 07026 (973) 472-9200

SOLD TO

AULT CONT

INVOICE 033858

ADDRESS

8

PAGE

LYNN CHEVROLET

2019910224

03/14/2007 03:41

120 EAGLE ROCK AVENUE EAST HANOVER NJ 07936

04/29/05 DATE

YEAR NEW OR USEO	MAKE . COLOR MODEL	INVOICE STOCK NO	CUST. NO.	USED STK. NO.	SOURCE
near near		SONED			
	EVROLET ULTRA SILVER COBALT	33858			283
<u> 161AZ52F75:</u>		SALESMONE 13Q	MODEL NUMBE	8 1A760	
<u> </u>	NSURANCE COVERAGE INCLUDES	DESCRIPTION	ACCT, NO.	SALE	к соsт
] FIRE & THE∓T	☐ PUSEIC LIABILITY - AMT. \$	NEW INV. CUC	(a)	17690	
COLLISKW - AMT DED, \$	☐ PROPERTY DAMAGE - AIVT. \$	NEW URST SOLD CARD	4 0	1/976	1. 1
	NAL EQUIPMENT AND ACCESSORIES	MEW CAR RETAIL	4		
GROUP	DESCRIPTION PRICE	HEN CAN PLECT	41		
		MEM HENCK COUNT	4		
7 3 a a v =					
Lessr-					
		CM POMAP	443/454	3.30	
		ATTER SELL WINDOW ET	T 445/456		
3- 4-00-			329T	7.50	
N. BERGEV, A	- 3.	USED UKRY SOLD DUG	44 0		
		LISED GAR OR TELEVIS ESTAS.	440/450		
		RED CAN OU LEACH ANTER	448/452		
		SSED CAR RECOMBINANCIAS	647/651	-	
		RECOR, HAYENTORY	240A		
		#25% NEXCE	220E		
		LETS A. S.H.	300A		
		SALES TAX	324		
		DOC. FEE	905A		
		TOTAL CASH PRICE	T	19222 70	BANGS AND STREET
_	 .	FINANCING		- 18653, /6	
	JE & CLEAN #	INSURANCE	·		
Minter is b	recipited with a General Motors engine	TOTAL TIME PRICE			
11750a0- 41 g	a General Motors plant operated by	DEPOSIT	224	n 15 - 6 5 1 +	
6e	Division.*	CASH ON DELIVERY	220A		-
		LUCTORA LINCENLINE L'IC	220C	1000 100 +	 -
	DESCRIPTION OF TRADE-IN	TRADE-IN ALLOWANCE RIVE		500.00	
AR MAKE	BODY COLOR MODEL	PAYMENTS			
		MONTHS DOLLARS	[]		
		TOTAL CESTOS	 		
•		ONING FRANCE CO.	3008	_10233.70	
ROA.	ć.	IA & HENYABLE	300A		
AV.		LA & H INCOME	807/809		
M1 - 4		FEMANCE OCNTRACT (2MA (*	วกร	72527 H45	È





Case Number: 27580

Originator Name: Robert S Heintz

Created Date: 03/13/2007

Customer:

Entity Type:

Vehicle Info

* VIN: 1G1AZ52F757 MSRP: 19360.0

Year: 2005 Make: Chevrolet Model: C

* TAC Vehicle Comments

Number: 8 TAC Explanation:

* Date
Reviewed

Person

with 03/13/2007 * Repurchase Mileage: 12779

Original * Original Purchase

Purchase 04/29/2005 Condition: New

Vehicle Owner(s)

Owner:

* Name(s)

on Title:

* Title State: NJ

Primary

* Address:

* City: North Bergen * State: NJ

* Day

Phone: Evening Phone: Phone:

E-mail: Fax 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 Lease Buyout * Company Name: GMAC #:

Interest:
Contact or

Attention: Address:

* ZIP

Code:

Cell

07

City: State: AL ZIP Code: * Day E-N/A Fax: mail/Web: Phone: **Originial Selling Dealer** * Dealer Region: D 111207 **Dealer Name:** FRANCHINI CHEVROLET INC Number: 40 * Phone: (973) 472-9200 Fax: (973) 779-8532 * Contact * Contact Title: E-mail: N/A N/A Name: Repurchasing Dealer: [GM Dealer] * Dealer Region: D Dealer Name: LYNN CHEVROLET INC 111214 Number: 40 * Phone: (201) 991-8350 Fax: (201) 991-0224 * Contact * Contact Title: Tom Healy Sales Manager E-mail: Name: Repair Dealer * Contact * Contact Title: Bill Fagnan Service Manager Name: Vehicle Location: [GM Dealer] * Dealer Region: D 111214 **Dealer Name:** LYNN CHEVROLET INC Number: 40 * Phone: (201) 991-8350 Fax: (201) 991-0224 * Contact * Contact Title: E-mail: Tom Healy Sales Manager Name: Transaction Details: Siebel * Disposition: 71-475628431 **Unselected Auction** Request #: Transaction * Transaction Type: Straight Repurchase State: Transaction **AVM Voluntary** Source: Replacement VIN: MSRP: 0.0 Repurchase Please process quickly as customer is still in a GM supplied rental Refund \$1500 downpaynemt and Feb. lease payment of 223.53 GM * Processing Instructions: 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 Vehicle will need RSE assistance before it can be auctioned as * Disposition Instructions: 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

Due in F	ull continued Amount 5
12/24/06	BUY RITE LIQUOR 0000FAIRVIEW NJ Description LIQUOR/BEVERAG
12/24/06	TRIANGLE II FAIRVIEW NJ CAR WASHES
12/28/06	BEDBATH&BEYOND#0115 EDGEWATER NJ DEPARTMENT STORES
12/28/06	COSTCO WHSE #00231 HACKENSACK NJ WHOLESALE CLUBS ROCH
12/29/06	2006 BEST OF THE BEST COOKBOOK —
12/29/06	SUNOCO 0006646412FORT LEE NJ 2540
12/31/06	A&P #70300 FAIRVIEW NJ GROCERIES ROC No. 577055
01/05/07	Verizon Wrls OT I2KEFolsum CA -SECSO TELECOM SVC-PREPAID & RECURRING PHONE SE ROOMS-
01/07/07	EXXONMOBILESSO TECHNOLOGIC IN THE PAY AT
01/12/07	EASTERN ROUTE 22 PETNORTH BERGEN NJ 05 GASOLINE FOR CUSTOMER SERVICE CALL
01/16/07	DELTA OF CLIFFSIDE PAR NJ GAS/SERVICES
01/20/07	DELTA OF CLIFFSIDE PAR NJ GAS/SERVICES
01/22/07	SATELLITE RADIO 800-XMRADIO DC XM SATELLITE ROG-No

2005 COBALT 4-DOOR LT SEDAN CHEVROLET MOTOR DIVISION 95U ULTRA SILVER METALLIC /L4G GENERAL MOTORS CORPORATION
522 NEITRAL 100 RENAISSANCE CENTER ORDER NO. HPVJK9/TRE STOCK NO. DETROIT MI 48243-1114 VEHICLE INVOICE 1AD59689009 VIN 1G1 AZ52 F7 57

MODEL & FACTORY OPTIONS

MSRP

INV AMT

RETAIL - STOCK

1AZ69 COBALT 4-DOOR LT SEDAN

L61 2.2L DOHC 4 CYL ENGINE

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

NEI 50-STATE EMISSIONS

T43 REAR DECK-LID SPOILER

U2K XM SATELLITE RADIO-OVER 130

CHNLS OF DIGITAL ENTERTAINMENT.

SERVICE EFF EXTRA 15T 2MOS INCI BANK: GMAC - 103 SERVICE FEE EXTRA 1ST.3MOS.INCL 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 17553.48 565.00 565.00 H/B 261 563.85 DESTINATION CHARGE LAM DEALER CONTRIBUTION 46.99 ADV 261 46.99 187.95 EXP 65A 187.95 LAM GROUP CONTRIBUTION

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.

REMIT TO GMAC NO. 103

VIN 1G1AZ52F757 1AD59689009 DUE 02/23/05 DEALER 32-196

RON CURRIER'S HILLTOP CHEVROLET, INC



DATE: 1.30.07
TO: John Manon 317 432 8453
FROM: Mark Kimnerling - 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:

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 MMON 317-432-8453
Service Manager's Name & Phone	MARK A. KIMMERLING 165-128-1566
Dealership Name & BAC	BOLES CHEVROLET 1/2944
Customer Name (Mr., Ms., Mrs., Last, First, MI)	
Customer Complete Mailing Address	Middlefourt In
Daytime phone number	
Evening phone number	
FULL VIN	IGIAKI2F757
Current Mileage	32, 344
Short explanation as to why the goodwill tool was offered to the customer (Specific information appreciated)	KNOCK NOISE PRESENT IN SETTING - REPORTED BUILETIN PIC 4145 A - TANS 9296995 - REPORTED 2 STEETING SMITS - STEETING GWAR- AND CLUMN & NOISE GONE CUNENTLY - NEED to GAIN CUSTOMER CONFESIONE / CONCORN OF REPORT TAX OUT OF CUMPLICATEY EXSPENSES /
If subsequent owner, indicate date & mileage at time of purchase	

Component Coverage Letter

Definition: Purpose:	and mileage.	c component for a defined period of time
Purpose:	and mileage.	- Portog of cuito
Purpose:		
	To restore a customer's conf unsatisfactory service experi	idence in a component as a result of an ence.
When to use:	sheeme combonent	ncerns regarding repeated failure(s) of a ncerns about potential out of warranty ic component
When NOT to use:	For the "complete ve For a system ("electr The vehicle has a sal-	hicle" ical system") vage or branded title ce items (tires, brake pads, wiper blades,
Parameters of use:	 NOT transferable to s knock) For <u>Diesel Engines</u>, it months/150,000 miles For <u>Cold Start Knock</u> falls w/in the paramete 01-028A a transferable exception). Electrical components NEVER the entire sys Should be offered whi Match terms to the cus A catastrophic engine 	can be written up to and not to exceed 84 from the original in-service date, it should be written for 72/100,000. If it ers noted in TSB #01-06-01-022 or 01-06-e component letter will be issued (only MUST be specific (e.g. alternator, radio).
	Ine second afternator	failure within the warranty period - /2/75,000 component letter
ime limit (months)	94 Milea	ge limit /00.000
pecified Component(s) (i.e. transmission)	GENT (HUMM/ LITHINGES

Middletown, IN

Service Request: 71-476162772

Customer Relationship Specialist: Joel Verburg

Dear :

Chevrolet is pleased to provide service coverage for the steering on your 2005 Chevrolet Cobalt, Vehicle Identification Number 1G1AK12F757

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 50-937 CHECK NO. DATE AMOUNT 06/12/07 **********1,750 DOLLARS ****OD CENTS ***********1,750.00 North American Operations General Motors Corporation Disbursement Account KIMMEL & SILVERMAN, PC* 4491 HUDSON DR APT 5 STOW OH 44224-1742 PAY TO THE ORDER OF The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix A7 85082-2520 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. CHECK NO. BB 000000037 PAYMENT DATE Phoenix, VENDOR NAME KINHEL & SILVERHAN, PC AZ 85082-2530 06/12/07 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT **NET AMOUNT** 06/11/07 VM 1-8PJ600 71-487228568.1-8PJ600 00.0000 1,750.00 1,750.00 1G1AL52F757 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENTION QUESTIONS CALL 800-462-8782 1,750.00 TOTAL 1,750.00 .00

May 25, 2011

David Kelly, Esq. Kimmel & Silverman, PC 30 E Butler Ave Ambler, PA 19002-4514

RE:

v. General Motors Corporation

Service Request: 71-487228568

2005 Chevrolet Cobalt

Vehicle Identification Number: 1G1AL52F757

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 \$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 50-937 CHECK NO 213 DATE AMOUNT 06/12/07 ***********2,500 DOLLARS ****DO CENTS ************2**,500.00 North American Operations General Motors Corporation Disbursement Account PAY TO THE ORDER STOW OH 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. CHECK NO. BB 000000036 PAYMENT DATE VENDOR NAME 06/12/07 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC, AMOUNT NET AMOUNT 06/11/07 VM 1-8PJ60H .71-487228568.1-8PJ60M 00.0000 2,500.00 . 00 2,500.00 1G1AL52F757 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 W3 TOTAL 2,500.00 . 00 2,500.00 To: dehoyoju@gmexpert.com

cc:

Subject: RE: FW: L

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

R No.	71-4297	34749		Ref No.		Goodwill	Maintenand	e Letter		BRC Type	N/A
count				Site		GW SubType				Bus. Unit	
st Name				First Name		Approval	Approved			Area	Complaint Vehicle
ytime #				Evening #		UCC		tart/Charge -	Ignition	Sub-Area	Operation or Design
ddress				City	Stow	Involved Dir				Safety	No
ate	ОН	Postal Cd	90 P	Con. Acct.		Source	Phone			Updated	12/1/2006 11:42:50 AM
rial #/VIN	I 1G1AL5	2F757		Model Year	2005	Priority	Medium	License #	CHEVROL	Owner	MENDEZRI
ake	Chevrol	et		Warr. Start	09/27/2005	Status	Closed			Opened	11/4/2006 01:07:43 PM
odel	Cobalt			Mileage	27,800	Sub-Status	Satisfied			Closed	12/1/2006 11:41:55 AM
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Activities

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Created 11/21/2006 07:16:10 PM Confect Last Name		Assigned To HARRINGT Cortact First	Activity Type Ownership Changed Name	Activity SubTypa	Status Done	Completed 11/21/2006 07:16:10 PM EAC GOIS	Described Service Request Ownership has changed FROM: MAYNORTI TO: HARRINGT
Created 11/19/2006 08:43:51 AM Contact Last Name	Created Dy GIGEARD	Assigned To GIGEARD Contact First	Activity Type Goodwill Status Change Name	Activity SubType Account	Status Done	Completed 11/19/2006 08:43:51 AM BAC Code	Description and the second sec
Created 11/19/2006 08:43:49 AM Contact Last Name	GIGEARD	Assigned To GIGEARD Contact First	Activity Type Goodwill Status Change Name	Activity StipType Account	Status Done	Completer 11/19/2006 08:43:49 AM BAC Code	Description Goodwill Status has been changed from: Pending SITEL to PreAprv - Other
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Activities

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Maintenance Letter- Final Approval CRM is Level 0 Empowered, TM NELS		eam Manager (C1) Site		iainės susės albės aukšausės a		
Vin scan complete: 0 Additional Requests 1 Additional Goodwill-CCL Final Approved request for maintenant GIGEARD/GM SITEL CRM (C1)	ce letter for services o	ther				
Created Ey 11/6/2006 08:07:13 PM MAYNORTI Confact Last Name	MAYNORTI G	ctivity Type oodwill Status Change ime	Activity SubType Account	Status Done	Complefed 11/6/2006 08:07:13 PM BAG Code	Description Goodwill Status has been changed from: Not Initiated to Pending SITEL
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Goodwill Type Offered: Maintence 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 wrrty as confirm by GMVIS.
- 4. To show that GM stands behind its products
- 5. Well maintence cust as verified by the dealership.
 Repair(s) Completed: Y
 Where? Burt Greenwald Chevrolet, Inc.
 Did Dir 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:

Original Owner? - Y
Where is Veh maint'd? - At the dealership.
Previous related repairs? - Y
When? -08/22/2006
GM Dir diagnosed/repaired? - Y

TM approval/Empowerment Level:

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

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
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estalling and established and	7004170041700011000110			Account		BAC Code	

Restablished the least

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. Unfurturily 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/Atx

UCC Codes

UCC Code UCC Symptom UCC Description	861199611996119961199611196611996111
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)	

R No.	71-4297	34749		Ref No.		Goodwill	Maintenanc	e Letter		BRC Type	N/A
count				Site		GW SubType	other			Bus. Unit	
st Name				First Name		Approval	Approved			Area	Complaint Vehicle
ytime #		****		Evening #	100000000000000000000000000000000000000	UCC		tart/Charge -	Ignition	Sub-Area	Operation or Design
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The state of the s	11/21/2006 07:16:10 PM Contact Last Name	***********************	HARRINGT	Ownership Changed	***	*****************	11/21/2006 07:16:10 PM	Service Request Ownership has changed FROM: MAYNORTI TO:
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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 maintence letter.
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Goodwill Type Offered: Maintence letter

Business Reason(in detail):

- 1. Problem existed within warranty and continues to exist.
- 2. Restore cust faith back into current vehicle.
- 3. Applogetic gesture to offset customer inconvenience due to component failure three times while in writy as confirm by GMVIS.
- 4. To show that GM stands behind its products
- 5. Well maintence cust as verified by the dealership. Repair(s) Completed: Y

Where? - Burt Greenwald Chevrolet, Inc. Did Dir have Opportunity to give GW: No

Did Dir have Opportunity to give GW: No Service Mgr. contacted/buv-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 Dir diagnosed/repaired? - 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

Activities

Created	Created By	Assigned To	Activity Type	Activity SubTy	pe Status	Completed	Description
11/4/2006 01:13:25 PM	MAYNORTI	MAYNORTI	Outbound Call Cus	stomer Made Contact	Done	11/4/2006 01:18:23 PM	Offer cust \$200.00 maint letter.
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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. Unfurturily 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/Atx

UCC Codes

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)	

R No.	71-44600	9711		Ref No.		Goodwill	Maintenand	e Letter	BRC Type	N/A
ccount				Site		GW SubType			Bus. Unit	CAC
st Name				First Name		Approval	Not Initiated	1	Area	Complaint Vehicle
aytlme #			***************************************	Evening #		UCC		Column / Ignition Lock /	Sub-Area	Repair Request (Not Done)
ddress				City	Stow	Involved Dir		wald Chevrolet, Inc.	Safety	No
tate	ОН	Postal Cd		Con. Acct.		Source	Phone	ACTION AC	Updated	12/1/2006 11:44:24 AM
erial #/VIN	1G1AL52	F757		Model Year	2005	Priority	Medium	License # CHEVROL	Owner	MENDEZRI
lake	Chevrole	t		Warr. Start	09/27/2005	Status	Closed		Opened	12/1/2006 11:30:43 AM
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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		Costact First	Mame	Account		BAC Code	
GUIRICAS	1888 11888 11888 11888 118	83118881188811888118881			1881188118811881	1653 1653 1653 1653 1653 1653 1653	
CRM noticed that \$200.0	0 maintenance	letter already se	nt out to customer and w	as approved.			

Closing this file.....

made in error

Rich Mendez/Austin/CAC/IvI2

12/1/2006 11:37:44 AM MENDEZRI MENDEZRI Correspondence Done 12/1/2006 11:37:44 AM Created:	
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Contact Last Name Contact First Name Account BAC Code 4460097	09711

Comment

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		TOTAL PROPERTY AND INCOME.				**************************************		
12/1/2006 11:34:09 AM	MENDEZRI	MENDEZRI	Dealer Notification	Information Only	Done	12/1/2006 11:35:45 AM	SR 1-438005255	
-soupporter procedure out to an annual	паалпалпаалпаалп		######################################	SAUSBAUSSA (1982) ISBAUSSA I ŠAUSSASIS	CARRAGORA AGRAGORA AGRA AGRA AGRA AGRA AG	and the copyright page of the control of the contro	•	
Contact Last Name		Contact Firs	t Name	Account		BAC Code		
				Burt Greenwald Chevrol	et. Inc.	113558		
		****			~~;	***************************************		
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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/IVI2 OTS Tamarra Harington TL

Activities

Created	Created By	Assigned To	Activity Type	Addivity SubType	Status	Completed	Elescription
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 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/lvl2 OTS Tamarra Harington TL

UCC Codes

HCC Corle HCC Symptom	UCC Description
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M41 Broken	Steering - Column / Ignition Lock / Parts
in a control	otocing Column Ignitor Education

R No.	1-43800	5255		Ref No.		Goodwill	GMPP	***************************************		BRC Type	N/A
ccount				Site		GW SubType	Major Gua	rd		Bus. Unit	
st Name				First Name		Approval	Approved			Area	Complaint Vehicle
aytime #				Evening #		UCC		Start/Charge -	Ignition /	Sub-Area	Operation or Design
ddress				City	Stow	Involved Dir		wald Chevrol		Safety	No
ate	ОН	Postal Cd		Con. Acct.		Source	Phone			Updated	1/13/2007 01:27:20 PM
rial #/VIN	1G1AL	2F757		Model Year	2005	Priority	Medium	License #	CHEVROL	Owner	MENDEZRI
ake	Chevro	et		Warr. Start	09/27/2005	Status	Closed			Opened	10/12/2006 12:33:04 PM
odel	Cobalt			Mileage	30,267	Sub-Status	Satisfied			Closed	1/13/2007 01:27:18 PM
stract	Assume	d 11/29/06									
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Activities

eated 8/2007 10:37:35 AM Intact Last Name	OLSONJ	Assigned To MENDEZRI Costact First	Notify CRM	Activity SubType Goodwill Approved Account	Status Done	Gompleted 1/8/2007 11:18:50 AM 5AC Code	Description Goodwill Approved
omneras							
eated 5/2007 12:57:58 PM onlact Last Name	MENDEZRI	OLSONJ	Activity Type Notify CRM Name	Activity SubType	Status Done	Gompleted 1/8/2007 10:37:33 AM BAC Code	Description Seeking update
ununzais anks!							
eated 4/2007 11:05:25 AM onfact Last Name oniments	MENDEZRI	Assigned To MENDEZRI Contact First		Activity SubType Account	Status Done	Completed 1/13/2007 01:26:51 PM BAG Gode	Description Payment goes to Division
ealed 3/2007 01:24:21 PM ontact Last Name	Created By OLSONJ	Assigned to NANCEM	Activity Type Notify CRM	Activity SubType Other Account	Siatus Done	Completed 1/13/2007 01:27:05 PM BAC Code	Description GL NOTES
DIDNESS EFUND GOES TO DIVI WL/JEANNE OLSON/P	SION	(0.11950112381112398112599)					
eated 3/2007 09:44:54 AM unlact Last Name	Greated By MENDEZRI	Assigned To OLSONJ Contact First	Activity Type Notify CRM Name	Activity SubType Account	Status Done	Completed 1/3/2007 01:24:20 PM BAC Code	Description update
RM spoke with TL Tamr istomer. anks!	marra Haringtor) about this issue	earlier today and verified th	at the refund would go to the	e Devisionand n	of the	
lease send notify once	your completed	d so that CRM ca	ın call customer and verify G	MPP approval and timefram	nes.		
	/IvI2						

Report Generated for dehoyoju

realed	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/2007 03:08:55 PM	MENDEZRI	MENDEZRI	Notify CRM		Done	1/3/2007 09:39:32 AM	Talk to Tammara
ontact Last Name		Contact Fire	st Name	Account		BAC Code	
							•
amments	1888 1888 1888 1888 18	8811188811888111888111888					
ealed	Created By	Assigned To		Activity SubType	Status	Completed	Description
2/2007 03:08:06 PM	MENDEZRI	MENDEZRI	Inbound Voice Mail	Complex Request	Done	1/2/2007 03:08:33 PM	From GWL
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Created 12/28/2006 01:01:30 PM Contact Last Name	MENDEZRI	Assigned To MENDEZRI Coolad First	Activity Type SR Closed - Satisfied Name	Activity SubType Account	Status Done	Completed 12/28/2006 01:01:31 PM 5AC Code	Description Service Request has been Closed Satisfied.
Created 12/28/2006 11:11:43 AM Control Set North	OLSONJ	OLSONJ	Activity Type Goodwill Status Change Name	Agtivity SubType Account	Status Done	Completed 12/28/2006 11:11:43 AM BAC Code	Description Goodwill Status has been changed from: PreAprv - Other to Approved
Created 12/28/2006 11:11:41 AM Contect Last Name Comments		Assigned To OLSONJ Contact First	Activity Type Goodwill Status Change Name	Activity SubType Account	Status Done	Completed 12/28/2006 11:11:42 AM BAG Code	Description Goodwill Status has been changed from: Pending SITEL to PreAprv - Other
Created	OLSONJ	Assigned To MENDEZRI Contact First	Activity Type Notify CRM Name	Activity SubTypa Goodwill Approved	Status Done	Completed	Description
Created 12/7/2006 12:35:17 PM	Greated By MENDEZRI	Assigned To MENDEZRI	Activity Type Scheduled Follow-up	Activity SubType Account	Status Done	Completed 12/28/2006 01:01:18 PM EAC Code	Description GW Scheduled Follow-up
	0861155611556115561155	8.000.000.000.000					

Created Created By 12/1/2006 12:46:36 PM MENDEZR Contact Last Name Comments GMPP- Final Approval CRM is Level 0 Empowered, TM NEL	I OLSONJ Gordad Fir	Submit for Approval	Activity SubType SITEL Account	Status Done	Gompleted 12/28/2006 11:11:12 AM SAC Code	Description GMPP
Vin scan complete: 2 Additional Requests 2 Additional Goodwill, 2 MAINT LTRS Final Approved request for GMPP - M OLSONJ/GM SITEL CRM (C1)		months and / 32000 Miles				
Created By 12/1/2006 12:46:24 PM MENDEZR Confact Last Name.	I MENDEZRI	Activity Type Goodwill Status Change st Name	Activity SubType Account	Status Done	Completed 12/1/2006 12:46:24 PM BAC Carle	Descaption Goodwill Status has been changed from: Returned to Pending SITEL
Created Ey 12/1/2006 12:44:09 PM MENDEZR Contact Last Name	es a los consessas da consessa e los Transas de la Los consessas con con-	Activity Type Correspondence it Name	Activity SubType Account	Status Done	Completed 12/1/2006 12:44:09 PM BAC Code	Description Created:CAC_RS0011. SR#1- 438005255
Created Created Ey 12/1/2006 12:36:36 PM MENDEZR Contact Last Name	i mendezri	Activity Type Correspondence it Name	Activity SubType Account	Status Done	Gempleted 12/1/2006 12:36:36 PM BAC Code	Dr≪copics (2008) Created:CAC_RS0011. SR#1- 438005255

Activities

	MENDEZRI P Major Guard	offered to the cu	Activity Type Manager Review Name Stomer, CRM reviewed for a dd the 60k miles advised to the	•		Completed 12/1/2006 12:35:32 PM 5AC Code 8/32	Clescrition Additional Review for GWL ***********************************
Rich Mendez/Austin/CAC							
Greated 12/1/2006 12:11:57 PM Contact Last Name Contrients	Created By MENDEZRI	Assigned of MENDEZRI Contact First	Correspondence	Activity SubType Account	Status Done	Completed 12/1/2006 12:11:57 PM BAG Code	Created:CAC_RS0011. SR#1- 438005255
Circated	MENDEZRI	Assigned in Mendezri Contact First	At lody Type Inbound Voice Mail Name	Activity SubType Complex Request Account	Status Done	Completed 12/1/2006 11:59:41 AM EAC Code	Description From Customer
Rich Mendez/Austin/CAC	/Ivi2						
Created 12/1/2006 11:26:28 AM Contact Last Name CRM seeks Exact mileage	MENDEZRI	~~~ ~~~~	ng ng ng ng ng 1863 1863 1863 1863 1863 1863 1863 1863	Activity SubType Made Contact Account	Status Done	Completed 12/1/2006 11:30:04 AM BAG Code	Description Calling to Verify exact mileage
Cust states she will have	to call CRM ba	ck with this infor	mation when she is in the car.				
CRM advised cust on 866		21160					
Rich Mendez/Austin/CAC	/IVI2						

Report Generated for dehoyoju

on 3/8/2007

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description	0001100011
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	
(Anterillact Nans	issonissonissonissonis	Castort Fire	Name	Account		BAC Code		_
				Burt Greenwald Chevrole	t, Inc.	113558		
Communiste	(2000) (2000) (2000) (000) (00	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,						

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/lvl2 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
Confact Last Name	56501566015666115666115	Contact First	Name	Account		BAC Code	

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/IvI2 OTS Tamarra Harington TL

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/1/2006 11:00:30 AM	MENDEZRI	MENDEZRI	Outbound Call Custome	r Made Contact	Done	12/1/2006 11:18:22 AM	Calling customer to Verify mailing
Contact Last Name		Contact Firs	t Name	Account		BAC Code	address.

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 sat

Rich Mendez/Austin/CAC/IvI2

Created By 11/29/2006 02:26:29 PM MENDEZRI		Activity StibType w Case Assessment	Status Done	Completed 11/29/2006 02:30:33 PM	Description File Review
Compatibel Name		Account		EAC Code	
Comments 11/29/06					
DO NOT ASSUME FILE. CRM helping		assistance.			
Rich Mendez/Austin/CAC/lvl2	назання явная ясчия ясчина явная явная явная явная явная явная явная явная явная явная явная явная явная явная	и монов мення мення мення мення мення мення мення мення мення мення мення мен		полечния лиши лечня вечникечния лиши лечния лечник	

Created Created By 11/29/2006 02:26:17 PM MENDEZRI	MENDEZRI	Activity Type Ownership Changed	Advity SubType Account	Status Done	Completed 11/29/2006 02:26:17 PM 5AC Code	Service Request Ownership has changed FROM: HARRINGT TO: MENDEZRI
Created By 11/21/2006 06:40:57 PM HARRINGT Contact Last Name Connects	Assigned To HARRINGT Cortact Firs	Ownership Changed Name	Activity SubType Account	Status Done	Completed 11/21/2006 06:40:57 PM BAC Gods	Description Service Request Ownership has changed FROM: MAYNORTI TO: HARRINGT
Created Created By 11/17/2006 07:25:38 PM WETHERBT Confact Last Name	MAYNORTI Contact Fire		Activity SubType Account	Status Done	Completed 12/1/2006 10:59:22 AM BAC Code	Description PLEASE SEE FEEDBACK
Created Created By 11/17/2006 07:24:52 PM WETHERBT Contact Last Name Comments		Activity Type Goodwill Status Change Name	Activity SubType Account	Status Done	Completed 11/17/2006 07:24:52 PM BAC Code	Description Goodwill Status has been changed from: Pending SITEL to Returned
Creates	Assigned Te WETHERBT Cortlact Firs	Submit for Approval	Astivity SubTyps SITEL Account	Staius Done	Gampleted 11/17/2006 07:25:35 PM BAC Code	Desception course to the property of the prope

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 writy as confirm by GMVIS.
- 4. To show that GM stands behind its products
- 5. Well maintence cust as verified by the dealership.

Timothy Maynor/Cac/Atx

Created	Created By	Assigned To	Activity Type Activi	ty 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
Contact Last Name		Conlact First	Name Accol	int	BAC Code	from: Not Initiated to Pending SITEL
COMMENS						

44/4/0000 40:40:47 DM	
11/4/2006 12:49:47 PM MAYNORTI MAYNORTI Correspondence Done 11/4/2006 12:49:47 PM Created:CAC_RS0025.	SR#1-
Contact Last Name - Account - BAC Code 438005255	

ionments

Report Generated for dehoyoju

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		Costact Fire	Mame	Account	BAC Code	

Communic

really what the problem is. They just been replace hoping that the concern is adress correctly.

Crs sts: But you just stated 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 MAYNORT	MAYNORTI	Outbound Call Customer	Made Contact	Done	11/4/2006 12:41:56 PM	offer cust component letter and \$200.00
Gontact Last Name	Contact Firs	t Name	Account		BAC Code	maint letter.

LOCALISM STREET,

Crs sts: We apologize for the incovience 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 lttr 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 writy 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 times.

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 inconviences 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

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
Canteal Leef Name	isseriseceissecilescile	Castort Firet	Markie	Account		BAC Code	-

Crs spoke w/Mike svc director

Concern - Iginition module replace 3 times./ Turn signals did not cancel/Shifter where loose, 10/10/06 replace ignition cyclinder and shifters.

Cause -lonition 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

Dir recommend Goodwill? - Yes

Why/Why Not? - B/c consective component failure.

Dir willing to participate? -NO, cust already has ext writy.

Field Contacted? - No.

Additional Comments: More info please contact Phil, he work directly with this customer.

Timothy Maynor/Cac/Atx

Crealed C	reated By Ass	agned To - Activit	у Туре	Activity SubType	Stanus	Completet	Description
11/4/2006 10:18:16 AM M	MAYNORTI MAY	YNORTI Mana	ger Review	Case Assessment	Done		Review for 6/100k Ignition lock
Contact Last Name	C.	ortact First Name		Account		BAC Code	component letter

See New Review

Created Created By Assign	ed To Activity Type Activ	ly SubType Status	Completed	Description
11/4/2006 10:03:45 AM MAYNORTI MAYNO	ORTI Outbound Call Customer Made	e Contact Done	11/4/2006 10:12:33 AM	I'm calling for requested for vin
Contact Last Name Conta	act First Name Accor	int	BAC Code	number.

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 afte my research is done.

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
Control Leg Nors		Coulant Fire	Manne	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 expense for that will 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.

Created 10/23/2006 06:42:15 PM	Created By MAYNORTI	Assigned To MAYNORTI	Activity Type Activity S Scheduled Outbound Call Cust	sibType Status Done	Completed 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
Confact Last Name	561.561.5681.6881.8	Contact Firs	t Name Account	20168: 188168: 188168: 188168: 188168: 1881	BAC Code	diagnosis.
GURIMENIS			165611156111566113661136511365113651136			

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/23/2006 06:25:03	MAYNORTI	MAYNORTI	Outbound Call Customer	Made Contact	Done	10/23/2006 06:42:14	Cust requested callback
PM						PM	
Contact Last Name		Contact Firs	l Name	Account		GAC Code	
Comments				1861 1861 1862 1863 1864 1861 186 			

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 phsically 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 inconvient 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/Atx

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Crested	Created By	Assigned To	Activity Type	Activity SubType	Status	Completes:	Description
40/02/2006 06:02:07	MAVNOTI		Inhaund Voice Mail	Conside Decrease Undate	Dono	40/00/0000 00:04:50	CD wadata
10/23/2006 06:23:07	MAYNORTI	MAYNORTI	Inbound Voice Mail	Service Request Update	Done	10/23/2006 06:24:56	SR-update
PM						PM	
Contact Last Name			t Name			BAC Code	
CAUSING PROPERTY OF THE PROPER		mmaseme temms	UINGII II CHARLES CONTRACTOR CONT			PANIOUS	
			enecenceanec	anocalicochicochicochicochicochicochicochi	2011000110001100011000	ibocalicociloccilbocabecaliccelloccilbocal	

Cust left voicemail.

Cust stated that she had her veh in her possesion but the veh is still not operating to her satisfaction.

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/16/2006 03:49:31	MAYNORTI	MAYNORTI	Outbound Call Customer	Left Message	Done	10/16/2006 03:52:02	SR-update
PM						P M	
Contact Last Name		Coplact Fus	l 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/Atx

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/12/2006 12:57:10	MAYNORTI	MAYNORTI	Outbound Call Dealer	Made Contact	Done	10/12/2006 01:06:17	I need to know the veh diagnosis.
PM						PM	_
ANTERIO DE ASARS		PAMBA Ens	Mama	Account		BAC Code	
			300000000000000000000000000000000000000		***************************************		•

CRM spoke w/: Mark Apana svc mgr

CRM adv: The cust concern is the veh had numerous problems w/his igniton.

Dir 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 dir? unknown

Misuse/Abuse/Lack of maint?unknown

Cust caused or prevented? uknown

Previout of pocket expense at dir? uknown

Dir provided prev GW?unknown

Prev related repairs? three times

Related to age/miles:NO

Created: 10/12/2006 12:55:41 PM	Created By GARDOSCI	Assigned to GARDOSCI	Activity Type Outbound Call Compound	Activity SubType Made Contact	Stait≀s Done	Completed 10/12/2006 12:56:17 PM	Description Transferred the case to the specialist- Timothy Maynor.
Confact Last Name		Contact Firs	t Name	Account		BAC Code	
Transferred the case to	the specialist-Ti	mothy Maynor.					•
Cindy Welling/CAC/Ele	mental/Mla						

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	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

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.

Created	Created By	Assigned To	Activity Type - Activity	y SubType Status	Completed	Descaption
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:
Castsell set Nasse	72001200120012001200120	Abender I II in	Mame Accoun	n.	BAC Code	MAYNORTI
			5415084118081188841188841188881188881188811	XIII SE SII SE XII SE XII SE SIII SE SII SE SII SE SII SE SII SE SII SE SII SE SII SE SII SE SII SE SII SE SII	551115557115657115551155571156571155571 1	
AZUREIIGIRIS						

Created 10/12/2006 12:42:30 PM	Created By GARDOSCI	Assigned To GARDOSCI	Activity Type Other	ACIVITY SURTYP	Status Done	Completed 10/12/2006 12:55:39 PM	Description continuation
Contact Last Name	19650196601966011666115	Contact Firs	l Name	Account		GAC Code	
Comments							
					lumn replaced last June 06 ifters but dirshp don't know t	no rool	
problem	ue line steening t	Joiumin last July	de, now in Oct. de t	ie problem maybe in the sin	mers but dirship don't know t	16 1641	
Business Decision: Where maint performed	2 at Burt Green	wald					
Prev GM veh? had a Pa		7510					
Prev related repairs? Will Out of Pocket expense (re & coet\: n/a					
Out of Focket expense (document repai	is a cost, ii/a					
Cust. Sks: interested in	getting a differer	nt veh/buyback					
CRM adv: gave info to n	nake a research	on the concern	and to assign the ca	se to the specialist.			
Cindy Welling/CAC/Elen	nental/Mla						

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/12/2006 12:33:29	GARDOSCI	GARDOSCI	Inbound Call Customer	Complex Request	Done	10/12/2006 12:55:30	complaint veh
PM						PM	•
Contact Last Name	5119993119993119993119993113	Contact Firs	d Name	Account	868 868 1968 1968 1968 1	GAC 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 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 also had a Park Avenue. Cust did not provide the vin because the veh is at the dirshp.

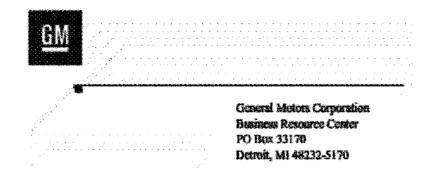
Owner Specific: Orig Owner? yes Primary driver? cust Personal or business use? personal Veh Specific: Where purchased? Lake Shore Cleveland, OH If 2nd Owner of Veh. when/what mig?n/a Current approx mlg? 27000 Ext Svc Plan? yes Concern Specific: Concern? ignition key When 1st notice concern? June 06/July 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 dirshp Veh repaired? If yes, cost & where completed? not yet If not GM dir, phone # of repair facility? n/a

Created	Created By	Assigned To	Activity Type A	ctivity SubType Status	Completed	Description
10/12/2006 12:27:37	GARDOSCI	GARDOSCI	CTI - Inbound Call	Done	10/12/2006 12:55:34	Inbound CAC call not found, #entered
PM Contact Last Name		Contact Firs	Name Ac	esa ani	PM RAC Code	3307019839
STATES AND STATES OF THE STATE			HAARAN SAING DANG SAING COING SAING DE ANG SAING SAING SAING SAING SAING SAING SAING SAING SAING SAING SAING S	1919/1919/11/1920/1920 (1920/1920/1920/1920/1920/1920/1920/1920/		
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

Report Generated for dehoyoju



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

LAKESHORE CHEVROLET

543 E.185TH STREET

EUCLID, OH 44119

PHONE: 216-486-4400 ext. 247

FAX: 216-486-4642

FROM: Delores Hewston

For our conversation 3/22/07

here are the popers you requested for your stess are the (3) popers

first ware sent to your full first ware sent to your full formations

THANK YOU

Delares Kerrstan Custon Service Karcton

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RES. PHONE			<u> </u>			CHEVROLET L	13		
BUS. PHONE									
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PLEASE ENT	ER MY ORDER FOR THE FOLLOWING DICLE: NEW DUSED DEMO	ESCRIBED			WWW	chevyohio.co	m		
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ļ		A. BASE PRICE	E OF VEHICLE				- \ <u>-</u>	16210.40	
	DEPOSIT RECEIPT	B. OPTIONAL (EQUIPMENT						_
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	as a Non-Refundabl						\$		
	the vehicle described above. If this						\$	395 00	_
	or a Deposit, Dealer will refrain from	C TOTAL CASI	I DELOS IN A STA				\$		_
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	eeds the trade-in allowance from	SALESTAY		-0 #A					
Dealer and	, as a result, I have requested that	(TAXABLE B.	ALANCE \$ 1726	20 - 40			9.28 0.00 —	_	
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v		EXTENDED 3	ERVICE CONTRACT			\$	17A	_	
X		G. TOTAL OTHER	R CHARGES	*******************		***************************************		1255.00	_
	ARBITRATION		D BALANCE				·············	18267.93	_
will go to arb arbitration ag herein. Arbitr or financing	ny dispute arising from this transaction itration and I have executed a detailed greement which is fully incorporated ration is not required for the purchase of your vehicle.	this agreement and be financed, all disci institution (creditor If the purchase of negotiated with the	ve a security interest for any unearned pre- losures required by R) to the purchaser a the motor vehicle d ne dealership and t	miums of such evised Regulat it the time puri escribed here the dealership	policies. If lon Z, Truth chaser is to in is to be	the purchase of the i-in-Lending Simplific o be contractually financed, the Anni	motor vehicle cation Act, will obligated on ual Percenta	le described herein i I be made by the lend the credit transact ge Rate (APR) may	is dir io / t
X			ng, or arranging fina RESENTATIONS HA	_	DE TO TH	E PURCHASER A	and all terms	of the agreement ar	e
			ont and back. I under						

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

EVE-26SM-X (3-04)

	TO: 91866 <u>25537</u>	
(If total downpayment is negative, enter "0" and see G below) 3 Unpaid Balance of Cash Price (1 minus 2)		Insurance Term
Other Charges Including Amounts Paid to Others on Your Behalf	\$ 16492 53 (3) Premium \$	
(Seller may keep part of these amounts):	Insurance Compar	y Name
A Cost of Optional Credit Insurance Paid to Insurance	\mathcal{W}	
Company or Companies.	Home Office Addre	9\$5
Life \$ N/A		
Disability \$ R/A	I want the insurance	e checked above.
B Other Insurance Paid to the Insurance Company	I/A	en la companya di managara di managara di managara di managara di managara di managara di managara di managara
C Official Fees Paid to Government Agencies	Buyer Signature	- Date
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E Government License and/or Registration Fees	<u> </u>	on the control of the
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F Government Certificate of Title Fees	00 Co bayer digitalish	Date
G Other Charges (Seller must identify who is paid and	THIS INSURA	NCE DOES NOT INCLUDE
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to LAKESHORE for GPPP \$ 1255.	THIS VEHICLE	ON PUBLIC HIGHWAYS.
Ψ		
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to LAKE SHORE for GAP \$ 395.	ca	
5	Returned Check	Charge: You agree to pay a charge
Total Other Charges and Amounts Paid to Others on Your Behalf	\$	if any check you give us is unpaid
Amount Financed (3 + 4)	\$(5) for any reason.	·
PTION: \square You pay no finance charge if the amount financed, item 5, is paid in full o	or before, Year	SELLERS INITIALS
The Annual Percentage Rate may be negotiable and retain its right to receive a part of the Finance	vith the Seller. The Seller may	assign this contract
nd retain its right to receive a part of the Financ	Cnarge.	· · · · · · · · · · · · · · · · · · ·
HOW THIS CONTRACT CAN BE CHANGED. This contract contains the	ting to this contract A	ou obongo to this contrast must be
n writing and we must sign it. No oral changes are binding. Buyer Signs	Co-Buyer Signs X	
any part of this contract is not valid, all other parts stay valid. We may delay or refra	n-from enforcing any of our rights under this contract	without losing them. For example
e may extend the time for making some payments without extending the time for making	king others.	The state of the s
ee back for other important agreements.	•	
IOTICE TO RETAIL BUYER: Do not sign this contract in	lank. You are entitled to a copy of	the contract at the time
ou sign. Keep it to protect your legal rights.		- X - 1 - 1 - 1
ou agree to the terms of this contract. You confirm that be	ore you signed this contract, we gay	it to you, and you were
ree to take	completely filled-in copy when you si	gned it.
ree to take u received a	completely filled-in copy when you si	gned it.
ree to take u received a	completely filled-in copy when you si	gned it.
ree to take u received a Buyer Signs Date	completely filled-in copy when you si 2005 Co-Buyer Signs he entire debt. An other owner is a person whose na	gned it. ate 09/27/2
ree to take u received a Buyer Signs Date	completely filled-in copy when you si 2005 Co-Buyer Signs he entire debt. An other owner is a person whose na	gned it. ate 09/27/2
Buyer Signs Co-Buyers and Other Owners — A co-buyer is a person who is responsible, for paying, loes not have to pay the debt. The other owner agrees to the security interest in the vehicle	completely filled-in copy when you si Co-Buyer Signs he entire debt. An other owner is a person whose na jiven to us in this contract.	gned it. ate 09/27/2
Buyer Signs Oate Observed a Date Oscillator Owners — A co-buyer is a person who is responsible for paying ones not have to pay the debt. The other owner agrees to the security interest in the vehicle other owner signs here	completely filled-in copy when you si 2005 Co-Buyer Signs he entire debt. An other owner is a person whose na	gned it. ate 09/27/2
Buyer Signs Co-Buyers and Other Owners — A co-buyer is a person who is responsible tor paying ones not have to pay the debt. The other owner agrees to the security interest in the vehicle other owner signs here Seller signs Date	completely filled-in copy when you since the entire debt. An other owner is a person whose nativen to us in this contract. Address By X	ate 09/27/2 me is on the title to the vehicle but
Buyer Signs Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying ones not have to pay the debt. The other owner agrees to the security interest in the vehicle other owner signs here Seller assigns its interest in this contract to	completely filled-in copy when you since the entire debt. An other owner is a person whose nativen to us in this contract. Address By X (Assignee) under the terms of	ate 09/27/2 me is on the title to the vehicle but Title
Buyer Signs Co-Buyers and Other Owners — A co-buyer is a person who is responsible to paying ones not have to pay the debt. The other owner agrees to the security interest in the verticle of the rowner signs here Seller assigns its interest in this contract to Assigned without or with limited recourse	completely filled-in copy when you since the entire debt. An other owner is a person whose nativen to us in this contract. Address By X	ate 09/27/2 me is on the title to the vehicle but Title
Buyer Signs Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying noes not have to pay the debt. The other owner agrees to the security interest in the vehicle other owner signs here Seller signs Assigned withoutor with limited recognse	completely filled-in copy when you since the entire debt. An other owner is a person whose nativen to us in this contract. Address By X (Assignee) under the terms of Assigned with recover.	ate 09/27/2 me is on the title to the vehicle but Title Seller's agreement(s) with Assignee.
Buyer Signs Co-Buyers and Other Owners — A co-buyer is a person who is responsible to paying loes not have to pay the debt. The other owner agrees to the security interest in the verticle of the signs Seller assigns its interest in this contract to Assigned without or with limited recourse	completely filled-in copy when you since the entire debt. An other owner is a person whose nativen to us in this contract. Address By X (Assignee) under the terms of	ate 09/27/2 ate 09/27/2 me is on the title to the vehicle but Title Seller's agreement(s) with Assignee.

F. Government Cartificate of Title Fees.

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Buyer (and Co-Buver) Name and Address (Including County and Zip Code)				d Zip Code)	Creditor - Seller Name and Address LAKESHORE CHEVROLET 543 EACT 185TH STREET EUCLIU, OH 44119		
				-l- balantara	ach or on c	redit. By signi	ng this contract, you choose to buy the vehicle
You, the Buyer (a on credit under the contract) the Amo basis. The Truth-Ir	ne agreeme	nts on the	nance Charge ac	cording to the	t. You agree payment so	to pay the C	ng this contract, you choose to buy the vehicle reditor - Seller (sometimes "we" or "us" in this . We will figure your finance charge on a daily
		Make		Identification N	umber	Mileage	Primary Use For Which Purchased
New/Used/Demo	Year	CHEVRO	I CT			estimate	personal, family or household
NEW	2005	COBALT	1618	L52F757		A actual 774	□ business □ agricultural □
	CEDED!	I TOIT	I-IN-LENDING	DISCLOSUR	ES		Insurance. You may buy the physical damage insur- ance this contract requires (see back) from anyone
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINA CHAI The c amout credi cost	NCE RGE dollar nt the t will you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payment The amount will have paid you have mad payments scheduled	you after your fee all cred as you	tal Sale Price otal cost of purchase on t, including our down yment of 800,00 is	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.
19.99	% s <u>13</u> 3	368-87	\$ <u>18267.93</u>	\$ 31636	.80_\$ <u>3</u>	2436.80	Check the insurance you want and sign below: Optional Credit Insurance
Your Paymen	t Schedul	e Will Be					☐ Gredit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
Number of Payments	Amo	ount of ments	Are	ayments Due	751		Credit Disability (Buyer Only)
72 /Z	4	39.40	Monthly beginning	11/04/20	03		Premium: Credit Life \$
Or As Follows:							Credit Life \$ N/A Credit Disability \$ N/A Insurance Company Name
of \$20 Prepayment. If y Security Interes	you pay off all y	our debt ear	full within 10 ce part of the paymently, you will not have to interest in the vehicle of for more informative the scheduled date	o pay a penalty. being purchased ion including info	i. rmation about		Home Office Address Credit life insurance and credit disability insurance are no required to obtain credit Your decision to buy or not buy cred life insurance and credit disability insurance will not be a factor life insurance and credit disability insurance will not be a factor life insurance and credit disability insurance will not be a factor life in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose the insurance, the cost is shown in Item 4A of the Itemization of the cost is shown in Item 4A of the Itemization of the cost is shown in Item 4A.
ITEMIZATION OF 1 Cash Price (in 2 Total Downpay Trade-ii	ment <u>9</u> 93 8	ANCED 1079.28 UICK (Make)	sales tax) PARKAVE (Model		\$_ <u>i</u>	7292 68 ₍₁₎	insurance, the cost is shown in term and a sased on your origin payment schedule. This insurance may not pay all you owe or payment schedule. This insurance may not pay all you owe or this contract if you make late payments. Credit disabilities contract of payments. Coverage for credit life insurance and or the original due date for the last payment unless a different term for the insurance is shown below.
	Trade-In Allowar ay Off Made By			\$	A/8 00.00		Other legurance
Equals	Net Trade In			\$	N/A	·	Other Insurance
+ Cast	. RESATE			Ф	<u>0.00 </u>	800.00 (2) Type of insulance
(If tota	I downpayment	is negative, e e (1 minus 2)	enter "0" and see G belo		\$	(649 <u>2.68</u> (3	Premium \$
4 Other Charge	es Including Am keep part of thes	ounts Paid to	Others on Your Behalf				Home Office Address
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	7 (7)	of Title Fees	S. T. Carlot M. S. Carlot	\$ \$	ti V		THIS INSURANCE DOES NOT INCLU



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JUN 0 6 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, MA Bar Member, MA Bar Member, OH Bar Member, DE Bar Member, DE Bar Member, AZ Bar Member, CO Bar



1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS 30 E. Butler Pike Ambier, PA 19002 P (215) 540-8888 F (215) 540-8817 JACQUELINE C. HERRITT'
ROBERT A. RAPKIN
HY DAVID RUBENSTEIN*
AMY D. COX*
AMY D. COX*
HILARY WHEATLEY TAYLOR*
BARRY R. WINDERMAN
MELISSA K. FIALA*
RAPE JAMADES
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ANGELA K. TROCOLO
FRED DAVIS*
ANNE WARD!*
CHRISTOPHER R. HOLLDAY*
CHRISTOPHER R. HOLLDAY*
CHRISTOPHER R. HOLLDAY*
L. BENRECOEP*

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. Martton 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) 982-9412, F (781) 982-9414

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

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

RE: 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

AVID WILLIAM KELLY

Enclosure c file

RELEASE OF CLAIM

We, (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
("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 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: OS/30/07
DATE SIGNED COST SOTO T
Claimant's Signature
Address
Sow, Ohio
City, State, Zip Code City, State, Zip Code

STATE OF Olu . ,	
COUNTY OF June	· _
20 <u>() </u>	And subscribed before me this 30 day of May Signature of Notary Public Personally Known OR Produced identification Type of identification 1410 DL 2705925 My commission expires: 110424, 2011
CC: File	
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BURT GREENWALD CHEVROLET INC.

1490 VERNON ODOM BLVD.

P. O. BOX 8068

AKRON, OH 44320-8068

PHONE: 330-867-3010

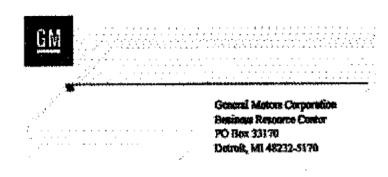
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VIA FAX ONLY

FAX: 330-867-3415 March 8, 2007

Mr. Jim Centorbi, Service Manager BURT GREENWALD CHEVROLET, INC. PO BOX 8068 AKRON, OH 44320-0068

RE:

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















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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

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BURT GREENWALD

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HISTORY LISTING

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CUSTOKER NAME :

SERIAL NO. : 101AL52F757

NLO NO. : 193137

A.O DATE : 02/24/2007 R.O TYPE : S MILEAGE : 35399 ADVISOR NO. : 261

JOB NUMBER : 1

CHERATION 160MZ

OP. DESO, BODY ELECTRICAL

SALE TYPE : B TECHNICIAN NO(8). 4333

COMPLAINT : CUSTOMER STATES THAT MPS ON RADIO IS INOP SINCE RADIO REP

LACEMENT

CORRECTION: REPLACE RADIO AWAY

JOB NUMBER : 2 OPERATION LICYS

OF, DESC. STEERING

BALE TYPE : W TECHNICIAN MD(B). 4333

COMPLAINT : CUSTOMER STATES FOWER STEERING INDP.WENT OUT ALL AT DMCE

PAPPENED AFTER OSTVING 100 MILES.

CAUSE : SCANNED VEHICLE CODE COATS

CORRECTION : REPLACE ELECTRONIC COLUMN ASSY PER BULLETIN 05-02-32-0020

JOB NUMBER : 3 OPERATION 01842-LOF

OP. DESC. LUBE, OIL AND FILTER

SALE TYPE : I TECHNICIAN MO(S). 4333

COMPLAINT : PERFORM LUBE, OIL AND FILTER CHANGE

CORRECTION: PERFORMED LUBRICATION, ENGINE OIL AND FILTER CHAMBE.

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.: MXLEA6E : 34937

ADVISOR NO. : 261

JOB NUMBER : 1 OPERATION 110V2

OF, DESC. STEERING

SALE TYPE : W TECHNICIAN NG(S), 253

COMPLAINT : CUSTOMER STATES THAT WHE HAD LOSS OF FOWER STEERING

WARNING CHIME RANG FIRST-NO POWER STEERING

CAUSE : SCANNED VEHICLE CODE CO476 PER TSB 04-02-32-0028 CORRECTION : FOTE PER BULLETIN NORMAL OFERATING CHARACTERISTICS

OF THE ELECTRIC FOWER STEERING SYSTEM WHEN THE STEERING NASEL IS TURNED IN EITHER DIRECTION FOR AND ECTENDED PERIOD

DE TIME

WARRANTY : <u>CLAIM NO.</u> OPERATION NO. CLAIM NO. OPERATION NO.

Z T PO II

Z5001

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JOR WUNDER : 2 OPERATION 170VZ-1/INT OP. DESC. INTERIOR SALE TYPE : W TECHNICIAN NO(8). 253 4323

COMPLAINT : CUSTOMER STATES THAT FINISH IS COMING OFF LEFT AND RIGHT

DOOR MANDLES AND FASCIA AROUND RADIO

5,0,P.

CORRECTION : REPLACE RIGHT DOOR PANEL-FASIA AROUND RADIO AND LEFT AND

RIGHT DOOR TRIM SEZEL ASSYS

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BURT GREENWALD

PAGE 06

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

CSSON

03348

R0750

JDB NUMBER : 3 OPERATION 17047-RAD OF, DESC. RADIO

SALE TYPE : W TECHNICIAN MD(S). 4323 COMPLAINT : CUSTOMER STATES THAT FINISH IS COMING OFF OF RADIO BUTTOMS

02326

CORRECTION: REFLACE RATIO ASSEMBLY

WARRANTY : CLASS NO.

OPERATION NO. CLAIM NO. OFERATION NO.

COMMENTS : HERTZ RENTAL. エロマの おろろのエキアミム

VIN 161ALSSF277

3 DAYS FOR \$111.00

汽色图子

R.O NO. : 196323 R.O DATE : 12/27/2006 R.O TYPE : 8 MILEAGE : 32517 ADVISOR NO. : 261

JOB NUMBER : 1 OPERATION 018VI-LOFMPI OP. DESC. LUBE: DIL AND FILTER SALE TYPE : W TECHNICIAN NO(S). 253

COMPLAINT : PERFORM LUBE, DIE AND FILTER CHANGE AND MULTI-POINT INSPECTION

CORRECTION : PERFORMED LUBRICATION, ENGINE OIL AND FILTER CHANGE.

ABJUSTED ALL FLUID LEVELS TO SPECIFICATIONS, ADJUSTED TIRE PRESSURES TO SPECIFICATIONS, INSPECTED ENGINE DRIVE BELT AND

角面像 医低层重原点

WARRANTY : CLAIM NO.

OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER : 2 OPERATION OLOVI-BAL OP, DESC. TIRE ROTATION & BAL SALE TYPE : W TECHNICIAN NO(S). 253

Z7410

COMPLAINT : PERFORM TIRE ROTATION & BALANCE OF ALL POUR WHEELS & TIRES -

-ADVISE ON REMAINING TREAD DERTH AND INSPECT BRAKES (.8)

CAUSE

CORRECTION : PERFORM SERVICE

WARRANTY : CLAIM NO.

OPERATION NO. OPERATION NO.

ZZ410

JOS NUMBER : 3 OPERATION LUCVI-FLUSH OP. DESC. BE TRANS FLUSH

SALE TYPE : W TECHNICIAN MB(S). 253

COMPLAINT : COMPLETE TRANSMISSION FLUSH WITH BG ADDITIVE

CORRECTION : COMPLETE ABOVE SERVICE AND RECHECK FLUID LEVEL.

USE CLEANER AND ADDITIVE.

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BURT GREENWALD

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PAGE 3

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

ZZ430

JOS NUMBER : 4 OFERATION CLOVZ-AIRZELL OF DESC. REFLACE AIR FILTER

SALE TYPE : U TECHNICIAN NO(S), 255 COMPLAINT : REPLACE AIR FILTER ELEMENT

MARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

スマペナウ

OP. DESC. FUEL SYSTEM JOS NUMBER : 5 DREPATION OBCVI

SALE TYPE : W | TECHNICIAN NO.S). 253

COMPLAINT : CUSTOMER STATES THAT TETMER KEEPS ON COMING OFF OF FUEL

 $\mathbb{Z}/2,\mathbb{Z}^{n}$

COMMEDIAGN : REPLACE GAS CAP ASSY.

OPERATION NO. CLAIM MO. OPERATION NO. 既合政治的出TY : ULAIM NO.

1.4 OPO

RECOMMEND : 1 TIRE WORK

R.D DATE : 10/30/2006 R.D TYPE : 8 R.O NO. : |

MILEAGE : 20035 ABVISOR NO. : 261

JOB NUMBER : 1 OPERATION 16CVZ OP, BESC. BODY BLEDTRICAL

SALE TYPE : W TECHNICIAN NO(S), 4087

COMPLAINT : CHSTOMER STATES THAT TURN BISNALS WIL NOT CANCEL

IBNITION LOCK CYLINDER JUST PERLACED

CAUSE : SIR COIL BROKEN

CORRECTION : REPLACE SIR COIL AND TURN SIGNAL SWITCH-VERIFIED REPAIR

OPERATION NO. CLAIM NO. WARRANTY : DLAIM NO. SPERATION NO. スフラウエ Z5001

> 0.0883 笹才であり -

JOB NUMBER : 2 OPERATION LOGWY OP. DESC. TRANSMISSION AUTO

TECHNICIAN NO(8), 4089 据高压艇 主YPE : W

COMPLAINT : CUSTOMER STATES THAT SHIFTER FEELS LOOSE WHEN SHIFTING INTO

DRIVE

CORRECTION : NO CONCERN WITH SHIFTER-OPERATING AS DESIGNED

: <u>CLAIM No</u>. WARRANTY OPERATION NO. CLAIM NO. OPERATION NO.

K タタヤラ

JOS NUMBER : 3 OPERATION OICVZ-LOF OP. DESC. LUBE, DIL AND FILTER

SALE TYPE : D TECHNICIAN NO(S). 4089

COMPLAINT : PERFORM LUBE, OIL AND FILTER DRAMGE

CORRECTION : PERFORMED LUBRICATION, ENGINE OIL AND FILTER CHANGE.

ADJUSTED ALL FLUID LEVELS TO SPECIFICATIONS, ADJUSTED TIRE PRESSURES TO SPECIFICATIONS: INSPECTED ENGINE DRIVE BELT AND 330-867-3415 BURT GREENWALD

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HISTORY LISTING 03/05/2007 主磷亚磷霉亚 各集 一角工物 经证据的证据 R.O DATE : 10/10/2006 R.O TYPE : 9 R.O NO. : 194130 MILEAGE : 27502 ADVISOR NO. : 261 JOB NUMBER : 1 OFERATION 160VI-LOCKS OF. DESC. LOCKS
SALE TYPE : W TECHNICIAN MO(5), 4089
COMPLAINT : CUSTOMER STATES THAT KEY IS GETTING CAUGHT IN IGNITION The second property of the second property of
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TELOT - -----------CT2 1...2753 nate Annual of the few fire TELOT ------------والكل الدبلع يجهلوا وكذان ساونة يستنها والأو يتفاع CT2 1. .27531 ris tra اربيا يونيا كالمراج والربيات الدير المسادات والربها وابيا يونيا كالمراج ويوران سادير المسادات والربها n 4 m الما الكار كار الما الما كار الما الكار كار الما الما كار الما الما كار الما الما كار الما الما كار الما كار الما كار الما كار الما كار الم TEIAT · · · · · 077 L.275 715 10.71 --------راجز الدبغ جيهم وللذن ساوية بمسهون والملقع Annual St. No. of Principle CT2 1...2753 ris to t -- Annual With Image -----والكل الدبلع يجهلوا وكذان ساونة يستنها والأو يتفاع TELLAT CT2 1. .27531 ris tra اربيا يونيا كالمراج والربيات الدير المسادات والربها وابيا يونيا كالمراج ويوران سادير المسادات والربها n 4 m الما الكار كار الما الما كار الما الكار كار الما الما كار الما الما كار الما الما كار الما الما كار الما كار الما كار الما كار الما كار الم TEIAT consulation ---------راجز لدنج ونهان ساونا بنسي و او بندم Annual Value Control TELAT CT2 1...2753 ris to t Annual of the few fire -----F- 14 F F-14 والالإ الدبلغ يجهلوا وكذان ساونة يستنها والأو يتقام TELLAT CT2 1. .27531 ris tra n 4 m اربيا يونيا كالمراج والربيات الدير المسادات والربها وابيا يونيا كالمراج ويوران سادير المسادات والربها Aut 1151 AV 121 feet 8-4 Aut 1151 AV 121 feet 8-4 TEIAT 077 L.275 75.107 -------راجز لدنج ونهان ساونا بنسي و او بندم Annual Contracts CT2 1...27501 ris to t -- Annual St. St. of the Sec. - -----F- 14 F F-14 والالإ الدبلغ يجهلوا وكذان ساونة يستنها والأو يتقام TELLAT CT2 1. .27531 ris tra اربيا يونيا كالمراج والربيات الدير المسادات والربها وابيا يونيا كالمراج ويوران سادير المسادات والربها Aut 1151 AV 121 feet 8-4 Aut 1151 AV 121 feet 8-4 n 4 m TEIAT CT 1...2753 - -----F. 14 F. F. -------راجز لدنج ونهان ساونا بنسي و او بندم Annual Value Control TELAT CT2 1...2753 ris to t Annual of the few fire -----F- 14 F F-14 والالإ الدبلغ يجهلوا وكذان ساونة يستنها والأو يتقام TELLAT CT2 1. .27531 ris tra Aut 1151 AV 121 feet 8-4 Aut 1151 AV 121 feet 8-4 n 4 m راهار الدين ومريو ولدن سوية يستها و . و بدلان راهار الدين ومريو ولدن سوية يستها و . و بدلان TEIAT 077 L.275 75.107 F. 14 F. F. -------راجز لدنج ونهان ساونا بنسي و او بندم Annual Value Control CT2 1...2753 ris to t Annual St. St. of the Sec. -----F- 14 F F-14 والالإ الدبلغ يجهلوا وكذان ساونة يستنها والأو يتقام TELLAT CT2 1. .27531 ris tra اربيا يونيا كالمراج والربيات الدير المسادات والربها وابيا يونيا كالمراج ويوران سادير المسادات والربها n 4 m الما الكار كار الما الما كار الما الكار كار الما الما كار الما الما كار الما الما كار الما الما كار الما كار الما كار الما كار الما كار الم TEIAT - -----CT 1...2753 - -----F. 14 F. F. راجز لدنج ونهان ساونا بنسي و او بندم Annual Value Control TELAT CT2 1...2753 ris to t way para and a paper para para Annual St. St. of the St. -----F- 14 F F-14 -------والالإ الدبلغ يجهلوا وكذان ساونة يستنها والأو يتقام TELLAT CT2 1. .27531 ris tra n 4 m راهار الدين ومريو ولدن سوية يستها و . و بدلان راهار الدين ومريو ولدن سوية يستها و . و بدلان الما الكار كار الما الما كار الما الكار كار الما الما كار الما الما كار الما الما كار الما الما كار الما كار الما كار الما كار الما كار الم TEIAT --, --- ---077 L.275 F. 14 F. F. --------راجز لدنج ونهان ساونا بنسي و او بندم Annual Value Control TELLOT CT2 1...2753 ris to t Annual St. St. of the Sec. -----F- 14 F F-14 والكل الدبلع يجهلوا وكذان ساونة يستنها والأو يتقام TELLAT CT2 1. .27531 ris tra n 4 m راهار الدين ومريو ولدن سوية يستها و . و بدلان راهار الدين ومريو ولدن سوية يستها و . و بدلان الما الكار كار الما الما كار الما الكار كار الما الما كار الما الما كار الما الما كار الما الما كار الما كار الما كار الما كار الما كار الم TEIAT - -----CT 1...2753 - -----F. 14 F. F. راجز لدنج ونهان ساونا بنسي و او بندم Annual Value Control TELAT CT2 1...2753 ris to t Annual St. St. of the St. -----F- 14 F F-14 -------والكل الدبلع يجهلوا وكذان ساونة يستنها والأو يتقام TELLAT CT2 1. .27531 ris tra n 4 m راهار الدين ومريو ولدن سوية يستها و . و بدلان راهار الدين ومريو ولدن سوية يستها و . و بدلان الما الكار كار الما الما كار الما الكار كار الما الما كار الما الما كار الما الما كار الما الما كار الما كار الما كار الما كار الما كار الم TEIAT --, --- ---077 L.275 F. 14 F. F. --------راجز لدنج ونهان ساونا بنسي و او بندم Annual Value Control TELLOT CT2 1...2753 ris to t Annual St. St. of the Sec. -----F- 14 F F-14 والكل الدبلع يجهلوا وكذان ساونة يستنها والأو يتقام TELLAT CT2 1. .27531 ris tra n 4 m راهار الدين ومريو ولدن سوية يستها و . و بدلان راهار الدين ومريو ولدن سوية يستها و . و بدلان الما الكار كار الما الما كار الما الكار كار الما الما كار الما الما كار الما الما كار الما الما كار الما كار الما كار الما كار الما كار الم TEIAT - -----CT 1...2753 - -----F. 14 F. F. راجز لدنج ونهان ساونا بنسي و او بندم Annual Value Control TELAT CT2 1...2753 ris to t Annual St. St. of the St. -----F- 14 F F-14 -------والكل الدبلع يجهلوا وكذان ساونة يستنها والأو يتقام TELLAT CT2 1. .27531 ris tra n 4 m راهار الدين ومريو ولدن سوية يستها و . و بدلان راهار الدين ومريو ولدن سوية يستها و . و بدلان الما الكار كار الما الما كار الما الكار كار الما الما كار الما الما كار الما الما كار الما الما كار الما كار الما كار الما كار الما كار الم TEIAT --, --- ---077 L.275 F. 14 F. F. --------راجز لدنج ونهان ساونا بنسي و او بندم Annual Value Control TELLOT CT2 1...2753 ris to t Annual St. St. of the Sec. -----F- 14 F F-14 والكل الدبلع يجهلوا وكذان ساونة يستنها والأو يتقام TELLAT CT2 1. .27531 ris tra n 4 m راهار الدين ومريو ولدن سوية يستها و . و بدلان راهار الدين ومريو ولدن سوية يستها و . و بدلان الما الكار كار الما الما كار الما الكار كار الما الما كار الما الما كار الما الما كار الما الما كار الما كار الما كار الما كار الما كار الم TEIAT - -----CT 1...2753 - -----F. 14 F. F. راجز لدنج ونهان ساونا بنسي و او بندم Annual Value Control TELAT CT2 1...2753 ris to t Annual St. St. of the St. -----F- 14 F F-14 -------والالإ الدبلع يجهلوا وكذان ساونة يستنها والأو يتقام TELLAT CT2 1. .27531 ris tra n 4 m راهار الدين ومريو ولدن سوية يستها و . و بدلان راهار الدين ومريو ولدن سوية يستها و . و بدلان الما الكار كار الما الما كار الما الكار كار الما الما كار الما الما كار الما الما كار الما الما كار الما كار الما كار الما كار الما كار الم TEIAT ene a lette F. 14 F. 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F. --------راجز لدنج ونهان ساونا بنسي و او بندم Annual Value Control TELLOT CT2 1...2753 ris to t North Control of the Principle of the Pr -----F- 14 F F-14 والالإ الدبلع يجهلوا وكذان ساونة يستنها والأو يتقام TELLAT CT2 1. .27531 ris tra n 4 m راهار الدين ومريو ولدن سوية يستها و . و بدلان راهار الدين ومريو ولدن سوية يستها و . و بدلان الما الكار كار الما الما كار الما الكار كار الما الما كار الما الما كار الما الما كار الما الما كار الما كار الما كار الما كار الما كار الم TEIAT - -----CT 1...2753 - -----F. A. F. F. راجز الدبغ جيهم وللذن ساوية بمسهون والملقع Annual Value Control TELAT CT2 1...2753 ris to t Annual of the few fire -----F- 14 F F-14 والالإ الدبلع يجهلوا وكذان ساونة يستنها والأو يتقام TELLAT CT2 1. .27531 ris tra اربيا يونيا كالمراج والربيات الدير المسادات والربها وابيا يونيا كالمراج ويوران سادير المسادات والربها Aut 1151 AV 121 feet 8-4 Aut 1151 AV 121 feet 8-4 n 4 m TEIAT ene a lette F. A. F. F. --------راجز لدنج ونهان ساونا بنسي و او بندم Annual Value Control 75.107 CT2 1...2753 ris to t Annual St. St. of the Sec. -----F- 14 F F-14 والكل الدبلع يجهلوا وكذان ساونة يستنها والأو يتفاع TELLAT CT2 1. .27531 ris tra n 4 m راهار الدين ومريو ولدن سوية يستها و . و بدلان راهار الدين ومريو ولدن سوية يستها و . و بدلان الما الكار كار الما الما كار الما الكار كار الما الما كار الما الما كار الما الما كار الما الما كار الما كار الما كار الما كار الما كار الم TEIAT CT 1...2753 راجز لدنج ونهان ساونا بنسي و او بندم Annual Value Control TELAT CT2 1...2753 ris to t Annual St. St. of the Sec. - -----F- 14 F F-14 والكل الدبلع يجهلوا وكذان ساونة يستنها والأو يتفاع TELLAT CT2 1. .27531 ris tra n 4 m الما الكار كار الما الما كار الما الكار كار الما الما كار الما الما كار الما الما كار الما الما كار الما كار الما كار الما كار الما كار الم TEIAT --------ene a lette 75.107 -------راجز لدنج ونهان ساونا بنسي و او بندم Annual Contracts CT2 1...2753 ris to t -- Annual St. St. of the Sec. -----F- 14 F F-14 والكل الدبلع يجهلوا وكذان ساونة يستنها والأو يتفاع TELLAT CT2 1. .27531 ris tra Aut 1151 AV 121 feet 8-4 Aut 1151 AV 121 feet 8-4 n 4 m راهار الدين ومريو ولدن سوية يستها و . و بدلان راهار الدين ومريو ولدن سوية يستها و . و بدلان TEIAT CT 1...2753 راجز لدنج ونهان ساونا بنسي و او بندم Annual Value Control TELLOT CT2 1...2753 ris to t -- Annual St. St. of the Sec. -----F- 14 F F-14 -------والكل الدبلع يجهلوا وكذان ساونة يستنها والأو يتفاع TELLAT CT2 1. .27531 ris tra n 4 m راهار الدين ومريو ولدن سوية يستها و . و بدلان راهار الدين ومريو ولدن سوية يستها و . و بدلان الما الكار كار الما الما كار الما الكار كار الما الما كار الما الما كار الما الما كار الما الما كار الما كار الما كار الما كار الما كار الم TEIAT CT2 1...2753 - --راجز لدنج ونهان ساونا بنسي و او بندم Annual Value Control TELLOT CT2 1...2753 ris to t -- North Control of the Principle of the Pr راجز الدين جيهر ولدن ساوية وسنيان او بندع -----. -------TELLAT CTF 1...27531 tis to n 4 m راهار الدين ومريو ولدن سوية يستها و . و بدلان راهار الدين ومريو ولدن سوية يستها و . و بدلان الما الكار كار الما الما كار الما الكار كار الما الما كار الما الما كار الما الما كار الما الما كار الما كار الما كار الما كار الما كار الم TEIAT ene a lette CT2 1...2753 water and the bar to be ------ --والازاماني ويهو وندن سوية وستيروا والمدور Annual St. No. of Principle T110T C72 1...2750 m. 14 9 mm. - -----راجز فدهم ويريو يقذن سيط يسمي والوارهقم Annual North Transfer TELLOT CT2 1...2753 F- 14 F-15 And the ΔA , the first ΔA TELLATE tis to t 600 u.S. N. . E. Im. S. e - -----ويترا والمراجع ومناح والمراء والمراجع والمراجع والمراجع TELAT ------was and a state to the remany and a CTF 1...2753 63 27 met. 446 cm m. 5 407 1200 h. 5 - ------ --------راجز لدهم ونيبو وندن سيندو والدهم Annual St. No. of Principle TELOT CT2 1...2753 ris to t --- . -Annual Artificial 715 10.71 was produced a separation to a - -----. -------والكل الدبلع يجهلوا وكذان ساونة يستنها والأو يتفاع CT2 1. .27531 ris tra Aut 1151 AV 121 feet 8-4 Aut 1151 AV 121 feet 8-4 micros de micros TELAT con Lucito .. --- -.. والدار المنتج ويبدل ساوية وسنتها والالملاء - 4 ----------CT2 1...2753 was and a state to the re-,--- y--TELLAT tis the mit . 640 m = 1407 1700 h. h. 715 10.71 - ------ ---------راجز لدنج ونهان ساونا بنسي و او بندم Annual Contracts CT2 1...2753 ris to t -- --- . . way and the same of the part of the same of Annual St. N. Carlling Sec. TELOT ,---, ,---, -------والكل الدبلع يجهلوا وكذان ساونة يستنها والأو يتفاع CT2 1. .27531 ris tra الما الكار كار الما الما كار الما الكار كار الما الما كار الما الما كار الما الما كار الما الما كار الما كار الما كار الما كار الما كار الم micros de micros TELAT con Lucito .. --- والدار المنتج ويبدل ساوية وسنتها والالملاء was and the face from the s ,--- y-many and a TELLAT CT 1...2753 tis the mit . 640 m = 1407 1700 h. h. - ------ --------راجز الدنع ونيبو وللذن سارنا بنسي والأوا والملاح Annual Contracts TELOT CT2 1...2753 ris to t .. --- . . -- way and the same of the part of the same of Annual St. N. Carlling Sec. 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Kimmel & Silverman, P.C. 30 E. Butler Pike Ambler, PA 19002

1-800-LEMON LAW

http://www.lemonlaw.com

To:	Caro Didion
Fax Number:	<u> </u>
From:	D. Kelly
Fax Number:	(215)540-8817
Business Phone:	(215)540-8888
" Alle	
Date & Time:	06/04/07
Pages (including cover):	3 1 1
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.

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RELEASE OF CLAIM

We (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 ("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.

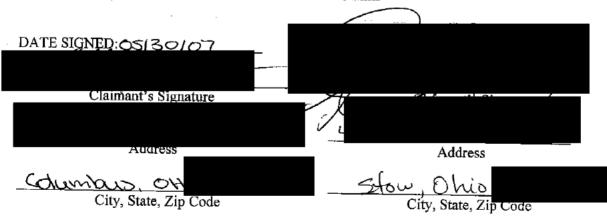
As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$2,500.00, made payable to Erica Lennox and Leishawn Bailey; the second in the amount of \$1,750.00, made payable to Krohn & Moss, Ltd.

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



COUNTY OF Surguet
Sworn to (or affirmed) and subscribed before me this 30 day of May,
Signature of Notary Public
Print, type or stamp Commissioned Name of Notary Public
Personally Known OR Produced identification
Type of identification DHID DL K770572
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

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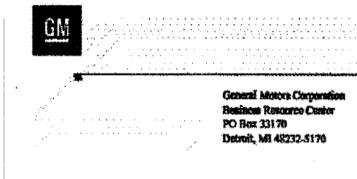
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Fax Server

FAX: 330-867-3415



VIA FAX ONLY

March 8, 2007

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: I/G1AL52F757

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















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330-867-3415

BURT GREENWALD

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GMC

PAGE 03

General Motors Business Resource Center

To: Mr. Jim Centorbi, 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.

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HISTORY LISTING

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CUSTOBER NAME :

SERIAL NO. : 161AL52F757 er had and a stollar en en indian ste ma had di tim dat des tre est ma me de est met est est est est est est e

and the substitution of the second of the second B.O NO. : I

R.O DATE : 02/24/2007 R.O TYPE : S MILEAGE : 35379 ADVISOR NO. ;

MILEAGE : SSSPP

ADVISOR NO. ; 261

JOB NUMBER: 1 OPERATION 160VZ OP. DESC. BUDY ELECTRICAL CALE TYPE : W TECHNICIAN NOVS). 4333

COMPLAINT : CUCTOMER STATES THAT MED ON RADIO IS INCE SINCE RADIO REP

LACEMENT

CORRECTION : REPLACE RADIO ASSY

OP. DESC. STEERING

JOB NUMBER : 2 OPERATION 110VZ SALE TYPE : W TECHNICIAN NO(S): 4233

COMPLAINT : CUSTOMER STATES FOWER STEERING INDF. WENT OUT ALL AT ONCE

HAPPENED AFTER DRIVING 100 MILES.

CAUSE : SCANNET VERYOUR CONE COATS

CORRECTION: REPLACE ELECTRONIC COLUMN ASSY FER BULLETIN 05-02-52-002B

JOB NUMBER : 3 OFFRATION CICYZ-LOF OF, DESC. LUBE, DIL AND FILTER

BALE TYPE : I TECHNICIAN MO(5), 4355

COMPLAINT : PERFORM LUDE: 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.

B.O MO. :

M.G DATE : 02/12/2007 R.D TYPE : 5 Mileage : 34937 ADVISOR NO. ;

ADVISOR NO. : 261

OF. DESC. STEERING

JOB NUMBER : 1 OPERATION 110VI SALE TYPE : N TECHNICIAN NO(8), 255

DOMPLAINT : CUSTOMER STATES IMAI SHE HAD LOSS OF POMER STEERING

- MARNING CHIME RAWS FIRST-NO POWER STEERING

DAUSE : SCANNED VEHICLE CODE COAPA PER TSB 04-02-32-0028

CORRECTION : NOTE PER BULLETIN MORPAL OFFEATING UMARACTERISTICS

OF THE ELECTRIC FOWER STEERING SYSTEM WHEN THE STEERING WHEEL 19 TURNED IN EITHER DIRECTION FOR AND EDTENDED PERIOD

OF TIME

过色医院外打下了

OPERATION NO. **さアヤ**いな

CLAIM NO.

QPERATION NO.

芝思(の) 1

TOR MUMBER: 2 OPERATION ITCVZ-1/INT OP. DESC. INTERIOR GALE TYPE : W TECHNICIAN NO(S). 253 4523

超7671

COMPLAINT : COSTOMER STATES THAT FINISH IS COMING OFF LEFT AND RIGHT

DOOR HANDLES AND FARCIA AROUND RADIO

5.0.F.

CORRECTION : REPLACE RIGHT DOOR PANEL-FASIA AROUND RADIO AND LEFT AND

RIGHT DOOR TRIM SEZEL ASSYS

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WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO. \$10 75 75 6 9 (). 100 75 75 75 80 C23326

05389

JOB MUMBER : 3 OPERATION 170V2-RAD SALE TYPE : W TECHNICIAN NO(S). 4323 OP. DESC. RADIO

COMPLAINT : CUSTOMER STATES THAT FINISH IS COMING OFF OF RADIO BUTTOMS

CORRECTION : REPLACE MADIO ASSEMBLY

WARRANIY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

R0760

COMMENTS : HERTZ RENTAL

INV# H64014716 マズバー もじょムビラボド セアフ

B DAYS MOR BILL OF

省会医的

R.O NO. : 196323 R.O DATE : 12/27/2006 R.O TYPE : 5 MILEAGE : 32517 ADVISOR NO. : 261

JOB NUMBER : 1 OPERATION OLOVZ-LOFMPI OP. DESC. LUBE.OIL AND FILTER

SALE TYPE : V TEDHNICIAN NO(S), 255

COMPLAINT : PERFORM LUBB, OIL AND FILTER CHANGE

AND MULTI-POINT INSPECTION

CORRECTION : PERFORMED LUBBICATION, ENGINE OIL AND FILTER CHANGE.

ADJUSTED ALL FLUID LEVELS TO SPECIFICATIONS, ADJUSTED TIRE PRESSURES TO SPECIFICATIONS, INSPECTED ENGINE DRIVE BELT AMD

AIR FILTER.

WARRENTY OPERATION NO. CLAIM NO. OPERATION NO. 27410

JOS NUMBER: 2 OFERATION OFCUL-BAL

OP. DESC. TIRE ROTATION & BAL SALE TYPE : W TECHNICIAN MO(8). 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.

エア430

JOS NUMBER : 3 OPERATION LUCYZ-FLUSH OP. DESC. DG TRANS PLUSH

SALE TYPE : W TECHNICIAN NO(S). 253

COMPLAINT : COMPLETE TRANSMISSION FLUSH WITH BS ADDITIVE CORRECTION : COMPLETE ABOVE SERVICE AND RECHECK FLUID LEVEL.

USE CLEARER AND ADDITIVE.

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BURT GREENWALD

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WARRESTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

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JOR MUMBER : A OPERATION OLOVI-ALRAPIL OP. DESC. REPLACE AIR FILTER

SALE TYPE : N TECHNICIAN NO(5) 255 COMPLAINT : REPLACE AIR FILTER ELEMENT

MARRYNTY : CLAIM WOL SPERATION NO. CLAIM NO. OPERATION NO.

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TOB AUMBER : 5 OFEMATION OFCV? OP. DESC. FUEL SYSTEM

SALE TYPE : W TEDHALOIAN MO(8). 253

COMPLAINT : CUSTOMER STATES THAT TETHER KEEPS ON COMING OFF OF FUEL

二次任

CORRECTION : REPLACE GAS DAR ASSY

网络斯里森拉丁字 SPERATION NO. CLAIM NO. CREMATION NO.

Lipzo

PRECOMPRESS : 1 TYPE WORM

R.O DATE : 10/30/2006 R.O TYPE : 8 $\mathbf{R}_{n}(0)$ NO. :

MILEAGE : 28025 ABVISOR NO. : 261

JOR MUMBER : 1 DEERATION 16072 OF, DESC. BODY ELECTRICAL

SALE TYPE : W TECHNICIAN MC(S). 4089

COMPLAINT : CUSTOMER STATES THAT TURN SIGNALS WIL NOT CAMDEL

ISMITION LOCK CYLINDER JUST REPLACED

CAUSE : SIR COIL BROKEN

CORRECTION : REPLACE SIR COIL AND TURN SIRNAL SMITCH-VERIFIED REPAIR

WARRANTY : CLAIM NO. DIGTH NO. OPERATION NO. OPERATION NO. スプマロコ zsoot

7 O A-C 08800

JOB NUMBER : 2 OPERATION 135VZ SALE TYPE : 0 TECHNICIAN UC(S), 4089 OF. DESC. TRANSMISSION AUTO

COMPLAINT : CUSTOMER STATES THAT SHIFTER FEELS LODGE WHEN SHIFTING INTO

DELLYE

CORRECTION: NO CONCERN WITH SWIFTER-OPERATING AS DESIGNED

: CLAIM NO. 減合管団会はモソ OPERATION NO. CLAIM NO. OPERATION NO.

ステラクゼ

JOB NUMBER : J PRERATION OLOVE-LOR OP, DESC. LUSE, DIL AND FILTER

SALE TYPE : 0 TECHNICIAN NO(8). 4089

COMPLAINT : PERFORM LUBE, OIL AND FILTER OMANGE

CORRECTION : PERFORMED LUGRICATION, EMBIRE DIL AND FILTER CHANGE.

ADDUCTED ALL FLUID LEVELS TO SPECIFICATIONS, ADJUSTED TIRE PRESSURES TO OFFICIFICATIONS, INSPECTED ENGINE DRIVE BELT AND 03/06/2007

HISTORY LISTING

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ATR FILTER.

R.O.NO. :

R.O DATE : 10/10/2004 R.O TYPE : 5

MILEASSE : 27502

- ADVISOR MO. : 261

JOB NUMBER : 1 OPERATION 13CVZ-LOCKS OP. DESC. LOCKS

SALE TYPE : W TECHNICIAN NO(S). 4089

COMPLAINT : CUSTOMER STATES THAT KEY IS GETTING CAUGHT IN IGNITION

BETWEEN ACC AMD OFF-CUSTOMER STATES THAT SHE WILL HEAR A CLICKING MOISH IN THE SHIFTER AREA WHEN THIS

CAUSE * IGNITION LOCK CYLINDER HOUSING INTERMITTENTLY STICKING

CORRECTION : REPLACED IGNITION LOCK CYLINGER ASSY AND HOUSING

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

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Zアデウム

DE, DESC. TRANSMIBSION AUTO

JOB NUMBER : 2 OPERATION INCUZ

SALE TYPE : W TECHNICIAN MO(8), 4089

COMPLAINT : SHIFT CONTROL ARRY STICKING CAUSING IGNITION LOCK CYLINDER

NOT TO ENEMBE

CORRECTION : REPLACE TRANSMISSION SHIFT CONTROL ASSY

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

KSESS

COMMENTS : WILL DROP THES EVE

R.O NO. :

R.D DATE : 09/05/2004

MILEAGE : 24815

- R.8 TYPE : \$

ADVISOR NO. : 261

JOB NUMBER : 1 OPERATION 160VX

OP, DESC. BODY ELECTRICAL

COMPLAINT : CUSTOMER STATES THAT THE ISMITION IS STICKING

SEE HISTORY-CUSTOMER STATES THAT IT HAS NOT ACTED

UE TODAY

CAUSE

A BINDING LOOK CYLINDER

CORRECTION : REPLACE BINDING LOCK OYLINDER!

WARRANTY : CLAIM NO.

OPERATION NO.

ZZ903

CLAIM NO. OPERATION NO.

Z5001

COMMENTS : TAM CASE P145013 LARRY RANGER

EZZOO

R.O MO. :

R.O DATE : 08/24/2006

R.O TYFE: 5

BURT GREENWALD

PAGE 08

03/06/2007

MISTORY LISTING

3030 PAGE 5

上母:2 4550 45.

MILEAGE : 24815

ADVISOR NO. : 261

SALE TYPE : W TECHNICIAN NO(5), 4089
COMPLAINT : DOWNS OF THE STREET OF COMPLAINT : POWER STEERING LIGHT CAME DW-POWER STEERING LIGHT CAME ON

SEE HISTORY

CAUSE : SCANNED VEHICLE CODES FOR LOSS MOR COMMUNICATION WITH DOM

CORRECTION: RELOCATED OF COMMECTOR MARNESS AT COLUMN PER TAG

ROAD TESTED TO VERIEV REPAIR

WARRANTY : CLAIM NO. DEERATION NO. CLAIM NO. OFERATION NO. 27905 192769 N6628

COMMENTS: I TAN CASE 9145015 LANKY RANGER

R.O NO. :

R.O DATE : 08/22/2006 R.O TYPE : 5

MILEAGE : 24675

ADVISOR NO. : 261

JOB NUMBER : 1 OFERATION 16CVZ

OP, DESC. BODY ELECTRICAL

SALE TYPE : W TEDHNIDIAN NO(S), 4089

COMPLAINT : DUSTOMER STATES THAT KEY IS INTERMITTENTLY STICKING

REPLACE ICHITION LOCK CYLINDER B.O.F.

CORRECTION: REPLACE ISNUTION LOCK CYLINDER

SEE JUB 2 ALSO

WARRANTY : CLAIM NO. OPERATION NO. **エグ守**のエ

CLAIM NO. OPERATION NO.

買り送のの

GALE TYPE : W TECHNICIAN NO(8), 4089
COMPLAINT : CHETTER OF THE ELECTRICAL

COMPLAINT : CUSTOMER STATES THAT TOO LIGHT CAME ON-CHECK POWER STEERING

LIGHT CAME ON-VEHICLE HAD LOSS OF POWER STEERING

CAUSE # SCANNED VEHICLE CODES FOR BOY-EDM

CORRECTION: CLEARED CODES PER BULLETIN AND TEST DECYE-CODES

DID NOT RESET-OPERATING NORMALLY AT THIS TIME

R.O NO. :

R.O DATE : 08/08/2006 R.O TYPE : S MILHAGE : 23092 ADVISOR NO. : 4297

JOB NUMBER : 1 OPERATION OLOVZ-LOF OF DESC. LUBE, DIL AND FILTER SALE TYPE : C TECHNICIAN NO(S), 4089 COMPLAINT : PERFORM QUBE- DIL 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

BIR FILTER.

JOB NUMBER: 2 OPERATION 160YZ-LOCKS OP. DESC. LOCKS

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SALE TYPE ; N TECHNICIAN NOSS. 7089

COMPLAINT : ISNITION LOCK CYLINDER STICKING

COMPRESTION : ORDERED NEW LOCK CYLINDER HILL MOTIFY CUSTOMER WHEN

SUZ MUMBER : 3 OPERATION 160VZ OP. DESD. BODY ELECTRICAL

SALE TYPE : W TECHNICIAN NO(8). 4089

COMPLAINT : TRACTION CONTROL LIGHT WILL COME ON INTERMITTENTLY

CORRECTION : UNLY NORMAL ACTIVATION OF ICC NOTED

OPERATION 22CVZ-PLUGTIRE OP. DESC. PLUG TIRE JOB NUMBER : 4

SALE TYPE : C TECHNIQIAN NG(S). 4089

COMPLAINT : CHECK FOR ANY FOREIGN MATERIAL IN TIRE TREAT AND PLUG IF

POSSIBLE - ADVISE IN UNREPAIRABLE OR IF FURTHER WORK MEEDED

CORRECTION : PLUG LEFT REAR AND RIGHT REAR TIRES

R.O DATE : 06/10/2006 R.D TYPE : S

MILEARN : 185555 ADVISOR NO. : 4285

A STATE OF THE STA

JOB NUMBER : 1 DEERATION RECVE OP. DESC. WHEELS & TIRES

SALE TYPE : D TECHNICIAN NO.(8). 4278 COMPLAINT : RIGHT PRONT TIRE LOOSING AIR

CAUSE : NAIL IN TREAD

CORRECTION: MEMOVED AND REPAIRED WITH FULD

----R.D DATE : 06/01/2006 R.D TYRE : 8 MILEAGE : 18045 ADVISOR NO. : R.8 NS. :

ADVISOR NO. : 4287

JOB MUMBER: 1 OPERATION OFCYY OP, OMSC. FRONT SUSPENSION

SALE TYPE : C TECHNICIAN NOIS). 4278

COMPLAINT : ADVISE ON COMBINION OF LEFT FRONT TIRE ON TRUNKS

DAUSE : REFLACED LEFT FROM TIME

JOB NUMBER : 2 OFERATION OLOVZ-LOF OF. DESC. LUBE, DIL AND FILTER SALE TYPE : C TECHNICIAN NO(S). 4278

COMPLAINT : PEPFORM LUBE, CIL AND FILTER CHANGE

CORPROTION : PERFORMED LUBRICATION, ENGINE DIL AND FILTER CHANGE.

ADJUSTED ALL FLUID LEVELS TO SPECIFICATIONS, ADJUSTED TIRE PRESSURES TO SPECIFICATIONS, INSPECTED ENGINE DRIVE BELT AND

ATR MILTER.

R.O DATÉ : 04/12/2006 R.O TYPE : 8 MILEAGE : 14593 ADVISOR MO. : 4287 R.D NO. :

03/23/2007 08:14 330-867-3415 BURT GREENWALD PAGE 10

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HISTORY LIBITADO

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JOB NUMBER : 1 OPERATION OLOVZ-LOF OP. DOSC. LUBE.OIL AND FILTER

SALE TYPE : C TECHNICIAN NO (S). 271 COMPLAINT : PERFORM LUBE, DIL AND FILTER CHANGE

CORRECTION : PERFORMED LUBBICATION, EMBINE DIL AND FILTER CHANGE.

ADDUSTED ALL FLUID LEVELS TO SPECIFICATIONS, ADDUSTED TIRE PRESSURES TO SPECIFICATIONS, INSPECTED ENGINE DRIVE BELT AND

AJE FILTER.

R.O DATE : 02/24/2006 R.O TYPE : S

MILEAGG : 11304 40VISOR MO. : 261

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JOB NUMBER : 1 OPERATION OF CVI-LOF SALE TYPE : C TECHNICIAN NO (8) 4247 OP. DESC. LUBE, OIL AND FILTER

COMPLAINT : PERFORM LUBE: OIL AND FILTER CHANGE

CORRECTION: PERFORMED LUBRICATION, EMESINE DIL 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 1009% OP. DESC. MEAR SUSPENSION

SALE TYPE : Q TECHNICIAN NO(5), 4247

COMPLAINT & CUSTOMER STATES THAT THERE IS A KNOCKING NOISE

IN THE CAS-STARTED THE CAS OME AM-VEHICLE WAS SITTING JULING-HEARD THREE KNOCKS COMING FROM THE CENTER OF

VEHICLE IN RESETEINK AREA

: CHECKED SUSPENSION, EYMADST AND UNDER VEHICLE COULD NOT CAUSE

VERTEY ANY LOOSE COMPONENT NO REPAIR REDUIRED AT THIS

CORRECTION: TIME

WARRANTY : <u>CLAIM NO.</u> OPERATION NO. CLAIM NO. OPERATION NO.

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JOB NUMBER : 3 CPERATION 09002 OF. DESC. FRONT SUSPENSION

SALE TYPE : W TECHNICIAN WO(S). 4247

COMPLAINT : CUSTOMER STATES THAT VEHICLE IS FULLING TO THE LEFT

CAUSE : ROAD TESTED VEHICLE TOE WAS OFF

CORRECTION : ORECKED ALIGNMENT AND SET TOE ROAD TESTED GOOD

MARRANTY : CLAIM NO. CREATION NO. CLAIM NO. OFERATION NO.

53537

SALE TYPE : C TECHNICIAN MO(S). 4247 COMPLAINT : PRECORD TO TECHNICIAN MO(S).

COMPLAINT : PERFORM TIBE ROTATION & BALANCE OF ALL FOUR MHEELS & TIRES -

- ADVISE DN REMAINING TREAD DEPTH AND IMSPECT BRAKES (.a)

CAUSE :

CORRECTION : PERSONS SERVICE

03/06/2007

HISTORY LISTING

3030 PAGE 8

R.O DATE : 01/27/2006 ALC TYPE : S

MILENGE : 9234 ADVISUR NO. : 4287

JOB NUMBER : 1 SPERATION 46077-05046 OF DESC. A/C SYSTEM WIRING

SALE TYPE : W TECHNICIAN NO (8), 428

COMPLAINT : PERFORM PRODUCT RECALL *05046 - A/C SYSTEM WIRING AND DUAL

STAGE ALEBAG MODULE WIRING (2005 COBALT & FURSUIT)

CAUSE : ASNORMAL POLITAGE SPIXES IN SYSTEM CAUSING ABNORMAL SWITCHES

美國 評為权 多骨塑造员

CORRECTION : INSTALL WIRING TO JODLATE VOLTAGE SPIKES AND MODIFY

CIRCUITRY TO THE AIR DAG MODULE (Y1357 .3, ADD .2 TO REPLACE A/O REFRIDGERANT PRESSURE SENSOR IF A/O IS INOP

#CR INITIAL CONCERNA

MARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

보1, 355 편

R.O DATE : 12/22/2005 R.O TYPE : S R.O NO. :

MILEAGE : 7050 ADVISOR BO. : 261

JOB NUMBER : 1 OPERATION O1CV7-LOF DP. BESC. LUBE.OIL AND FILTER SALE TYPE : C TECHNICIAN NO(S). 4247

COMPLAINT : PERFORM LUBE, DIL AND FILTER CHANGE

CORRECTION : PERFORMED LUSSICATION: EMGINE OIL AND FILTER CHANGE.

ADJUSTED ALL FLUID LEVELS TO SPECIFICATIONS, ADJUSTED TIRE PRESSURES TO SEMBLIFICATIONS, INSPECTED ENGINE DRIVE BELT AND

AIR FILTER.

JOB NUMBER : 2 OPERATION OF OFFICE OF, DESC. TIRE ROTATION SALE TYPE : C TECHNICIAN RO(8), 4247

COMPLAINT : PERFORM TIRE ROTATION - INSPECT BRAKES AND ADVISE ON TREAD

DEPTH AND BRAKE LIFE REMAINING (.5)

CORRECTION : FOTATE TIRES PER MANUFACTURER RECOMMENDATIONS

SALE TYPE : W TECHNICIAN NO(S). \$247 COMPLAINT : CHECKNICIAN NO(S).

COMPLEAINT : CUSTOMER STATES THAT LEFT REAR WHEEL WEIGHT IS MISSING TIRE

SHIMMYS

CAUSE : VEBIESED SHIRMY

CORRECTION: CALANCED A TIRES AND ROAD TESTED

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

HOZOZ

COMMENTS : LR TIRE MISSING WHEEL WRIGHT-BALANDED

R.O NO. : 184715 R.O DATE : 12/01/2005 R.O TYPE : S

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HISTORY LISTING

MAGE 7

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MILEAGE : CASAS

ADVISOR NO. : 261

PALE TYPE : N TECHNICIAN NO(S), 4210
COMPLAINT : CHECOMOR OF TECHNICIAN NO(S) COMPLAINT : CUSTOMER STATES THAT BRAKES FEEL MUSHY AND NOT RESPOSNIVE

CUSTOMER STATES THAT RED BRAKE LIGHT WILL COME ON INTERM ITTENTLY-CUSTOMER STATES THAT WHEN BRAKING "ICE FOSSIBLE"

PESSAGE NILL COME ON DIC

: VERTEIN BROKE LIGHT COMING ON-TEST DROVE VEHICLE FOR CAUSE

BRAVE CONCERN-NORMAL ABS ACTIVATION NOTED

CORRECTION : REPROGRAMMED INSTRUMENT CLUSTER FER BULLETIN

CHEY NORMAL ASS ACTIVATION NOTED

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

20 77 13 4 1 T

DALS TYPE : M TECHNICIAN MO(S). 4210
COMPLAINT : CONTOURS TECHNICIAN MO(S). COMPLAINT : CUSTOMER STATES THAT SHE FEELS LIKE VEHICLE IS PULLING TO

THE EXCHT

CORRECTION : TEST DROVE WEHICLE AND CHECKED ALIGNMENT SPECS

ONLY MOTICED OFFICE FULL ON SLOPE OF ROAD

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

EZOZO

F.O NO. : 104075 R.O DATE : 11/12/2005 R.O TYPE : 5
MILEAGE : 3474 ADVISOR NO. : 261

JOB NUMBER : 1 OPERATION 0:CVI~LOF OP. DESC. LUBE.OIL AND FILTER SALE TYPE : C TECHNICIAN NO(S). 4255

COMPLAINT : PERFORM LUBE, OIL AND FILTER CHANGE

COMPRICTION : PERFORMED LUBRICATION, ENGINE DIL AND FILTER CHANGE.

ADJUSTED ALL FLUID LEVELS TO SPECIFICATIONS, ADJUSTED TIRE PRESSURES TO SMEDIATOATIONS, INSPECTED ENGINE DRIVE BELT AND

AIR FILTER,

JOB MUMBER : 2 OFFRATION OITYZ

OP. DESC. MAINTENANCE

SALE TYPE : D TECHNICIAN NO. (9). 4255

COMPLAINT : CUSTOMER STATES THAT WHEN SHE IS DRIVING THE RIDE FEELS

ROUGHT-CHECK TIRE PRESSURE IN TIRES

CORRECTION : CHECKED AND ADJUSTED ALL TIRE FRESSURES

COMMENTS : DROP

R.O DATE : 10/17/2005 R.O TYPE : S MILEASE : 2048 ADVISOR NO. : 261 Dad No. :

03/06/2007 生磁性 排稿集構造

MISTORY LISTING

3030 PAGE 10

OP, DESC. BODY ELECTRICAL

JOB NUMBER : 1 OPERATION 1607%

SALE TYPE : W TECHNICIAN NO (8). 4237

COMPLAINT : CUSTOMER STATES THAT ARS LIGHT COMES ON-WITH TRACTION

COMMEDL LIGHT

CAUSE : SCANNED VEHICLE FOUND INTERMITTENT FAULT WITH LEFT REAR

WHEEL SPEED SENSOR

CORRECTION : REPLACED LEFT REAR HUB ASSY

WARRANTY : TLATM NO. OPERATION NO. <u>CLAIM NO</u>. OPERATION NO.

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OF. DESC. FRONT SUSPENSION

JOB NUMBER : 2 OPERATION OFFICE

SALE TYPE : W TECHNICIAN NO(S). 4237

COMPLAINT : DUSTOMER STATES THAT VEHICLE IS FULLING TO THE LEFT

CORRECTION : RESET FRONT ALIGNMENT TO SPECS

WARRESTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

概念のから

OP. DESC. FUEL SYSTEM

JOS NUMBER : 3 OFERATION ONCUT SALE TYPE : 4 TECHNICIAN NO(S). AZGT

COMPLAINT : COSTOMER STATES THAT SOMETIMES FUEL CAP WILL NOT LOCK INTO

PLACE-BETS TO GAE STATION AND CAP JUST PULLS OUT

CORPECTION : REPLACE SAS CAR ASSY

WARRANTY : CLAIM NO.

OPERATION NO. CLAIM NO. CPERATION NO.

TERMS VEHICLE IO NO.		AR / MAKE / MODEL		PRC	DUCTION DATE	STOCK 710.	LICENSE NO.	R.O. NO.
FECK D		05/EMEVROLET/CO CUSTOMER NO. 11/3341	BALT COLCR SAND/	DELI	VERY DATE	DĘLEVĘRY MILES	SELLING DEALER NO.	[97743 R.O.DATE 03/10/07
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READY YES INC	Columbus, OH	TWENTY-FIVE DOLLARS	O LAW) YOU HAVE THE RY OF REPARTS OF SERVICE WITHAL YOUR CHOICE	2 Milit BE NICHE LHWH	ALL WARRANTIES, EX TY OF MERCHANIA SUMES NOR AUTHO	Greenwald Chevroley, SN2, Then expressed or Appled In Builty or Pirness Post a Part Pizes any other Person to A The SALE of the Vehicle Tails	CLUDING ANY IMPUED WARKA YOLKAR PLAYPOSE, MEITHER A ISSUME FOR IT ANY LIMPUTY I	6 TAG NO. * 1456 ! MILEAGE
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φ	CALL WHEN I	SERVICECONTRACT		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	10/30/06
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PAGE	PARTS FOR CUSTOMER RESERVED RE	TWENTY-FIVE DOLLARS IN	AWI YOU HAVE THE RIGHT TO REPAIRS OA SERVICES WILL THAL YOUR CHOICE	SE MORE THAN ALL WARRANTIES OF THE CHANGE HOLD THE COMMON		HENCEY EXPRESSLY DISCLARE WOLLDING MAY REPLIED WARRAN TEXTLAR PRIPROSE, NEITHER AS	TAG NO.
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JOB 2, MECH.≇	CAUSE AND CORRECTION STRANGHT FLAT RATE PRICE R.O. NO. 1941 34 TIME 2 3 25 10 10 07	DIT DIT DIT ON
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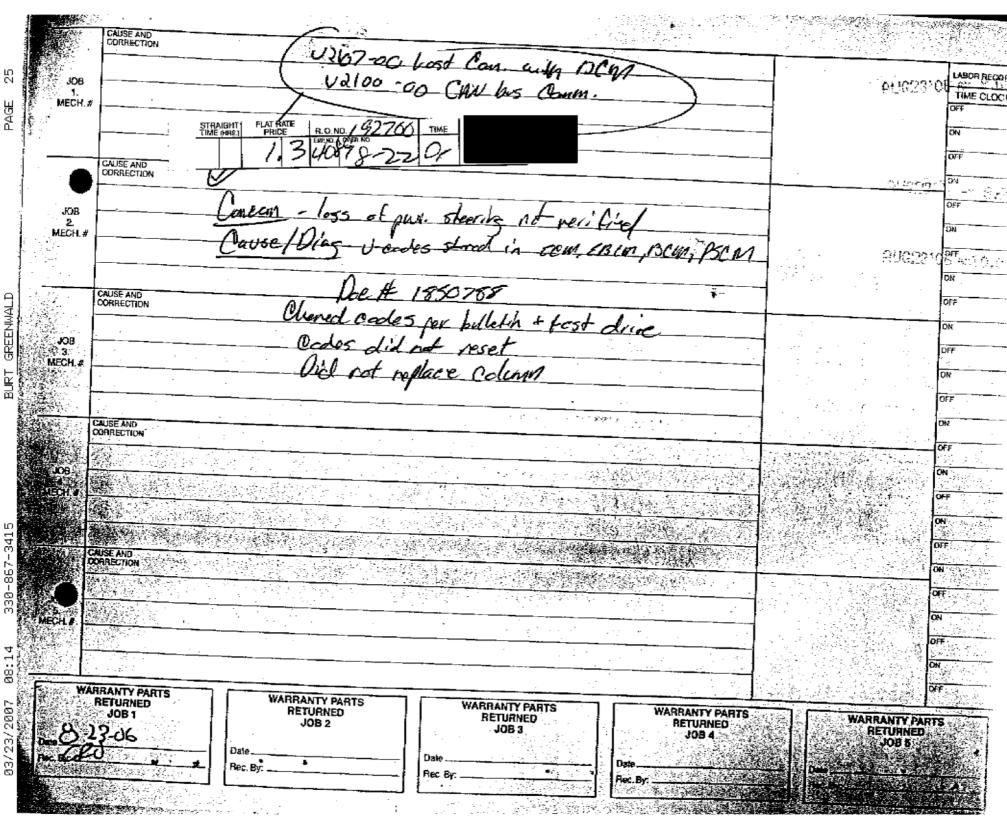
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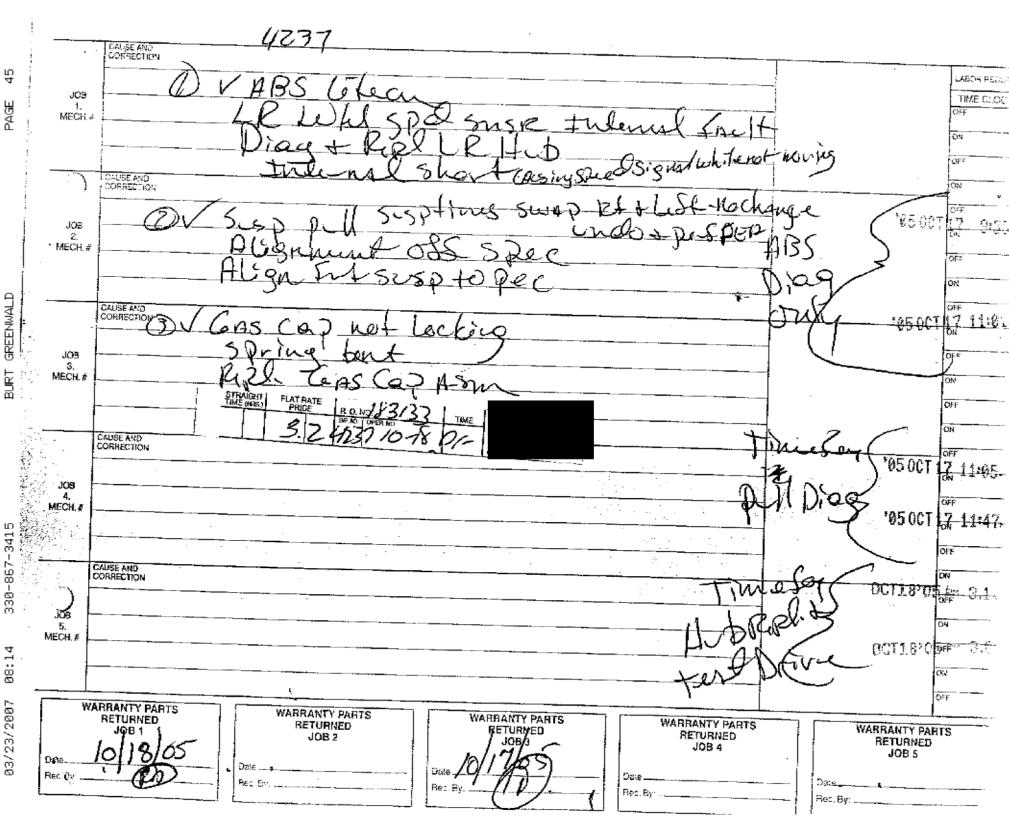
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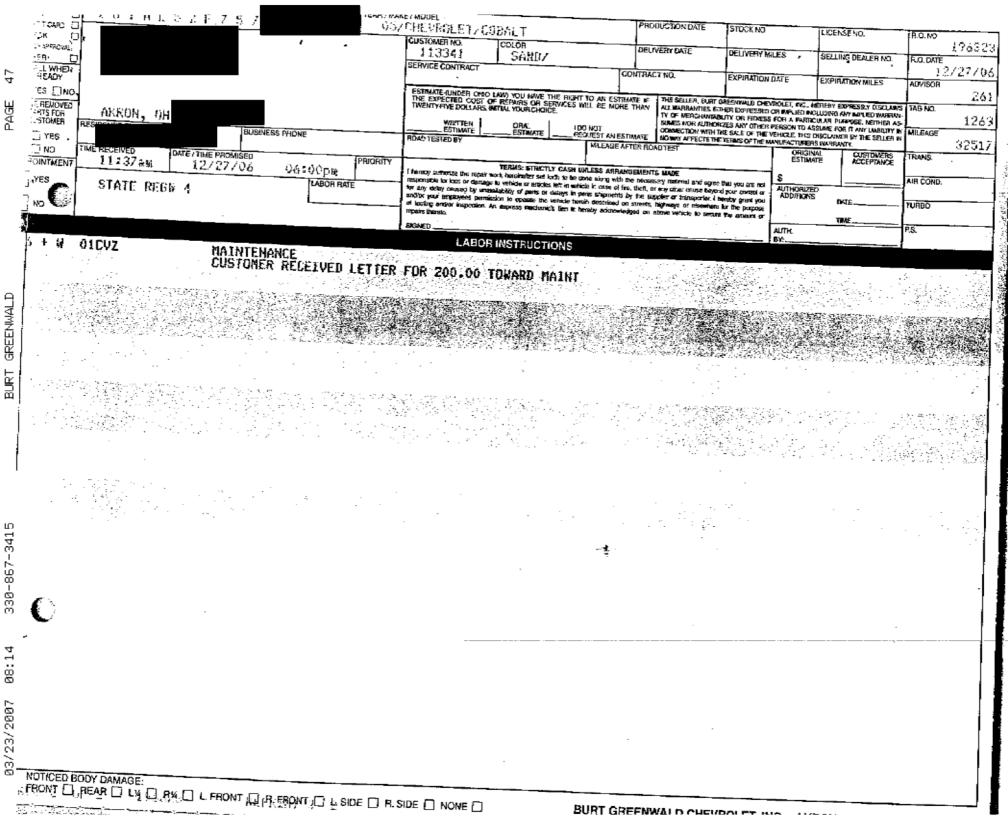
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03/23/2007 08	Date	RRANTY PARTS RETURNED JOB 2  Date Rec. By:  RRANTY PARTS WARRANTY PARTS RETURNED JOB 3  WARRANTY PARTS RETURNED JOB 4  Date Rec. By:	A CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR OF THE CONTRACTOR		WAR I	RANTY PARTS ETURNED JOB 5	F

#### Privileged and Confidential Information

#### CASE ASSESSMENT - LEGAL (NON SMALL CLAIMS)

By: Nita DeHoyos State: OH

Customer Name:	<b>Customer Name:</b>	Service Request:	GM Legal File No.: N/A
	71-487228568		

Vehicle ID No.: Vehicle is: New BAC Code: 164333

1G1AL52F757 9/27/2005

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

Ena	ine/	/Fuel	/Ex	haust

RO #:

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/15/05 12/27/06	183133 196323	_	<u>2048</u> 32517	C/S TETHER CAME OFF FUEL CAP / REPLACED GAS TANK CAP C/S TETHER KEEPS COMING OFF THE FUEL CAP / REPLACED GAS CAP ASSEMBLY

Days Out: Mileage: Description of Complaint and Repair Performed:

#### Steering

Date:

Dutte	110 111	Duys out.	IIIICaqci	bescription of complaint and Repair Ferrormout
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
				5-DAY RENTAL PROVIDED
02/12/07	197743	1	34937	C/S SHE HAD LOSS OF POWER STEERING. WARNING CHIME RANG FIRST THEN LOSS OF POWER STEERING / SCANNED VEHICLE FOR CODE AND FOUND CO476 – PER BULLETIN # 06-025-32-002B. EDUCATED CUSTOMER OF NORMAL OPERATING CHARACTERICS 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

Date:	KO #:	Days Out:	<u> Mileage:</u>	Description of Complaint and Repair Performed:
10/30/06	194638	1	28025	C/S SHIFTER FEELS LOOSE WHEN SHIFTING INTO DRIVE / NO CONCERN FOUND — SHIFTER OPERATING AS DESIGNED

#### Body/Trim

D-1	DC "	D C :	B 4:1	
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/12/07	197743	*	34937	C/S FINISH IS COMING OFF LEFT AND RIGHT DOOR HANDLES AND FASCIA AROUND RADIO / SOP AND REPLACED DOOR PANELAROUND RADIO AND LEFT AND RIGHT DOOR TRIMBEZEL ASSEMBLY
☐ <u>Electri</u>	<u>cal</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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 18 TH
10/30/06	194638	1	28025	8-DAY RENTAL PROVIDED  C/S TURN SIGNALS SILL NOT CANCEL / FOUND SIR COIL BROKEN –  REPLACED SIR COILD 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			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/15/05	<u>183133</u>	2	<u>2048</u>	C/S NOISE AND PULSATING REAR / PERFORMED WHEEL ALIGNMENT. ALSO LEFT REAR WHEEL FOUND BEARING AND HUB ASSEMBLY REPLACED
12/01/05	<u>184713</u>	<u>1</u>	<u>5883</u>	2-DAY TRANSPORATION PROVIDED C/S CHECK TIRE LIGHT IS ON / WHEEL ALIGNMENT PERFORMED. I/P REPROGRAM USING SPS PASS-THRU PROGRAMMING
02/24/06	<u>187211</u>	<u>1</u>	11304	1-DAY TRANSPORTATION PROVIDED C/S TIRE NOISE / ARM ASSEMBLY, FRONT CONTROL, BOTH LOWER REPLACED
				2-WAY SHUTTLE PROVIDED
☐ <u>Restra</u>	<u>ints</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/27/06	186399	1	9234	PERFORMED RECALL CAMPAING #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

CRS FINAL OFFER

TEAM LEAD APPROVING:

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 – EXPIRAION 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

OKO T NAL OTTEK.	•	DATE.	ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
	:	DATE:	AMOUNT TO CUST: \$
DEMAND:			ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

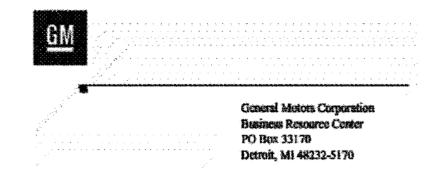
OFFER TO CLIST: \$

Date:

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.



#### 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

		CSIMILE TRANSMITTA	L SHEET	
TO: NIT	Ā,	FROM:	Jim CEN	TORBI, SERV. MC
COMPANY:	m LEGAL			
FAX NUMBER:/-	-866-255-3	730 TOTAL N	O. OF PAGES INCLUDING	G COVER: 49
PHONE NUMBER	:	RE:		
	100			
□ URGENT	□ FOR REVIEW	☐ PLEASE COMMENT	☐ PLEASE REPLY	☐ PLEASE RECYCLE
NOTES/COMMEN	ITS:			

03/13/2007 11:31

330-867-3415

BURT GREENWALD

PAGE 02

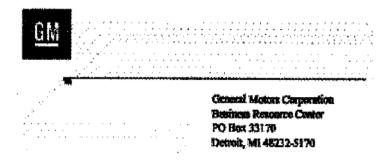
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PAGE

2/002

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#### 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









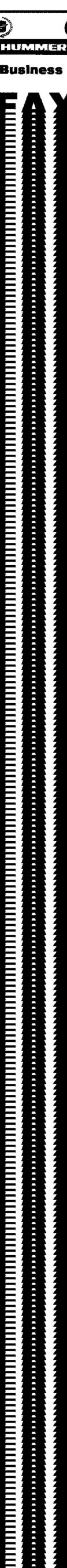












To: dehoyoju@gmexpert.com

cc:

Subject: Re: lennox/bailey - signed release

Nita,

This is my approval email to go ahead and cut the checks to  ${\tt K\&S}$  even though

the release is prepared in K&M's name.

Thanks,

Cara Didion

General Motors Corp. - GM Legal Staff

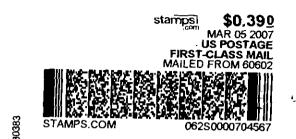
PH: (512) 386-0773 Fax: (248) 267-4552

E-Mail: cara.didion@gm.com



# Krohn&Moss

MAR 0 7 2007



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## Krohn & Moss, Ltd.

(Arimos, California, Florida, Illinois, Indiana, Minnosota, Missouri, Novada, Ohio, Wisconsin, Washington, DC)
Ohio Office

3 Summit Park Drive Suite 100 Independence, Ohio 44131 www.krohnandmoss.com

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(866) 425-3459
Writer's Direct E-Mail
pcozmyk@consumerlswcenter.com
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:

v. General Motors Corporation

Vehicle:

2005 Chevy Colbalt

VIN:

1G1AL52F757

A 17 4 . .

TOTALSZI'IS

Our File No.:

O070749H

#### 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.

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/cp

cc:

### PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Inspection Date: 3/29/2007 Customer's Name:

Vehicle Brand: Cobalt Chevrolet Model:

71-498403164 1G1AK12F457 File # VIN:

#### Inspector EDWARD J LAPOSTA

Number of Rolls DIGITAL

#### Roll Number DIGITAL

Neg.#	Description
0	0 VIN PLATE
1.	1 VIN LABEL
2.	2 ODOMETER
3.	3 FRONT EXTERIOR
4.	4 LF EXTERIOR
5.	5 L EXTERIOR
6.	6 LF EXTERIOR
7.	7 REAR EXTERIOR
8.	8 RIGHT EXTERIOR
9.	9 DRIVER INTERIOR AND STEERING WHEEL
10.	10 RF FENDER
11.	11 11 DRIVER SEAT BELT LATCH
12.	12 DRIVER SEAT BELT
13.	13 STEERING RACK MOUNT
14.	14 CENTER UNDERCARRIAGE
15.	15 RACK AND PINION
16.	16 REAR UNDERCARRIAGE
17.	17 PASSENGER SIDE DASH
18.	18 ENGINE COMPARTMENT LEFT
19.	19 ENGINE COMPARTMENT CENTER
20.	20 ENGINE COMPARTMENT RIGHT
21.	21 MASTER CYLINDER CAP
22.	22 ACCELERATOR AND BRAKE PEDALS
23.	23 POWER STEERING ASSIST MOTOR
24.	24 POWER STEERING ASSIST CONTROLLER
25.	25 STEERING COLUMN
26.	26 VETRONIX
27,	<u>27 TECH II</u>
28.	28 TECH II ELECTRIC STEERING MOTOR CIRCUIT
29.	29 TECH II ELECTRIC STEERING MOTOR CIRCUITI
30.	30 ELECTRIC POWER STEERING MOTOR

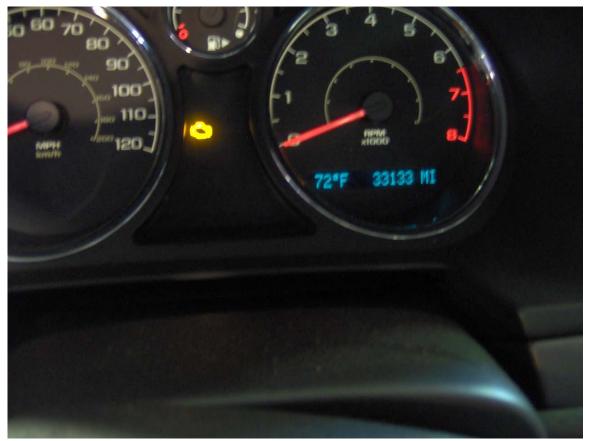
0 VIN PLATE IM000422.JPG



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



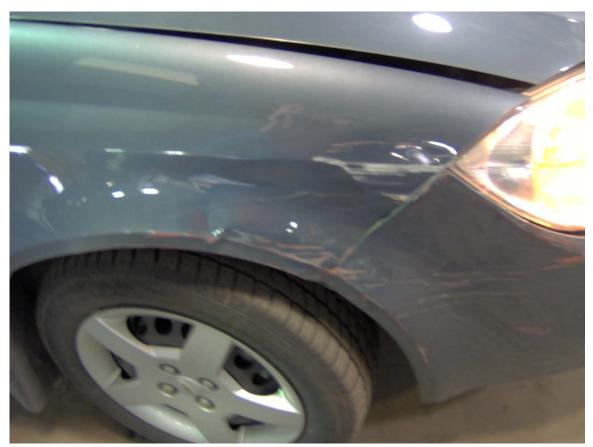
8 RIGHT EXTERIOR IM000418.JPG



9 DRIVER INTERIOR AND STEERING WHEEL IM000426.JPG



10 RF FENDER IM000420.JPG



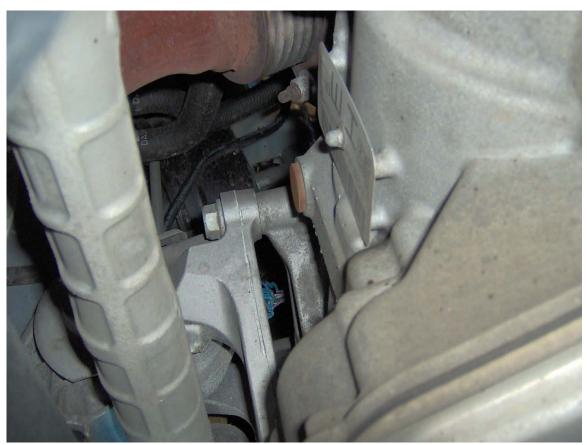
11 DRIVER SEAT BELT LATCH IM000440.JPG



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





20 ENGINE COMPARTMENT RIGHT IM000439.JPG



21 MASTER CYLINDER CAP IM000436.JPG



22 ACCELERATOR AND BRAKE PEDALS IM000467.JPG



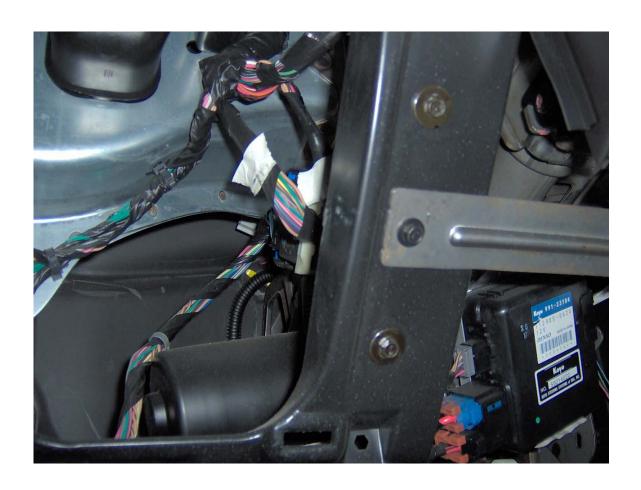
23 POWER STEERING ASSIST MOTOR IM000451.JPG



24 POWER STEERING ASSIST CONTROLLER IM000452.JPG



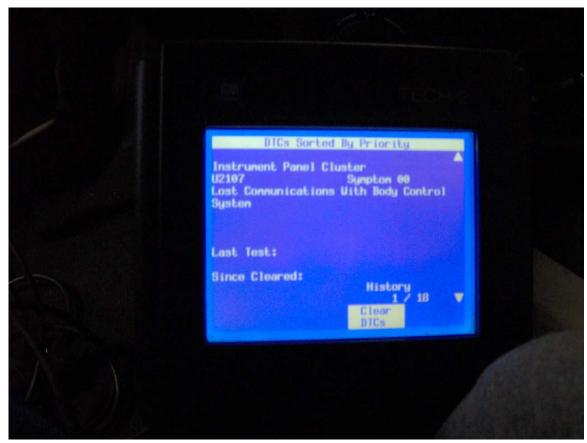
25 STEERING COLUMN IM000454.JPG



## 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: Vehicle Brand:

the accident.

Chevrolet

Inspection Date:

3/29/2007

<u>venicie Brand:</u> File #

71-498403164

Model: Cobalt VIN: 1G1AK12F457

7

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

**INSPECTION SUMMARY** Section 1 BRIEFLY Describe the customer's ALLEGATION below: alleges that she was slowing down at a stop sign and her vehicle lost power Driver/Owner 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 ½ 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. **INTERVIEW - INCIDENT DETAILS** Section 2 Obtain all of the information for this section from the Driver/Claimant Provide a complete description of the incident according to the DRIVER / CLAIMANT By Telephone ☐In Person Incident Date and Time: 3/24/2007 3:00PM Interview mode: 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) states the following: I was slowing down at a stop sign and my vehicle lost power Driver/Owner 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 and I were not injured in

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Customer's Name:

Chevrolet

Inspection Date:

3/29/2007

<u>Vehicle Brand:</u>

File # 71-498403164

Model: Cobalt
VIN: 1G1AK

1G1AK12F457

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 Describe exter		to the Driver:_ <b>Th</b>	e driver a	alleges	no injuries.	
	e other occupar at and alleges		extent of	any inj	uries: <b>Driver's so</b> n	was in front
r						
Priving condition Road Surface: Road Condition Shoulder ☐ Cu Shoulder/Curb C Posted Speed Li Any objects in Length of Driv  Estima (Do No	tions at the tim  Weather cond  Co  Dr  Tb Co  Condition: Dr  Imit 35  the road? (rocks,  Ve Prior to inci  Total Time (hr  Estimate of ve  ated vehicle spector report speed	ncrete Asphal y Wet ncrete Asphal y Wet scrap metal, pothole dent: s. & mins.): 20 m chicle speed: 5 ed at impact: 5 m I information fro	t: Dry, sun It Grav Icy It Grav Icy It Grav Icy speed bum sinutes mph So uph Source m the Ve	nny, clea el []( el []( np, etc.)_N Distance urce of ea of estI tronix (	ar Approximate Tectrushed rock Diother:_{Diother:_[Diother:_[Diother:_[Diother:_[Diother:_]]  Ione  See (miles):_12 miles Set. Driver  Oriver  data here)	rt
Steering	Normal	Other	⊠ De	escribe	Driver alleges po	wer steering was stiff and hard to
turn. Suspension Brakes Engine Electrical	Normal ⊠ Normal ⊠ Normal ⊠ Normal ⊠	Other Other Other Other		escribe escribe	{	
•	ning lights illu describe the ev		er informa	ation ce	nter messages di	splayed?  Yes No If "Yes", get
	e behavior noted scribe the event	-	lent ever l	oeen no	ted prior to this inc	ident? Tyes No If "Yes", get the
	e whether there m observed. <b>No</b>	•	g lights ill	uminate	d, messages on di	river information panel, unusual noises
Describe any e	evasive action:	□ Turning	□Braki	ng	☐ Accelerating	Other: <b>{</b>
Describe cargo		interior, trunk and			:_ <b>None</b> ht of the trailer, if any. <b>{</b>	

<u>Customer's Name:</u>
Vehicle Brand:

Chevrolet

Model:

Model:

Model:

3/29/2007

<u>Brand:</u> Chevrolet <u>Model:</u> Cobalt <u>File #</u> 71-498403164 <u>VIN:</u> 1G1AK12F457

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: {				
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  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  [				
<u>{</u>				
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:**

Customer's Name:

File #

Inspection Date: 3/29/2007

Vehicle Brand:

**Chevrolet** 71-498403164

Model: Cobalt

<u>VIN:</u> **1G1AK12F457** 

{ UNDERBODY / FRAME / CHASSIS AREA: D	escribe any damage to the underside of the vehicle. Note the condition of the
	d fuel lines & engine mount(s)/crossmember. Photograph and comment on any
ž.	
{	
CORNER ASSEMBLIES	
Struts/shocks	Ball joints Tire/wheel assemblies
Springs	Steering knuckles
Control arms	Axle assemblies
Comments: None	
{	
<u>UNDERHOOD</u>	
Engine compartment	Power steering lines, hoses, clamps and connections
Brake fluid level and condition	Power steering fluid level and condition
Comments:	
None '	
out of place. Comments: None	market equipment found, vehicle modifications or items that are unusual o
Section 5 VEHICLE INSP	ECTION - PASSENGER COMPARTMENT
INTERIOR	Odomotor
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 Personal items/cargo	Sunvisors and headliner

Customer's Name: Vehicle Brand: Chevrolet

Inspection Date:

3/29/2007

<u>Brand:</u> Chevrolet <u>Model:</u> File # 71-498403164 VIN:

/			

{}			
{			
{			
<u>{</u>			
{			
•			

#### 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.

Customer's Name: Vehicle Brand:

File #

Chevrolet

3/29/2007 **Inspection Date:** 

Cobalt Model: 71-498403164

1G1AK12F457 <u>VIN:</u>

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all	All components in place and connected. Steering wheel rotates lock to lock
components in place and	smoothly and with moderate effort and appropriate movement of front
connected in a normal manner?	wheels. No binding, sticking or uneven feel.
Can the steering wheel be	<b>3</b> , <b>3</b>
rotated lock to lock with	
appropriate movement of the	
front wheels. Is there any	
binding, sticking or uneven feel?	
Steering linkage-Is the linkage	Steering linkage tight and no loose connections. No visible scrapes,
free from cracks, bends,	abrasions or signs of contact with any linkage,
fractures, etc. Are there any	
scrapes, abrasions, signs of	
contact with any of the linkage?	
Gear/rack and pinion-Any sign	No visible leaks at steering rack and pinion. No visible damage to boots on
of leakage, damage to boots on	rack or contact by foreign objects.
the rack, contact by foreign	
objects?	
Steering column, ignition switch,	Steering column, ignition switch and intermediate shaft tight and no loose
intermediate shaft. Does the	connections. Column unlocks with ignition key correctly. Steering column
column unlock with the ignition	fasteners clean and tight.
key "on"? Is the steering column	
properly fastened to the dash?	
Steering pump, drive, hoses,	Steering assist assembly and connections clean and tight. Steering wheel
connections, flow, pressure. If	rotates lock to lock smoothly and with moderate effort. (see photos 23, 24 25)
possible, start the engine and	
rotate the steering wheel lock to	
lock. Is power assist normal? If	
not, it may be necessary to check pressure and flow.	
PS fluid level and condition-	Power Steering fluid clear and full.
Color, contamination, odor	Power Steering hald clear and full.
Steering knuckle-All	All attachments to steering knuckle secure and proper.
attachments secure and	An attachments to steering knackie secure and proper.
proper?	
Suspension components – LF	LF strut attachments, springs and control arms intact and properly attached,
Strut attachments, springs	no scrapes or deformities.
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. Sway bars	
properly attached.	
Strut attachments, springs	RF Strut attachments, springs and control arms intact and properly attached,
intact; control arms properly	no scrapes or deformities.
attached, deformed, broken,	
scraped, etc. RF	
Strut attachments, springs	LR Strut attachments, springs, control arms and rear sway bars intact and
intact; control arms properly	properly attached, no scrapes or deformities.
attached, deformed, broken,	
scraped, etc Rear sway bars,	

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Customer's Name:

Chevrolet

None

**Inspection Date:** 

3/29/2007

Vehicle Brand:

File #

Chevrolet 71-498403164

Model: Cobalt

<u>VIN:</u> **1G1AK12F457** 

trailing arms properly attached	
and undamaged. LR	
Strut attachments, springs	RR Strut attachments, springs, control arms and rear sway bars intact and
intact; control arms properly	properly attached, no scrapes or deformities.
attached, deformed, broken,	
scraped, etc. RR	
Rear axle assembly-deformed,	Rear axle intact and no signs of impact, properly located.
signs of impact, properly	
located, etc.	
Deformation to the frame	No visible deformation of frame.
Describe and photograph	No visible evidence of axle/suspension/tire contact with frame, body or
evidence of axle/ suspension/	components.
tire contact with frame, body or	
components	
Describe and photograph	No visible contact of the under-carriage with road surface, shoulder, curb or
contact of the under- carriage	grass.
with the road surface (road,	
shoulder, curb, or grass)	
Stability Enhancement	Not available.
system/components-check for	
codes with Tech II	
Engine (normal, other)-Obtain	No engine or drive train active or stored Tech II codes.
codes using a Tech II.	
Electrical (normal, other)	No electrical Tech II codes.
Warning lights/messages	No warning lights/messages displayed or Tech II codes.
displayed? Describe and obtain	
codes using a Tech II	
Anything components missing?	No visible components missing.
7. 3 1	,

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**

Other

Customer's Name:

Chevrolet

Inspection Date:

3/29/2007

Vehicle Brand: File #

71-498403164

Model: Cobalt VIN: 1G1AK

1G1AK12F457

#### 7

#### 1. IDENTIFICATION:

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	(Goodyear)	(Eagle GA)	(P205/70R15)	<u>(psi)</u>	32nds of inch	
LF	<u>Delta</u>	<u>unknown</u>	P195/60R15	<u>36</u>	<u>5/32</u>	U9V9WDI
RF	<u>Delta</u>	<u>unknown</u>	P195/60R15	<u>35</u>	<u>5/32</u>	U9V9WDI
LR	<u>Delta</u>	<u>unknown</u>	P195/60R15	<u>34</u>	<u>4/32</u>	U9V9WDI
RR	<u>Delta</u>	<u>unknown</u>	P195/60R15	<u>35</u>	<u>4/32</u>	U9V9WDI

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)

SIZE PRESSURE (psi) PRESSURE AT MAXIMUM LOAD(psi)

 TIRES
 P195/60R15
 30
 35

 SPARE TIRE
 Space saver
 60
 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...
- ldentify 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.

Customer's Name:
Vehicle Brand:

Chevrolet

Inspection Date:

3/29/2007

File #

71-498403164

Model: Cobalt VIN: 1G1AK

Comments: Not available. {		
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.		
{		
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
Investigator	EDWARD J LAPOSTA
Case Number	71-498403164
Investigation Date	Thursday, March 29 2007
Crash Date	Saturday, March 24 2007
Filename	1G1AK12F457 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.
- 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**





```
$44 FF FF FF FF FF 00
$45 FF FF FF FF FF 00
$46 FF FF FF FF FF 00
$47
   OO TE TE TE TE TE OO
$48
   FF FF FF FF FF 00
$49 FF FF FF FF FF 00
$4A FF FF FF FF FF 00
$4B FF FF FF FF FF 00
$4C FF FF FF FF FF 00
$4D
   FF FF FF FF FF 00
$4E FF FF FF FF FF 00
$4F FF FF FF FF FF 00
$50 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 00
   A0 FF 00 00 00 00 00
$67
$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 00
$6C FF FF FF FF FF 00
$6D
   FF FF FF FF FF 00
$6E FF FF FF FF FF 00
$6F FF FF FF FF FF 00
$70 FF FF FF FF FF 00
$71
   FF FF FF FF FF 00
   FF FF FF FF FF 00
$72
$73
   FF FF FF FF FF 00
$74 FF FF FF FF FF 00
$75 FF FF FF FF FF 00
$76 FF FF FF FF FF 00
$77
   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 00
$01
   41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02 01 02 03 04
$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04 01 02 03 04
$05
   $06
   FF FF FF FF
$07
   $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
$14 FF FF FF FF
FF FF FF FF
$18
$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
1G1AK12F457
```





### EAA Inspection Request

<b>D</b>						
Date: <u>3/28/07</u>	<b>7</b> 7 1 1 1 <b>7</b> 6					
TO: EAA	Vehicle Inform					
EAA/SPX Field Coordinator	VIN#: <u>1G1A</u>					
Phone: 586-582-5835	Year/Make:	2005/Chevrolet				
Fax: 586-582-5840	<b>Model:</b>	Cobalt				
Email: eaafc@servicesolutions.spx.com	Contact's Nam	e: Danny				
	Contact's Num	ber: (724) 327-0900				
- T G	Vehicle Location	on: DAY CHEVROLET INC.				
From: <b>Joe Garcia</b>	N	MONROEVILLE, PA 15146-20				
PAR Customer Relations Mgr	(1	City, ST ZIP)				
	If located at a S	Salvage/Auction Yard:				
Email: garciajr@gmexpert.com	Ins. Adj. Name					
Phone: 866-790-5600 ext.11291	Phone #:					
<u>or</u> 866-790-5700 ext.	Claim or Salva	ge ID #:				
Fax: 866-270-0217	0141111 01 841 14	8° "'				
Mailing Address:	Claimant Infor	rmation				
GM PAR Investigations		71-498403164				
7401 E. Ben White	Claimant Name					
Building 3						
<b>Austin, TX 78741</b>	Claimant Hom					
*	Claimant Worl					
	Claimant Cell #	<b>7:</b>				
	Address:					
		ENSBURG, PA				
	R CRM via voicemail/email o	f inspection date.				
🔀 Repair Esti	mate Required					
X Review All	PAR File information					
Contact PA	R CRM After Inspection					
Please Use Form(s):						
Accelerator/Throttle Control	Restraint-SIR/Seatbelts	<b>Seats</b>				
Brake/ABS/TCS/VSES	] Side Impact	☐ Power Sliding Door				
	Inadvertent Deployment	OnStar				
Engine Exhaust/Odor	Transmission/Transaxle	OTHER:				
Engine Stalling	Thermal Events					
Special Instructions:						
	Votnoniu Doguested	Obtain Fire/Police Report				
	Vetronix Requested	<b>◯</b> Obtain Fire/Police Report				
Other (define)						
Investigations can only	be rushed if e-mailed by one of	the following:				
<b>RUSH</b> (Name of Team Manager or Ops M	gr Approving the Rush):					
		-				
	EAA Internal Use Only					
	Date E-Mailed to SA:					
From: EAA Field Coordinator Due Date:						
EAA SA Use Only						
	EAA SA Use Only					
Case Acceptance/Investigation: YES	EAA SA Use Only  NO					

**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

Broadalbin, NY

Service Request: 71-501331551

Customer Relationship Specialist: Giovanna Floreno

Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2005 Chevrolet Cobalt, Vehicle Identification Number 1G1AL52FX57

- 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 <a href="www.mygmlink.com">www.mygmlink.com</a>. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



Service Request: 71-501331551

Customer Relationship Specialist: Giovanna Floreno

Dear :

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

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Broadalbin, NY

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Chevrolet PO Box 33170 Detrict, MT 48232-5170

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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 that 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

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 thatcould 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



### Service Satisfaction Survey

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	1888 29 2007						
	Broadalbin NY						
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		ange ID. ( ease provid	/ — le us with	your pre	erred emá	il address	:
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atisfie	cords indicate that you had your 2005 Cobalt serviced at Eagle Chevrol  d. Please take a few minutes to complete both sides of this questionnai  se is very important to us and will be used to direct our continued efforts t  ation on GM's privacy policy, please visit our website at www.gm.com/priv	re about ou oward mee	r <i>dealer</i> sh ting the hi	ip's perso inest expe	nnel and so autations of	ervices, Yo our custon	our timely
	you for having your vehicle serviced at Eagle Chevrolet.	11	1	11			
n	lesse see attached Le	llee	Sinderely	1 /			
H,	llade del um.	• -	Dar L	weon Can	eral Directo	nr.	
					tionship Se		
	Instructions						
	Please use a dark pen or pencil (preferably black						
	Please check this box if you no longer own/lease this 2005						
**Pl	EASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERV	ICE ON O	CTOBER	27, 2006, (	COMPLET	E THIS SU	RVEY.**
				0	Da		
	About Your Chev	rolet Dea	iership's	Service	Departm	ent	
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Setisfied	
1.	How satisfied were you with the convenience of the Service Department's hours?		X				
	•			Does Not	Den's		
,	Were services available to you on both an appointment and	Yes	No	Apply/Not Required	Don't Know		
2.	non-appointment basis?	JA					
3.	When arriving for service, were you greeted promptly?	A					
		Completely	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?	Satisfied	Sausined (A)	Satte Hed			
-	About Your Service Consultant/Ac	visor	·				
	About 10th derives consumation						
		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?	· 🗆	×Z				
	to anothing and country your outroot request.			Does Not			
		Yes	No	Apply/Not Required	Don't Know		
 6.	Were you offered transportation options?	<b>7</b>					
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•		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Apply/Not Required
7.	How satisfied were you that you were kept informed about the status of your service request?		X				
	<b>*</b>		-	No Time			
		Yes.	No □	Promised			
o	Was your vehicle ready by the original time promised?			L-1			

117176

About Your Service Consultant/Advisor - continued										
		Completely			Somewhat	Not At Ali				
9.	How satisfied were you with the explanation you were given of all	Satisfied	Satisfied	Satisfied	Settsfied	Satisfied				
	services performed?	🗆	ZI.	_ []						
10.	Overall, how satisfied were you with your Service Consultant?	🗆 .	*							
					- D 1					
	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?		<b>X</b>							
	- The ease of getting your vehicle?	" <u> </u>	A T		_					
	The condition in which it was returned?	_	<b>5</b> 3K							
		Yes	No	• •	•					
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 ☐	Parts not a								
	Work performed did not correct the problem	l declined i Other (plea	repair	م ص	alle	had				
	Service Department could not duplicate problem  Service Department was too busy	Don't know		y)———						
	_ osivos ospaninan vas los osci	Completely	Very		Somewhat	Not At All				
40	Harry antiafical many year, that years making a year five of simbst	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied				
13.	How satisfied are you that your vehicle was fixed right on this service visit?	🗆	ď			)XI				
		Yes	No			_				
14.	Were you given a copy of the completed repair order/invoice?	<b>A</b>		Don't Know	,					
15.	Were you contacted shortly after this service visit to determine your	Yes C=1	No	Not Sure						
	satisfaction with the dealership's service?		(Dec	ئيا						
ikî ∕-≅-Tz	Summing Up Your Experier	ice >.			., <b>.</b>					
		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?		A	ם						
		Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not				
17.	Would you recommend this dealership for service?	Æ								
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied				
18.	Overall, how satisfied are you with your 2005 Cobalt?			П		<b>YZ</b>				
	,	_		_	_					
19.	Are you Male Semale									
	Your age ☐ Under 25 ☐ 25 - 34 ☐ 35 - 44	<b>V</b> 45		П ст	۰	<b>.</b>				
20.	Your age	¥1_45	- 54	D 55-	_	] 65 or ol	der			
21.	May we include your name when providing this survey information to yo	our dealershi	р? (	Ž	Ľ	_				
22.	Do you have any other comments/recommendations about Eagle Chev	rolet?	. 1	Λ	Λ	, .	_			
ر.	See attached it is	vot:	the	Da	allers	Lhube				
<u>ب</u> /	from dissatisfied with	<u>ک</u>					11			
$\cup$	/ J		_ !	- <del></del>			_			
	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

7hank 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, 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.

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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 vet 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 that Chevy. The company does not care that I as well as my Husband have been a loval 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

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!

Sent may 25+15 deard anything as of June 4.



# Service Satisfaction Survey

	Please make any corrections to your name, address, or telephone number here:						
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De	ar -						
Ser Us Yo of a	records indicate that you had your 2005 Cobalt serviced at Eagle Chempletely satisfied. Please take a few minutes to complete both sides of the vices. If you prefer, you can respond to this survey online by going to we er ID:  and Password:  ur timely response is very important to us and will be used to direct the copur customers. For information on GM's privacy statement, please visit of 166MYPRIVACY (1-866-697-7482).	nis question w.gmdeale espond online entinued effo	naire abou rshipsurve e, please orts toware	ut our deale <u>ey.com</u> and do not retu d meeting t	ership's per I entering y Irn this sur the highest	rsonnel and our person vey by mal	nal I.
Th	ank you for having your vehicle serviced at Eagle Chevrolet.						
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	Please use a dark pen or pencil (preferably blac	k) when fill	ing out th	nis survey.			
	Please check this box if you no longer own/lease this 2005	Cobalt, a	nd return	the ques	tionnaire.		
ΡI	EASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERV	ICE ON M	ARCH 21,	2007, CO	MPLETE T	HIS SURV	'EY.**
	About Your Ch	evrolet D	ealershi		ce Depar	tment	na i sa na katana katana da mana ka na ka na ka na ka na ka na ka na ka na ka na ka na ka na ka na ka na ka na Na na na na na katana ka na na na na na na na na na na na na na
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1.	How satisfied were you with the convenience of the Service Department's hours?	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	_
2.	Were services available to you on both an appointment and non-appointment basis?	Yes	No.	Does Not Apply/Not Required	Don't Kπow	<b>/</b>	
3.	When arriving for service, were you greeted promptly?						
4.	How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
						<u> </u>	
٠.	About Your Service Consultant/Adv	visor					
5.	How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	_
<b>6</b> .	Were you <u>offered</u> transportation options?	Yes	No []	Does Not Apply/Not Required	Don't Know		
7.	How satisfied were you that you were kept informed about the status of your service request?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does No Apply/No Require
8.	Was your vehicle ready by the original time promised?	Yes	No □	No Time Promised	ノ	<b>V</b>	

### About Your Service Consultant/Advisor (continued)

		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At Ali Satisfied	
9.	How satisfied were you with the explanation you were given of all services performed?						
10.	Overall, how satisfied were you with your Service Consultant?	. 🗀					
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	•		Anna Carlo	· ocivice		The first section contracts	- ANDERS OF THE PROPERTY (\$100 PM)
11.	When you picked your vehicle up, how satisfied were you with:	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	- The time it took to complete the transaction?			<b>UZ</b>	. 🗆		
	- The ease of getting your vehicle?						
	- The condition in which it was returned?						
		Yes	No			<b>~</b>	
12.	Were ALL of your service concerns corrected on this service visit?						
	IF NO, why not? (check all that apply)						
	Work performed did not correct the problem	irts not ava eclined rep	pair	and C	ring s	mble	on.
		her (please n't know	specify)	Orgo	" y	Jr Out	<u>-/</u>
		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?						
		Yes	No				•
14.	Were you given a copy of the completed repair order/involce?						•
		-		Don't Know	ı		
15	Were you contacted shortly after this service visit to determine	Yes	No.	Not Sure			
10.	your satisfaction with the dealership's service?		\\	, III			
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	that showing to experiment makes a page or your above a foreign configuration with	Completely	Very		Somewhat	Not At All	
16.	Based on this service visit, overall, how satisfied are you	Satisfied —	Satisfied	Satisfied	Satisfied	Satisfied	
	with Eagle Chevrolet?				<u> </u>	DKU	
		Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not	
17.	Would you recommend this dealership for service?	. 🗆				X	
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
18.	Overall, how satisfied are you with your 2005 Cobalt?	. 🗆				X	
10	Are you						
10.		. 4		[]		L	
20.	Your age 🗀 Under 25 🗔 25 - 34 🔲 35 - 44	X	45 - 54	Ш	55 - 64	₩ 65 0	r older
			-:- <b>:</b>	Yes		No	
21.	May we include your name when providing this survey information to yo		я <b>р</b> :		•••	Ц	
22.	Do you have any other comments/recommendations about Eagle Chevr	olet?	1	1 1 1	/		
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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

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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 that 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??

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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!